



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme on Performance and Public Service Excellence for Support Staff

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INTRODUCTION

This course has been devised to provide you with a better understanding of your roles and how you contribute in the organisational structure. With the implementation of the Public Sector Business Transformation Strategy, this course will help you to better understand how it is important to motivate yourself and be more engaged in what you do.

The topics which have been designed will help you to be more conscious about your communication skills and how to deliver service to both internal and external customers effectively. Furthermore, motivation is another aspect which you will learn during this four-day programme which will help you to motivate your team towards achieving organisational goals.

The course covers the following topics:

- ❖ Ethics & Good Governance
- ❖ Motivation
- ❖ Delivery of E-Services
- ❖ Quality Management
- ❖ Productivity Management
- ❖ Communication & Customer Service

OBJECTIVE

The objectives of the course are to enable you to:

- ❖ Improve your communication skills
- ❖ Understand why motivation is important for better performance
- ❖ Better deliver customer service
- ❖ Understand why Ethics are important for the smooth running of the organisation
- ❖ Apply techniques of quality management

LEARNING OUTCOME

By the end of this course participants will be able to:

- ❖ Develop communication skills and overcome barriers to communication
- ❖ Better understand the role of internal and external customers
- ❖ Know how quality management can be an innovation in the public sector
- ❖ Learn how productivity management can lead to better performance
- ❖ Develop an ethical behaviour

FEEDBACK

PART A: The participants were required to assess the effectiveness of the different resource persons and their session(s). Below are some comments on the resource persons:

- Mr Pawan:
 - ❖ *Very professional;*
 - ❖ *Class is a bit boring;*
 - ❖ *Good knowledge on the subject;*
 - ❖ *More group discussions and exercises;*
 - ❖ *Resource person was well prepared for his course and encouraged participation;*
 - ❖ *An informative session – facilitator needs to rely less on learning materials and be more conversant;*
 - ❖ *The trainer is knowledgeable but lacks good delivery skills. Should improve on presentation methods.*

- Mrs Ramnauth:
 - ❖ *Best trainer;*
 - ❖ *Excellent trainer;*
 - ❖ *Very nice skill to teach;*
 - ❖ *Nice and down to earth;*
 - ❖ *Well versed and good trainer;*
 - ❖ *Very lively and interesting class;*
 - ❖ *She uses good and simple examples;*
 - ❖ *An interactive session with an enthusiastic facilitator;*
 - ❖ *Talked irrelevant things; keep praising herself and her sons, lack manners to talk;*
 - ❖ *More training sessions from her - Very dynamic. She managed to sustain our interest throughout the training;*
 - ❖ *Mrs Ramnauth was a very good trainer, she knew her subject well and the delivery of the course was very well done.*

- Mr Juwaheer:
 - ❖ *Very Interesting;*
 - ❖ *Knows his subject;*
 - ❖ *Generally good class;*
 - ❖ *Very much appreciated;*
 - ❖ *Trainer was rude at times;*
 - ❖ *Trainer was very engaging in his approach;*
 - ❖ *Very motivating and encourages us to think out of the box;*
 - ❖ *Not relevant. Should improve delivery skills. Rude and ostentatious;*
 - ❖ *The trainer knows his subject and gave meaningful examples of the various topics covered.*

- Mrs Appasamy:
 - ❖ *Good;*
 - ❖ *Very professional;*
 - ❖ *Well experienced;*
 - ❖ *Interesting content;*
 - ❖ *Course was well-conducted;*
 - ❖ *Should interact with class more.*

- Mr Ganoo:
 - ❖ *Good;*
 - ❖ *No respect for time management;*
 - ❖ *Interesting content but duration of the training is too long. Full day session tends to be a little boring and we lose interest halfway through the lecture. Trainer is repetitive. Half session would have been more than enough.*

- Mr Bungshy:
 - ❖ *Impressive;*
 - ❖ *Very interactive;*
 - ❖ *Very knowledgeable;*
 - ❖ *Impressed and very professional;*
 - ❖ *Well prepared - learnt new things;*
 - ❖ *Very knowledgeable – learnt a lot;*
 - ❖ *Too short session – Trainer is excellent;*
 - ❖ *Encourages participation and pleasant nature;*
 - ❖ *Impeccable – the amount of knowledge acquired from his classes are unbelievable and worth all of it – a great tutor;*

