



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme for Middle Management (Level 4)

(January – June 2020)

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1. INTRODUCTION

A five-day course has been devised to provide the Middle Management Level on the fundamental principles of project management, strategic competency and leadership in promoting employee engagement in the public sector. This programme focuses on competencies at the strategic level. Trainers use practical sessions, group discussions and role plays. With the implementation of the Public Sector Business Transformation Strategy, the middle management officers play an important role to transform their organisation. This course will help them to better understand how it is important to motivate a team, overcome resistant to change, manage projects effectively and be more engaged in what they do.

The topics which have been delivered will help them adopt the right techniques in terms of strategic planning, project management and policy making.

2. OBJECTIVES

The objectives of the programme were to enable participants to:

- ◆ Understand the principles of project management
- ◆ Understand the importance of strategic planning
- ◆ Define regulations, policies and procedures
- ◆ Understand the basic of economics and how this affect decision making
- ◆ Develop Quality Management principles

The programme covered the following courses:

- ◆ Introduction to Public Sector Transformation
- ◆ Economics for non-economists
- ◆ Strategic Competency Development & Project Management
- ◆ Law making
- ◆ Quality Management System
- ◆ Strategic Planning

3. LEARNING OUTCOMES

By the end of this course participants are able to:

- ◆ Develop a problem solving attitude
- ◆ Understand the importance of critical thinking
- ◆ Understand why scenario planning is important for successful organisations
- ◆ Apply quality management framework and process
- ◆ Better interpret regulations and other law making policies

4. FEEDBACK

Note: These feedbacks are reported as they were written on the Feedback form.

PART A: The participants were required to assess the effectiveness of the different trainers and their session(s).

Below are some comments on the trainers:

INTRODUCTION TO PUBLIC SECTOR TRANSFORMATION

I. Mr Vasheel Ourrvasant SEEDOYAL

- ❖ *He is relevant to the subject*
- ❖ *Good at his job*
- ❖ *Introduction was missing. No direction clearly specified and only sharing experiences and stories. It's not a training;*
- ❖ *Limited time to discuss the matter. Language of training not standard, creole was used to explain;*

ECONOMIST FOR NON ECONOMIST

II. Dr Amit ACHAMEESING

- ❖ *Good*
- ❖ *Very professional*
- ❖ *He is very versatile and gave his best to make participants understand the technicity of Economics in very simple language*
- ❖ *More sessions to be covered by the trainer since the 3 sessions were not enough. Very interesting topic and training delivered by the trainer;*
- ❖ *Provided concrete practical examples, supported with theories and published papers. Prominent and very well versed;*
- ❖ *No materials were distributed;*

STRATEGIC COMPETENCY DEVELOPMENT AND TOOLS & QUALITY MANAGEMENT

III. Dr Liladevi APPASAMY

- ❖ *Good*
- ❖ *Basic examples not adapted to the middle management. Language of training is not standard even creole was used;*
- ❖ *ISO was discussed but it is not applied in Civil Service, most of the Ministries has not gone for ISO;*

PROJECT MANAGEMENT

IV. Mr Temen GANNOO

- ❖ *Good*
- ❖ *Basic examples not adapted to the middle management. Language of training is not standard even creole was used;*

LAW MAKING

V. Prof Jaggadishen CHELUMBRUN

- ❖ *Good*
- ❖ *Very good/ Excellent on the subject. Participants learned a lot;*
- ❖ *Not agreeable to any answers by the participants always contradicting. For e.g., Mauritius is a sovereign democratic country, according to the trainer. It is not!*
- ❖ *Highly Knowledgeable*

STRATEGIC PLANNING

VI. Dr Vinay ANCHARAZ

- ❖ Good
- ❖ Time is very limited to discuss Strategic Planning. Require at least 3 days' session for such topics;
- ❖ Highly Knowledgeable

