



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:**

- ❖ *Interesting class;*
- ❖ *Good grasp of topic;*
- ❖ *Overall good session;*
- ❖ *Encourages participation;*
- ❖ *Should use more real life examples;*
- ❖ *The trainer uses good presentation;*
- ❖ *The motivation part was very refreshing and relevant;*
- ❖ *The trainer is knowledgeable, interactive about the training topics and kind as well;*
- ❖ *He encouraged all learners to share their experiences and contribute to the group - learning process;*
- ❖ *He prepared his session very well and this training experience will be useful in my work and I would strongly recommend my friends this course.*

➤ **Mrs Ramnauth:**

- ❖ *Effective;*
- ❖ *Good examples;*
- ❖ *Easy to follow;*
- ❖ *Interesting session;*
- ❖ *Very friendly and interactive;*
- ❖ *Well organised powerpoint by Mrs Ramnauth;*
- ❖ *Very dynamic and makes the class interactive;*
- ❖ *Class was lively and has great interpersonal skills;*
- ❖ *The trainer has good presentation and communication skills to deliver training effectively.*

➤ **Mrs Millien:**

- ❖ *Content was very relevant;*
- ❖ *It was a very interactive and lively session;*
- ❖ *The trainer is well conversant and the class is lively;*
- ❖ *The trainer was very pleasant and has a good personality – her class was very active and all participants enjoyed the class.*

➤ **Mr Juwaheer:**

- ❖ *Excellent!*
- ❖ *Good communication skills;*
- ❖ *The trainer created a good learning environment;*
- ❖ *One of the best trainer – knows his subject very well.*

➤ Miss Seewooruthun:

- ❖ *Very good class;*
- ❖ *Very knowledgeable;*
- ❖ *Well-presented and organized;*
- ❖ *Learned a lot of interesting facts;*
- ❖ *Well versed and very interesting and friendly.*

➤ Mrs Appasamy:

- ❖ *Helpful and resourceful;*
- ❖ *Knowledgeable, gives practical examples;*
- ❖ *Very professional and we got so many ideas;*
- ❖ *The trainer was ready to hear questions raised by trainees;*
- ❖ *Session was very lively – trainer possesses good communication skills;*
- ❖ *Excellent – if only trainers could be like Mrs Appasamy, enjoyed her class;*

➤ Mr Ganoo:

- ❖ *Has a good approach;*
- ❖ *Easy to grasp information;*
- ❖ *Very interactive and friendly;*
- ❖ *Very well versed on the topic;*
- ❖ *Appropriate techniques used;*
- ❖ *He illustrated ideas with good examples;*
- ❖ *Simplifies the topic for better understanding.*

➤ Mr Bungshy:

- ❖ *Highly appreciated;*
- ❖ *Extremely interesting topic;*
- ❖ *Interactive and entertaining session;*
- ❖ *I am thankful to learn so much from this topic.*

➤ Mrs Abdoula:

- ❖ *Very friendly and empathetic;*
- ❖ *Very interactive and beneficial session;*
- ❖ *Super excellent trainer – The best indeed!*
- ❖ *Good people skills, very lively and friendly;*
- ❖ *A joyful, knowledgeable and passionate person;*
- ❖ *Active, friendly, humble and very interesting class;*
- ❖ *Trainer has a positive attitude in delivering her session;*
- ❖ *Very talented teaching in communication and customer service;*
- ❖ *The impact of this session will definitely make a difference overall in personal and professional environment;*
- ❖ *Topics covered will enable me to better deliver services at work and to manage my own state and to show empathy to customers.*

- Mrs Ladkoo:
 - ❖ Overall enlightenment;
 - ❖ Very interactive class;
 - ❖ Interesting and fun class;
 - ❖ Very motivated, empowered;
 - ❖ She helped us in improving our communication skills;
 - ❖ More training with Mrs Ladkoo – she is just amazing;
 - ❖ I have learned a lot that will be helpful at work and in personal life as well.