- Mrs Abdoula:
 - ❖ *Excellent class;*
 - ❖ *Great Trainer;*
 - ❖ *Very nice trainer;*
 - ❖ *Top – Outstanding;*
 - ❖ *Wonderful trainer;*
 - ❖ *Charming personality;*
 - ❖ *Encourage participation;*
 - ❖ *Trainer is mind-blowing;*
 - ❖ *Learner-centered lecture;*
 - ❖ *More sessions on this session;*
 - ❖ *She makes the class very lively;*
 - ❖ *Very lively and keeps the audience interested;*
 - ❖ *Very interactive, practical, well presented session;*
 - ❖ *I wish to have more such courses in the future – thanks;*
 - ❖ *More time should be given as the training was educative;*
 - ❖ *Satisfied – lively, interesting and well organized class;*

- ❖ *Mrs Nazia is an excellent trainer – I would recommend her courses on communication to everyone, be it to help them in their professional and personal lives;*
- ❖ *Very vibrant and dynamic. She was motivated to dispense the course. Captivated our interest throughout the training unlike other full day session trainers.*

➤ Mrs Ladkoo:

- ❖ *Loved this class and very down to earth;*
- ❖ *The time allocated should have been more – Mrs Ladkoo is the best for this module no one would have done it better than her.*