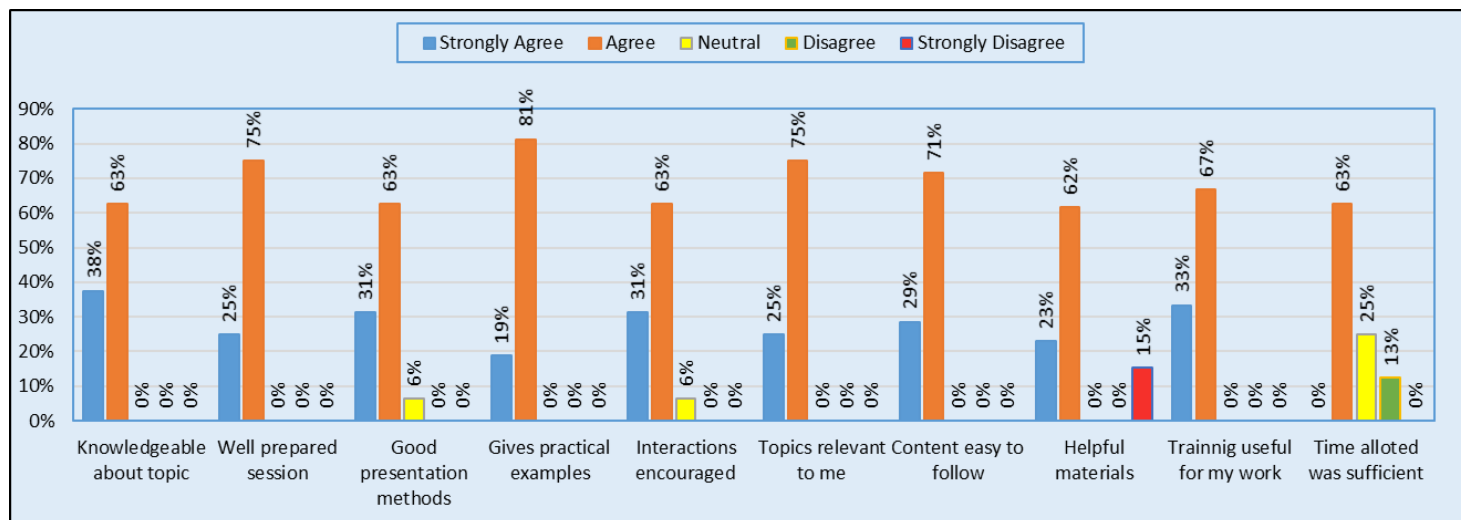


Table 1: Overall assessment of trainer 's effectiveness and session

PART B: The participants were required to give their views on the administrative support received and catering.

1. I thank the CSCM for organising this training;
2. The venue for the training is not so conducive. The fact that is on the royal road, we are often disturbed by noises from vehicles outside
3. Excellent job keeps it up;
4. Only snacks, food was cold and vegetarian options was not good;

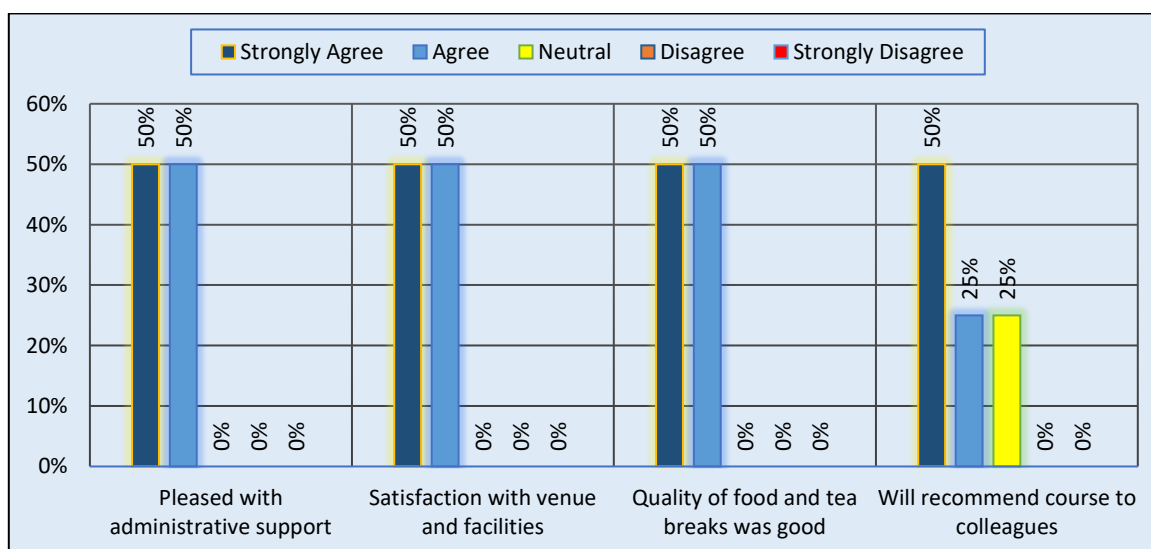


Table 2: Administrative support and catering

PART C: The participants were required to give their feedback on the session, what they think can be improved and how they will apply what they have learnt.

