



CIVIL SERVICE  
COLLEGE  
MAURITIUS

*Enabling Public Service Excellence*

## **Feedback Report**

### **Training Programme for Support Staff**

**(Level 2)**

## TABLE OF CONTENT:

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1. INTRODUCTION .....	2
2. OBJECTIVES .....	2
3. LEARNING OUTCOMES.....	2
4. FEEDBACK.....	3
PART A:.....	3
COMMUNICATION & CUSTOMER SERVICE .....	3
I. Mrs Nazia Hajee ABDOULA.....	3
PUBLIC SECTOR BUSINESS TRANSFORMATION.....	4
II. Mrs Kavita DOOKHY.....	4
PRODUCTIVITY MANAGEMENT .....	4
III. Mr Temen GANOO .....	4
ETHICS .....	5
IV. Mrs Saroja RAMNAUTH .....	5
PART B:.....	6
PART C:.....	6
5. ACTIONS TO BE TAKEN BY CSCM .....	10
6. CONCLUSION.....	10
7. SOME TRAINING PICTURES .....	11

## 1. INTRODUCTION

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

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

Since September till December 2020, there is a total of 306 public officers from various ministries that benefitted from this training programme.

## 2. OBJECTIVES

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The objectives of the programme were to enable participants to:

- ◆ Improve your communication skills
- ◆ Better deliver customer service
- ◆ Understand why Ethics are important for the smooth running of the organisation

The programme covered the following courses:

- ◆ Communication & Customer Service
- ◆ Public Sector Business Transformation
- ◆ Productivity Management
- ◆ Ethics

## 3. LEARNING OUTCOMES

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By the end of this course participants are able to:

- ◆ Develop communication skills and overcome barriers to communication
- ◆ Better understand the role of internal and external customers
- ◆ Learn how productivity management can lead to better performance
- ◆ Develop an ethical behaviour

## 4. FEEDBACK

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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:

### **COMMUNICATION & CUSTOMER SERVICE**

#### **I. Mrs Nazia Hajee ABDOULA**

- ❖ *BEST TRAINER;*
- ❖ *Class was very lively and entertaining;*
- ❖ *Excellent trainer and extremely lively session. Eager to attend her class again someday;*
- ❖ *Fantastic trainer – she was experienced and very lively;*
- ❖ *Friendly and open minded;*
- ❖ *Friendly with all participants;*
- ❖ *Good teaching skills;*
- ❖ *Hats Off to her. Continue the good job;*
- ❖ *I recommend that she delivers other courses as well pertaining to her topics; her course was very well organised;*
- ❖ *Interesting session and person;*
- ❖ *Loved her friendly attitude and presentational skills;*
- ❖ *Motivating but in verbal communication only;*
- ❖ *Mrs Abdoula has used innovative and interactive methods to explain the importance of communication;*
- ❖ *Mrs Abdoula is a well-trained trainer;*
- ❖ *Nice, very welcoming and very encouraging;*
- ❖ *One of the most fun and lively training class that I have ever attended. A very distinct approach towards learning about a particular topic. The trainer clearly excels at what she does and knows how to keep the trainees captivated. A very humble and talented trainer;*
- ❖ *Personally, I was very at ease as the trainer was motivating – got to learn so much from her;*
- ❖ *Positive trainer;*
- ❖ *She is very dynamic;*
- ❖ *She presented her topic well;*
- ❖ *She was able to build a strong bond with everyone;*
- ❖ *The trainer is just perfect for this session;*
- ❖ *The trainer was awesome and made the class super interesting;*
- ❖ *Trainer is proactive and is enthusiastic;*
- ❖ *Very good trainer;*
- ❖ *Very good training skills;*
- ❖ *Very informative and knows how to explain the topics. Her explanations were very interesting and easy to grasp;*
- ❖ *Very kind and cheerful;*
- ❖ *Very well prepared, great teaching skills and very dynamic;*
- ❖ *Well confident trainer, makes us comfortable and makes great effort;*
- ❖ *Well motivated.*

## **PUBLIC SECTOR BUSINESS TRANSFORMATION**

### **II. Mrs Kavita DOOKHY**

- ❖ *All the topics were very well covered by her with good examples;*
- ❖ *Encourage students to participate;*
- ❖ *Encouraged participation and has a good knowledge of subject matter;*
- ❖ *Good;*
- ❖ *Knowledgeable about the topic and presented good and practical examples for better understanding;*
- ❖ *Knowledgeable;*
- ❖ *Mrs Dookhy was very participating and very knowledgeable with her topics;*
- ❖ *Resource person lacked empathy and was just reading her PowerPoint slides;*
- ❖ *She explained clearly;*