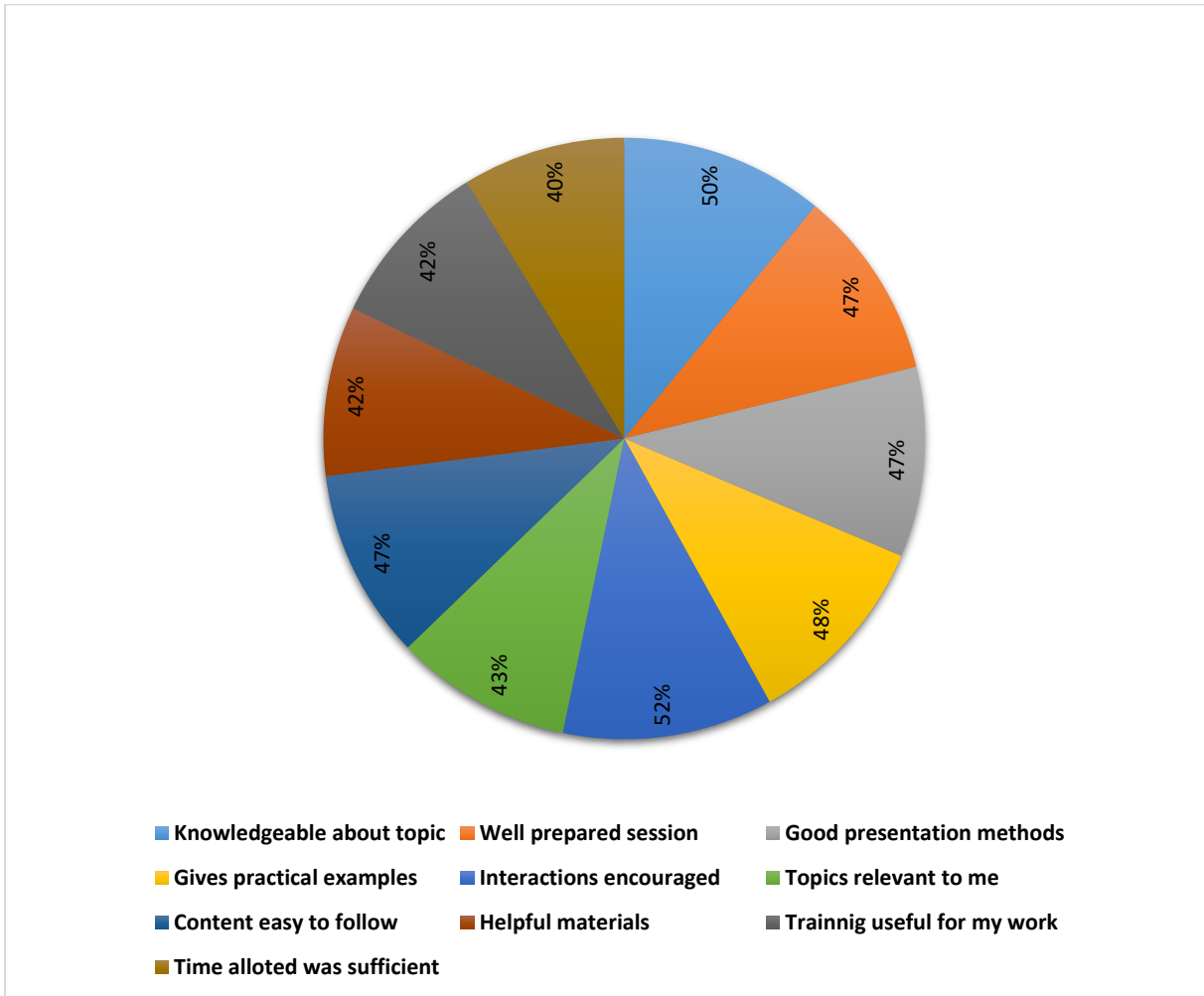


Table 1: Assessment of trainer’s effectiveness and session

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