A. What did you like most about the training?

1. *To be more efficient*
2. *The training is helpful for knowing other departments point of views on same issues;*
3. *Easy to follow and understand*
4. *The session classes on the various topics will contribute in development of new skills in the service to the Ministry*
5. *It has improved my general knowledge and it has helped me to achieve our goals in our department;*
6. *It is helpful to achieve goals and objectives of the service*
7. *The lecturers are experienced of knowledgeable*
8. *Practically all the Resource Persons were mostly up to the level. They are very experienced and knowledgeable. The topics were very interesting and useful for us to perform better as managers and above;*
9. *Economics session- Lecturer excellent;*
10. *Issues in other Ministries/Authorities and officers dealing such issues with much constraints still typical;*
11. *The module on Law Making*
12. *Problems of everyday life in Mauritius are being exposed*
13. *Interactions between both parties. Understanding and simple language used by trainers;*

B. What aspects of the training could be improved?

1. *Time allocated;*
2. *Half day training;*
3. *The short time to bring to 9.30 due to congestion problems in Port Louis;*
4. *It must be done regularly;*
5. *It should be oriented towards public sector*
6. *Slides should be given earlier, then we could have more interactive session in the class;*
7. *The five days training is good but a two weeks training will be most welcomed;*
8. *Food, Strategic planning session to be reviewed;*
9. *Training was very conventional. Should be adaptive to the specific group of participants;*
10. *Law making should be in more depth;*

C. How do you hope to change your work practice as a result of this training?

1. *Try to implement some measures and Strategies;*
2. *By implementing knowledge gamed in certain key competences;*
3. *Bring changer for improvement*
4. *Share the knowledge with other colleagues;*
5. *By using new techniques*
6. *To think systematically adopt new strategies etc.*
7. *Work in a team spirit*
8. *By thinking strategically;*
9. *I believe that the whole system need to be trained so that they all communicate within*
10. *By applying new techniques on planning, controlling and assessment*
11. *All the presentations and lectures benefited me a lot. Armed with new knowledge I will share and implement it at the workplace;*
12. *Can apply project management to daily tasks;*
13. *Change of mind set and thinking out of the box -Strategic Thinking was most relevant;*
14. *Sharing relevant ideas to colleagues and supervisors;*

D. What additional training programmes would you wish to have from the Civil Service College in the future?

1. *More related to my field (Technical Training);*
2. *Specialised training for engineering software's used at the Ministry;*
3. *Law Making Process;*
4. *Procurement;*
5. *Customer Care;*
6. *The duration of this training is short;*
7. *Public Procurement;*
8. *Legislative Drafting;*
9. *Contract Management;*
10. *Public speaking and presentation skills;*
11. *Management of Human Resources;*
12. *Leadership and Management;*
13. *Public Health Administration;*
14. *Advanced Excel;*
15. *New technological based training programs;*
16. *Risk Management;*
17. *Law and Constitution of Mauritius;*

E. Other comments

1. *Overall, good quality of trainers provided;*
2. *Parking Facilities;*
3. *To send PowerPoint presentations in PDF to all participants;*
4. *Insufficient seating capacity for tea break & lunch. Lunch time should be 40 minutes;*
5. *By implementing this training session in our work place;*
6. *Training should be done on public procurement as well;*
7. *The Civil Service College should become a permanent college whereby civil officers can use to obtain higher training and education and then be graduated as a degree or master degree;*
8. *The venue is not to standard. Civil Servants are being treated in an inferior manner;*

5. ACTIONS TO BE TAKEN BY CSCM

- (i). The Training Manager will have a one-to-one session with the trainers to provide the feedback.
- (ii). Trainers' feedback will also be taken to better understand the training delivery and participation.
- (iii). A Train-the Trainer course will be organised for all trainer and will be mandatory.

6. CONCLUSION

From the feedback, it can be observed that the trainers were well appreciated and delivered as per the College's expectations. The participants were pleased with the delivery of the sessions. It can be concluded that the objectives of the programme have been achieved. This training programme has been very useful for the targeted group. They are very keen to share the knowledge acquired with their colleagues and to apply what has been taught in the training to their workplace.

Civil Service College, Mauritius will follow up with the different liaison officers from different Ministries to give the participants the opportunity to follow the recommended training programmes in the future so as encourage continuous progress in their workplace.

7. SOME TRAINING PICTURES