## **PRODUCTIVITY MANAGEMENT**

### **III. Mr Temen GANOO**

- ❖ *A very distinct approach with nice ways to make the trainees get a good grasp on the subject. The trainer has a very remarkable way of teaching so that the trainee knows how to implement what she has learnt;*
- ❖ *Factual data were provided;*
- ❖ *Good at his subject – presented the topic comprehensively;*
- ❖ *Good personality, great mastery of content and has good teaching skills;*
- ❖ *Good presentation techniques;*
- ❖ *He explains very well and in details – excellent;*
- ❖ *Thank you Mr Ganoo for the lecture – really enriching;*
- ❖ *The session was satisfactory;*
- ❖ *The trainer is very interactive;*
- ❖ *This topic was very effective;*
- ❖ *Trainer is well acquainted with the topics;*
- ❖ *Very experienced;*
- ❖ *Very good personality and cheerful;*
- ❖ *Very intelligent, full of knowledge. Should conduct many more courses;*
- ❖ *Very knowledgeable and interactive session;*
- ❖ *Very knowledgeable lecturer and captivates our attention, it's difficult to be distracted and sleepy. The lecturer is very personal and kind. The time allocated is less. The lecturer Mr Ganoo is by g=far the BEST;*
- ❖ *Well versed and friendly.*

## ETHICS

### IV. Mrs Saroja RAMNAUTH

- ❖ *An excellent trainer who knows how to relax the atmosphere and ensure at the same time how to get the trainees to understand the topic very well and get them to participate actively;*
- ❖ *Best of all;*
- ❖ *Excellent session, great teaching spirit of trainer;*
- ❖ *Friendly attitude;*
- ❖ *Hats off. Very good trainer. Wish to have more from her;*
- ❖ *Increase hours for this module;*
- ❖ *Insightful session;*
- ❖ *Knows her subject;*
- ❖ *Not enough time;*
- ❖ *Perform very well;*
- ❖ *Really enjoyed this session;*
- ❖ *She is very clear and dynamic;*
- ❖ *The trainer makes use of humour to make the presentation more interesting and interacting;*
- ❖ *Very entertaining lecture;*
- ❖ *Very interactive and humorous;*
- ❖ *Very lively and active class. We highly recommend this session for learning more;*
- ❖ *Very lively and intelligent lecturer;*
- ❖ *Very nice;*
- ❖ *Very satisfied with content and delivery;*
- ❖ *Would love to attend more of her class.*