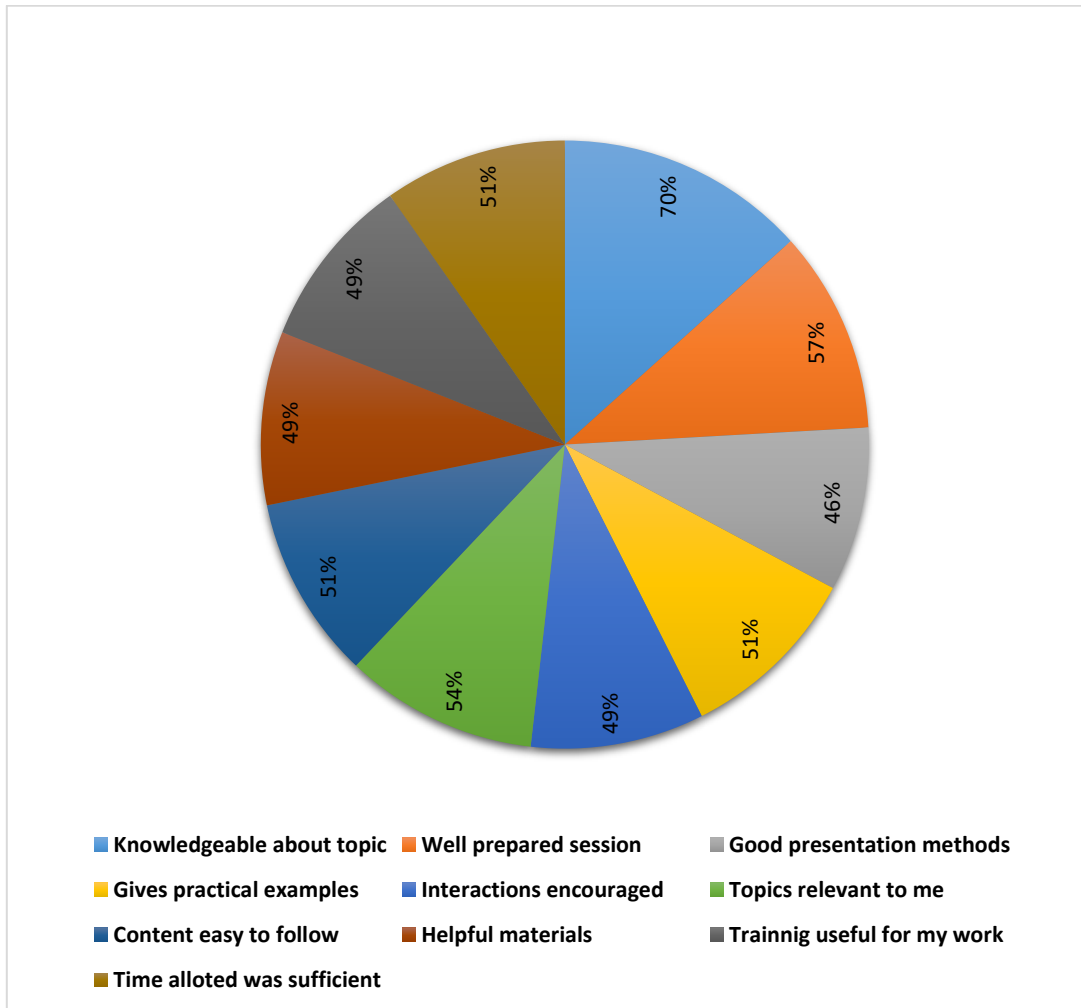


Table 1: Assessment of trainer's effectiveness and session

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

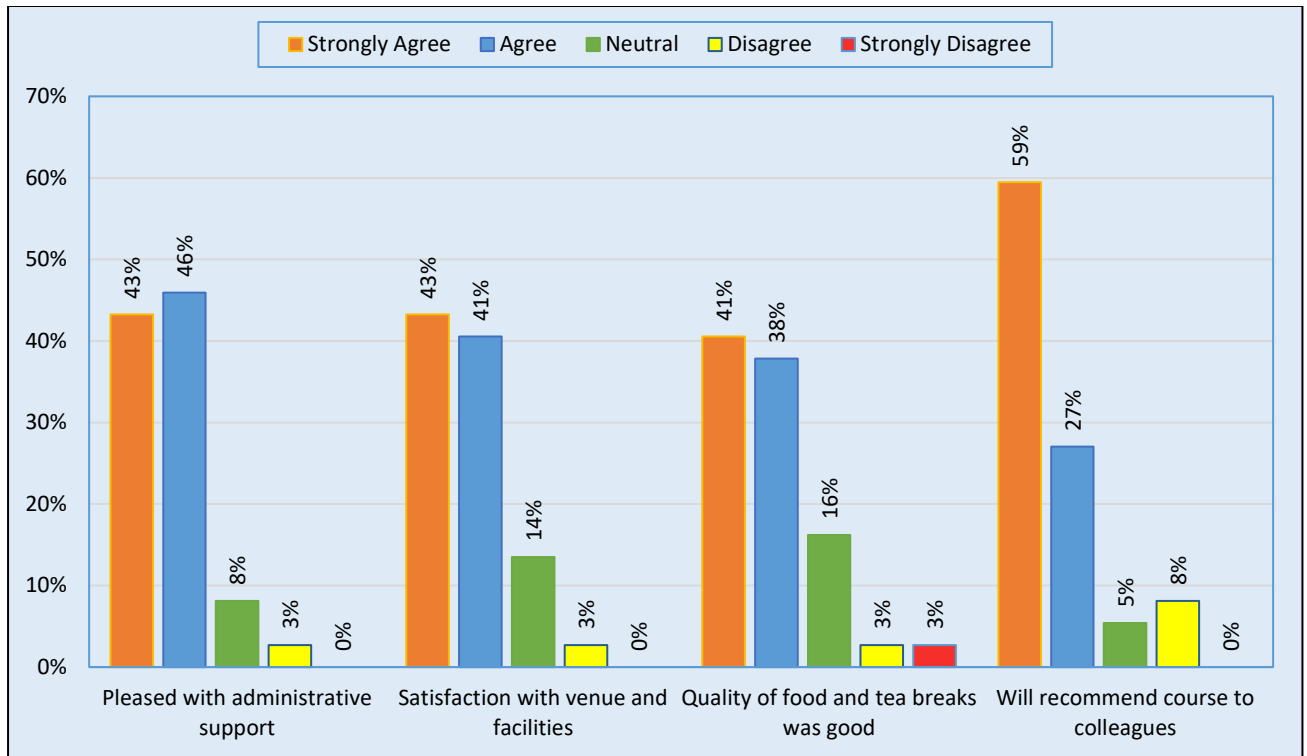


Table 2: Administrative support and catering

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 this training?