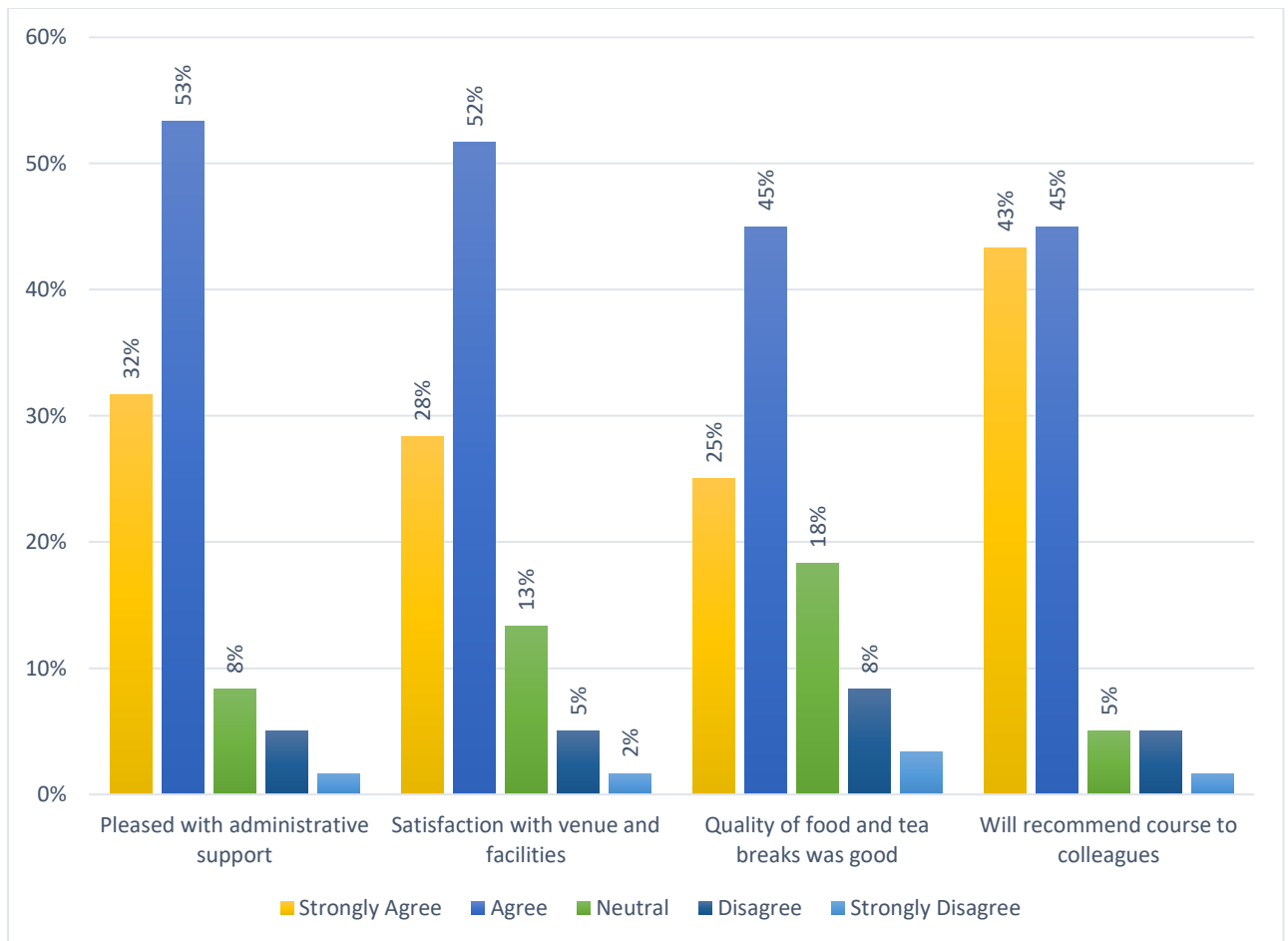


Table 2: Administrative support and catering

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?