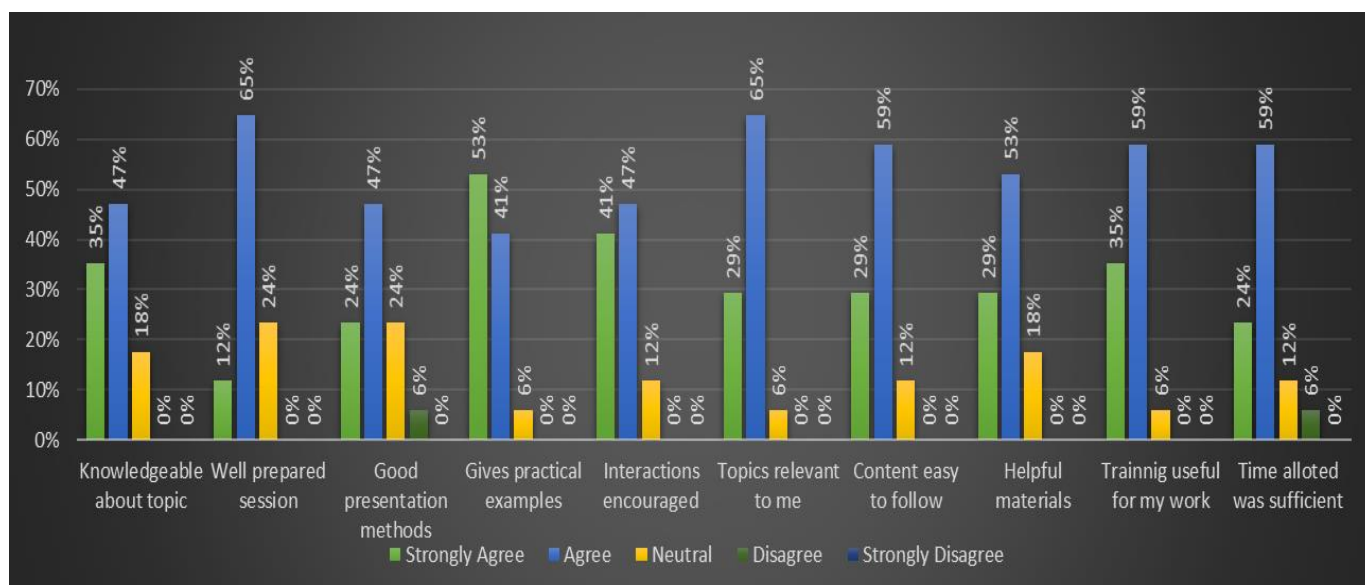


Table 1: Overall assessment of trainer 's effectiveness and session

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

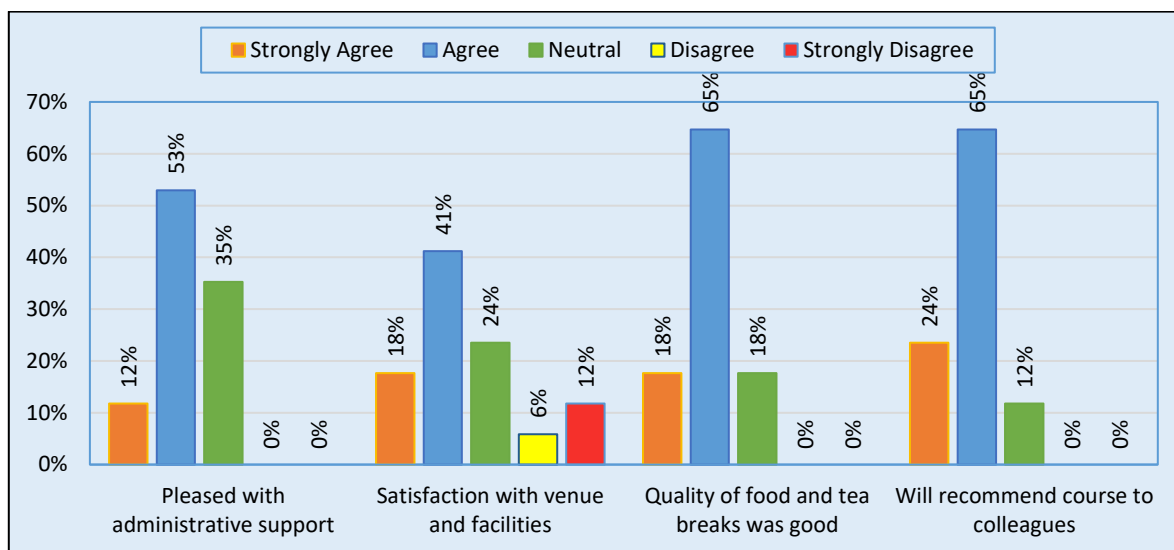


Table 2: Administrative support and catering

**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. All trainers are knowledgeable about the topics - very professional and good communication skills;
2. Communication and ethics class;
3. Communication class was excellent. Tutor mastered her subject;
4. Enrich my knowledge;
5. Everything was interesting;
6. Fluidity of presentation;
7. Gaining knowledge;
8. Good exposure to the subject being discussed;
9. Group work;
10. I receive a lot of information which will be useful and will help me to perform well in my job;
11. Interaction among trainer and trainees;
12. It has deepened my knowledge about the topics explained by the trainers;
13. It keeps one updated with new ways of doing well;
14. It refers to the nature of work;
15. It was a full fledge training with a lot of important learning opportunities;
16. It was a plus for our workplace;
17. It was concise;
18. It was fruitful;
19. Knowledge and information about the public sector business transformation and strategy;
20. Meeting new people and sharing of knowledge;
21. More friends amongst trainees of other fields in public service – got a chance to regenerate our qualities in our fields;
22. New methods taught to us;
23. Opportunity to refresh our skills;
24. Place of training and materials was good;

25. *Practical examples;*
26. *Relevant to my job;*
27. *Team work;*
28. *The approach of the trainers;*
29. *The clarity of the trainers and their willingness to adapt the course;*
30. *The content and the tutors;*
31. *The ethics class was very interesting and more time should be allocated;*
32. *The honesty of Mrs Ramnauth;*
33. *The merging of the new ideas from different participants;*
34. *The participation and interaction between colleagues of different ministries were encouraged. Thus, the course was easy to follow;*
35. *The practical examples and encouragement of active participation;*
36. *The presentation;*
37. *The resource persons made us feel comfortable and they encouraged us to participate – their approach are friendly;*
38. *The room and facilities were adequate;*
39. *The session on communication and customer service which was a very enriching experience;*
40. *The session on communication and customer service;*
41. *The team work activities by Mrs Abdoula;*
42. *The topic which were covered;*
43. *The topics covered were very useful in my work;*
44. *The topics discussed were interesting and the trainers were really nice;*
45. *The trainer put us at ease;*
46. *The training is very interesting and well organised;*
47. *The training room and facilities were adequate and comfortable;*
48. *The training was clear and objective;*
49. *The way the trainers made us interact;*
50. *This training was relevant to the nature of work;*
51. *To feel empowered;*
52. *To get new perspective about the ministry;*
53. *Topic covered;*
54. *Trainer's approach – Mrs Abdoula and Mrs Ramnauth;*
55. *Trainers were pleasant and helpful all the way through;*
56. *Trainers were very professionals;*
57. *Very enriching training;*
58. *Very informative and motivating;*
59. *Very instructive, will help a lot in our work;*
60. *We were able to express our views without any one judging us.*