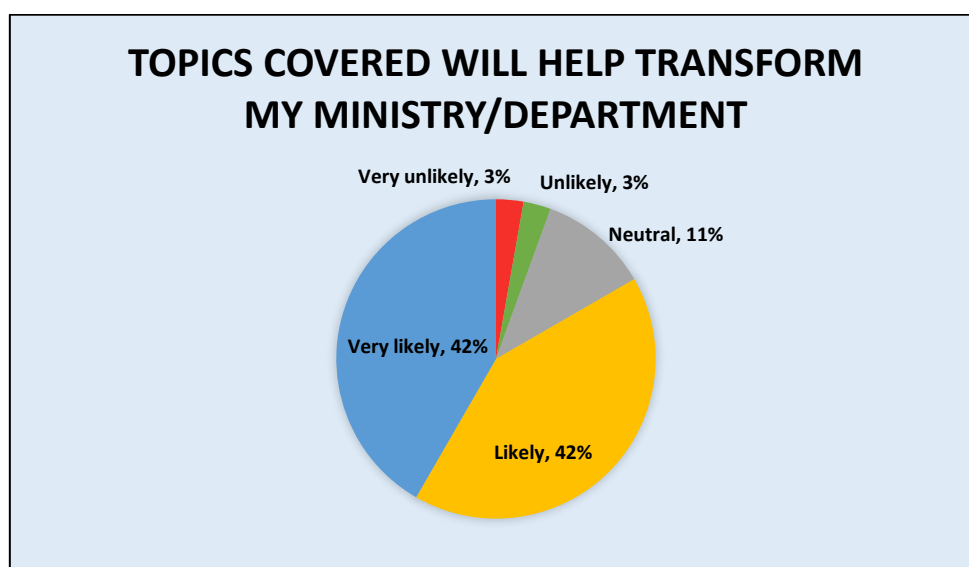
- ❖ *All;*
- ❖ *Food;*
- ❖ *Feedback;*
- ❖ *Knowledge;*
- ❖ *All the courses;*
- ❖ *Sharing of ideas;*
- ❖ *Interesting topics;*
- ❖ *The course lectures;*
- ❖ *Personal development;*
- ❖ *The lectures delivered;*
- ❖ *All courses were energetic;*
- ❖ *The last 2 training sessions;*
- ❖ *Mrs Ramnauth's ethics class;*
- ❖ *Discovered interesting topics;*
- ❖ *Very interesting and enriching;*
- ❖ *The trainer's knowledge and skill;*
- ❖ *This training was very encouraging;*
- ❖ *Trainers conversant with their topics;*
- ❖ *Very interactive and resourceful training;*
- ❖ *The way the tutors performed the course;*
- ❖ *The practical examples which were given;*
- ❖ *The trainers are skilled and well-prepared;*
- ❖ *Get in touch with colleagues in different ministries;*
- ❖ *Learning new things which increased my knowledge;*
- ❖ *The lectures of Mrs Ramnauth, Mr Bungshy and Mrs Abdoula;*
- ❖ *Module on communication & Customer service – Excellent teacher;*
- ❖ *The way it relates to our everyday life as well as our professional work;*
- ❖ *This training has helped me to learn more about the working environment;*
- ❖ *The activities of Mrs Nazia and Mrs Ramnauth sense of humour during her sessions;*
- ❖ *The training skill of the trainers and the way they motivated and interact with participants;*
- ❖ *The trainers are very friendly, helpful and guide us how to tackle various situations at work;*
- ❖ *Participation increases a person's self-confidence and to grow more confident in public speaking;*
- ❖ *Communication skills that help not only for the work place but also for self-growth and improvement;*
- ❖ *Some tutors do not only stick to the topic to be discussed but some general knowledge as well are shared in the class;*
- ❖ *All the topics covered will be very useful for me. The way all the trainer interacts with the class and put ideas forward was very interesting. This training has boost me and make me want to study more.*

B. What aspects of the training could be improved?

- ❖ *Nil;*
- ❖ *Duration;*
- ❖ *More days;*
- ❖ *Productivity;*
- ❖ *Replace noisy AC;*
- ❖ *Time management;*
- ❖ *The training is good;*
- ❖ *Everything was perfect.*
- ❖ *IT – Theory and practical;*
- ❖ *Ventilation to be improved;*
- ❖ *Better seating arrangements;*
- ❖ *Handouts should be made available;*
- ❖ *Food – not a variety (Too much fish);*
- ❖ *Courses too short should be extended;*
- ❖ *More educators to prevent monotony;*
- ❖ *The training must be more than 4 days;*
- ❖ *If training could be given more frequently;*
- ❖ *Already has an extremely high standard;*
- ❖ *The training tools (setting up of the tables);*
- ❖ *Time allocated to courses should be extended;*
- ❖ *The certificate could be upgraded to a diploma;*
- ❖ *The way some courses are delivered and the catering;*
- ❖ *Food and more washrooms required to avoid queuing up;*
- ❖ *Some trainer need to work out their class to be more lively;*
- ❖ *Communication & Customer Service, Delivery of E-Services;*
- ❖ *Handouts can be provided before courses rather than after;*
- ❖ *More team and group works should be put in place by the trainers;*
- ❖ *The training programme must be done continuously to implement continuous learning;*
- ❖ *Fooks house is better than Atom house as it is more spacious – we have to queue up when going to toilet.*