- ❖ *Very instructive;*
- ❖ *Learning new things;*
- ❖ *Sharing of knowledge;*
- ❖ *Delivery of E-Services;*
- ❖ *Meeting other colleagues;*
- ❖ *The communication session;*
- ❖ *Class on customer service;*
- ❖ *Good and important content covered;*
- ❖ *This course was really good and relevant;*
- ❖ *Knowledge achieved and being more skilled;*
- ❖ *Allow me to review and develop my dormant skills;*
- ❖ *The trainers are very professional and encouraging;*
- ❖ *The last 3 days of the course was really wonderful;*
- ❖ *The trainers were friendly and gives practical examples;*
- ❖ *Almost all sessions were helpful in accordance to our work;*
- ❖ *Good and concrete interaction between trainee and trainers;*
- ❖ *Participation and real life examples of the participants and lectures;*
- ❖ *We get to learn and upgrade our skills in order to better perform at work;*
- ❖ *Makes me think outside the box – my life does not revolve only around work;*
- ❖ *All the examples and topics discussed were relevant to the environment in the workplace;*
- ❖ *I have learned lot of things, practices, techniques for myself to be use in office and at home;*
- ❖ *It is related to our job – the communication an ethics class was very helpful and interesting;*
- ❖ *The trainers were asking questions and leading discussions to encourage trainees to participate.*

B. What aspects of the training could be improved?

- ❖ *All good;*
- ❖ *Toilet facilities;*
- ❖ *More time for lunch;*
- ❖ *Visual help/support;*
- ❖ *Presentation methods;*
- ❖ *The time allocated is too short;*
- ❖ *Maybe the setting of the training room;*
- ❖ *Duration – can be on more multiple days;*
- ❖ *Provide handouts before starting the lecture;*
- ❖ *Better to have two resource persons for a one full day session.*

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

- ❖ *I will improve my way of doing things;*
- ❖ *By being more attentive to the customers;*
- ❖ *My productivity and way of communication;*
- ❖ *Work environment and adopt a more positive attitude;*
- ❖ *My personal way of seeing things and mind set has changed;*
- ❖ *To put everything, I have learned into consideration and practice;*
- ❖ *To better deal and communicate with colleagues and customers;*
- ❖ *Changing my mind set and attitude at work as well as sharing whatever I have learnt;*
- ❖ *Working on a checklist for particular and rare activities to save time and ensure all work is done;*
- ❖ *To apply positive attitude by a simple smile and to understand my colleagues when they express themselves.*

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

- ❖ *ISO;*
- ❖ *Motivation;*
- ❖ *Teambuilding;*
- ❖ *Leadership;*
- ❖ *Right of employees;*
- ❖ *Stress Management;*
- ❖ *Emotional intelligence;*
- ❖ *Personality development;*
- ❖ *Health and safety at work;*
- ❖ *Business writing at work;*
- ❖ *Handling difficult customers;*
- ❖ *Memo, letter and report writing;*
- ❖ *Photoshop, Adobe illustrator course;*
- ❖ *Writing effective minutes of meeting.*

E. Other comments

- ❖ *For the catering – some cups were broken which is not good for us;*
- ❖ *Miss Bissessur was helpful and kind;*
- ❖ *Have acquired good knowledge about the training – happy to get a certificate;*
- ❖ *Hot water in the dispenser was not available;*
- ❖ *Lunch is not suitable for vegetarians and snacks are cut and served bit by bit;*
- ❖ *Very interesting training and should have more;*
- ❖ *The training was engaging and effective;*
- ❖ *I have learned a lot and I am very satisfied;*
- ❖ *The programme officer was very helpful;*
- ❖ *Frequent training sessions should be organised in order to motivate employees and expand their knowledge;*
- ❖ *The administrative staff are helpful and the quality of the food and tea breaks are excellent;*
- ❖ *Overall very good and motivated training;*
- ❖ *Thank you for giving us the opportunity for this training;*
- ❖ *Good services offered;*
- ❖ *Good break from office, meet colleagues from other ministries and share knowledge;*
- ❖ *Very grateful to all those who have helped in organising this training;*
- ❖ *Excellent job done by Civil Service College Mauritius; I feel proud to follow this course and acquire a certificate.*

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.