**B. What aspects of the training could be improved?**

1. *2 days' training is not enough;*
2. *Equal number of hours of training for each trainer;*
3. *Equally distributed the time allocated for the topics;*
4. *Experience will be useful in work;*
5. *Food and beverages;*
6. *I think training can be done for half day in the morning only as in the afternoon it is difficult to follow the course;*
7. *Include more activities during session;*
8. *It should be directly related to our job;*
9. *It was okay for me;*
10. *Limited time;*
11. *Lunch can be improved;*



12. *More equipment on teaching techniques;*
13. *More time should be allocated for questions and answers;*
14. *More training days allocated;*
15. *More visual and videos;*
16. *No complaints;*
17. *Productivity;*
18. *Room set up;*
19. *Seating arrangements;*
20. *The amount of topics discussed should be more;*
21. *The teaching and learning strategies of some trainers so as to make the training less boring;*
22. *This training already gives so much knowledge;*
23. *Time allocated was very short;*
24. *Time frame allocated to the different modules;*
25. *To improve quality of food;*
26. *Toilet facilities are not enough;*
27. *Training can be improved by avoiding long lectures as in workplace, some aspects cannot be applied;*
28. *Water bottles should be provided.*

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

1. *Application of the different tips and knowledge I have acquired during the training;*
2. *Applying my learned knowledge;*
3. *Applying what is learnt;*
4. *Be a good listener and continue to gather knowledge;*
5. *Be more productive and provide a better customer service;*
6. *Be more understanding, patient and productive in workplace;*
7. *Being more smart;*
8. *Brining more positivity and ethics in the ministry;*
9. *By applying the training and changing my bad habits;*
10. *By practice, the sessions were very useful to me;*
11. *Change workplace;*
12. *Efficiency at work and positive approach;*
13. *I hope to adopt some of the training points in my work practice like when dealing with customers, managing in a more productive way;*
14. *I intend to be stress free, cater for my customers in a better way and be more efficient;*
15. *Improved mind set and increased productivity;*
16. *In terms of productivity and management at work;*
17. *Just to give a touch on things which needs improvement;*
18. *Motivated to do well;*
19. *Put into practice everything I have learnt;*
20. *The communication skills that were demonstrated to us, the way to interact is a change to our work place;*
21. *To improve communication and productivity methodology;*
22. *To make use of all the training at workplace and to improve myself in the work place;*
23. *Will try to apply what we learn to be more productive by offering better services.*

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

1. *Advanced excel;*
2. *Basic criminal law;*
3. *Code of ethics and good governance;*
4. *Conflict management;*
5. *Criminal laws;*
6. *Cybersecurity fundamental;*
7. *Emotional intelligence;*
8. *Ethics;*
9. *Event management;*
10. *Finance;*
11. *First Aid;*
12. *General knowledge/worldly matters;*
13. *Handling difficult customers;*
14. *Improving efficiency in organisations;*
15. *Knowledge management;*
16. *Leadership;*
17. *Legislative drafting;*
18. *Official Events planning;*
19. *Protocol and etiquette;*
20. *Public administration/Business management;*
21. *Public speaking;*
22. *Quality Management;*
23. *Registry Procedures;*
24. *Risk management;*
25. *Speech writing;*
26. *Strategic planning;*
27. *Stress management;*
28. *Talent management;*
29. *Time management;*
30. *Trust and building teams;*
31. *Using internet and email;*
32. *Workforce planning.*

E. Other comments

1. *By far the best training I have attended;*
2. *Food was good;*
3. *I have learnt a lot;*
4. *I want to attend more training sessions at CSCM – If possible every year;*
5. *I would suggest this training be given to each and every staff at every level;*
6. *I, wholeheartedly congratulate the Civil Service College, Mauritius for the immense work it is doing towards our formation. I shall have dedicated my future success to this organisation. Thank You!*
7. *It's good to have refresher course often;*
8. *More trainer like Mrs Abdoula and Mrs Ramnauth;*
9. *On the whole, courses are very interesting and fruitful;*
10. *Please improve food served for vegetarians;*
11. *Thank you for the training and the resource persons;*
12. *The course was relevant. It will definitely improve my productivity;*
13. *The sessions were very good;*
14. *The training was excellent. Keep it up!*
15. *The training was nice;*
16. *To include more salty stuff and less sweets;*

*17. Top management should be trained as well to facilitate implementation and new technology;*

*18. Very interesting to learn from time to time in order to increase our knowledge;*

## **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.

## **6. CONCLUSION**

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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 two-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.

## 7. SOME TRAINING PICTURES





Training Programme for Support Staff

July – December 2021