- C. How do you hope to change your work practice as a result of this training?
- ❖ *Apply communication techniques;*
 - ❖ *Apply quality at work. Be more conscious of my body language and be more customer focus;*
 - ❖ *Approach public voluntarily and more confidently;*
 - ❖ *Avoid judging;*
 - ❖ *Be ethical and productive;*
 - ❖ *Better management of the team;*
 - ❖ *Bring better methods to improve quality of output;*
 - ❖ *By being more professional;*
 - ❖ *By sharing knowledge acquired;*
 - ❖ *Delivering customer care;*
 - ❖ *Encourage others to apply good behaviours;*
 - ❖ *Encourage senior staff to follow the course;*
 - ❖ *Enhance teamwork and communication;*
 - ❖ *Grooming;*
 - ❖ *I will discipline myself better and encourage my colleagues also. I will definitely share what I learned with my colleagues as they have not got the opportunity to attend this course.*
 - ❖ *Implement the strategies and techniques learned in our workplace;*
 - ❖ *Implement what I learnt;*
 - ❖ *My communication skills will help to change my way to communicate to my colleagues;*
 - ❖ *Share main points with other colleagues so that all can apply;*
 - ❖ *Sure, we are leaving the course with a very goal impact on us which will help us to cope with the daily challenges;*
 - ❖ *Teamwork will help me to more collaborate and increase my team spirit;*
 - ❖ *To a great extent;*
 - ❖ *To be more positive, calm and respect others;*
 - ❖ *To give more attention and behave well towards our customers, stakeholders and colleagues;*
 - ❖ *To share my knowledge received in training.*

D. How likely are the topics covered help in transforming the Ministry/Department where you are working?



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

- ❖ *Administrative;*
- ❖ *Advanced Excel;*
- ❖ *Advanced Word;*
- ❖ *All courses related to my workplace;*
- ❖ *Communication;*
- ❖ *Computer software;*
- ❖ *Courses in computer;*
- ❖ *Ethics;*
- ❖ *IT;*
- ❖ *Protocol;*
- ❖ *Psychology;*
- ❖ *Public speaking;*
- ❖ *Sessions on etiquettes;*
- ❖ *Stress Management;*
- ❖ *Team Building;*
- ❖ *Time management;*
- ❖ *Upgrading Health Care Assistant Course;*

F. Other comments

- ❖ *Food to be made available on time;*
- ❖ *Good presentation and innovative. I have learnt a lot of new things which I can apply at my workplace;*
- ❖ *More snacks must be allocated to the students (a small loaf cannot be cut into 4 pieces) – the quantity is not enough for one person for the tea break;*
- ❖ *Please increase the number of training for officers too – it refreshes our mind as to the good attitude to have at the workplace;*
- ❖ *Satisfactory;*
- ❖ *Snacks and meals need to be less repetitive and more creative varied – more patience from the serving lady;*
- ❖ *Staffs are very friendly;*
- ❖ *The food and tea breaks were very disappointing. Serving lady was unpleasant. Portions were very small and sometimes bland;*
- ❖ *The place was clean, well-ventilated. The support staffs were very courteous and helpful. The ladies who provided the food and drinks were organized in their work.*
- ❖ *This training made me realise things about myself that I didn't realise before;*
- ❖ *To check if water is available in the water dispenser;*
- ❖ *Training was good - hope to have other programs later;*
- ❖ *Very satisfied with the courses;*
- ❖ *Wish to thank the Civil Service College Mauritius and our organisation for giving us the opportunity to follow the course.*

CONCLUSION

In a nutshell, it can be concluded that the objectives have been successfully met. The participants are really keen to learn. Though there was a session on various topics during this four-day training, some of the participants recommended longer duration of the sessions. Overall, it can be said that this made training course did have a very positive impact for the support staff.