



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme for Middle Management (Level 4)

(January – March 2021)

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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 Ourvasant SEEDOYAL**
 - ❖ *The topic covered was more in general. So it was an overview of the PSBT*
 - ❖ *The trainer is very much versed in the subject*
 - ❖ *Trainer is well experienced in subject matter and is at ease in his delivery*
- II. **Mr Appadu**
 - ❖ *He knows his subject*
 - ❖ *The trainer is versatile*
 - ❖ *He has an art of teaching*

LEADERSHIP IN THE PUBLIC SECTOR

- I. **Dr Appasamy**
 - ❖ *Good communication and talks about objectives and goals*
 - ❖ *The trainer makes the training session interesting and provide real facts for better understanding*
 - ❖ *The Trainer is very knowledgeable and has art of teaching*
 - ❖ *Interesting topic*
 - ❖ *She uses methods pf games to make me understand things easily*
- II. **Dr Abacousna**
- III. *Good communication. Talks about all around development and intellectual development. Good guidance. A good presentation of work by each group. Also talks about objectives and goals*
- IV. **Dr Nuckchady**
 - ❖ *Good communicator and know how to catch and retain attention with relevant examples*
 - ❖ *Wonderful person, appreciate his teaching style and great experience sharing*
 - ❖ *Strong communication skills*

PROJECT MANAGEMENT

- V. **Mr Ganoo**
 - ❖ *Good*
 - ❖ *Ability to create enthusiasm and comfortability*
 - ❖ *More time to be allocated for the session. The trainer performance is very good*

PUBLIC SECTOR ECONOMICS

- VI. **Dr Ancharaz**
 - ❖ *Good*
 - ❖ *The session was well prepared and he used practical examples to explain the concept*
 - ❖ *Trainer well versed in the subject matter. He has shared his findings / experience*
 - ❖ *Experienced Resource Person*

VII. Dr Achameesing

- ❖ *The trainer explained well the topic as session of today was on Economy which is not my field and has allow me to set a broad idea of economic development in Mauritius especially after the Covid-19*
- ❖ *Top class trainer very dynamic and enthusiastic*

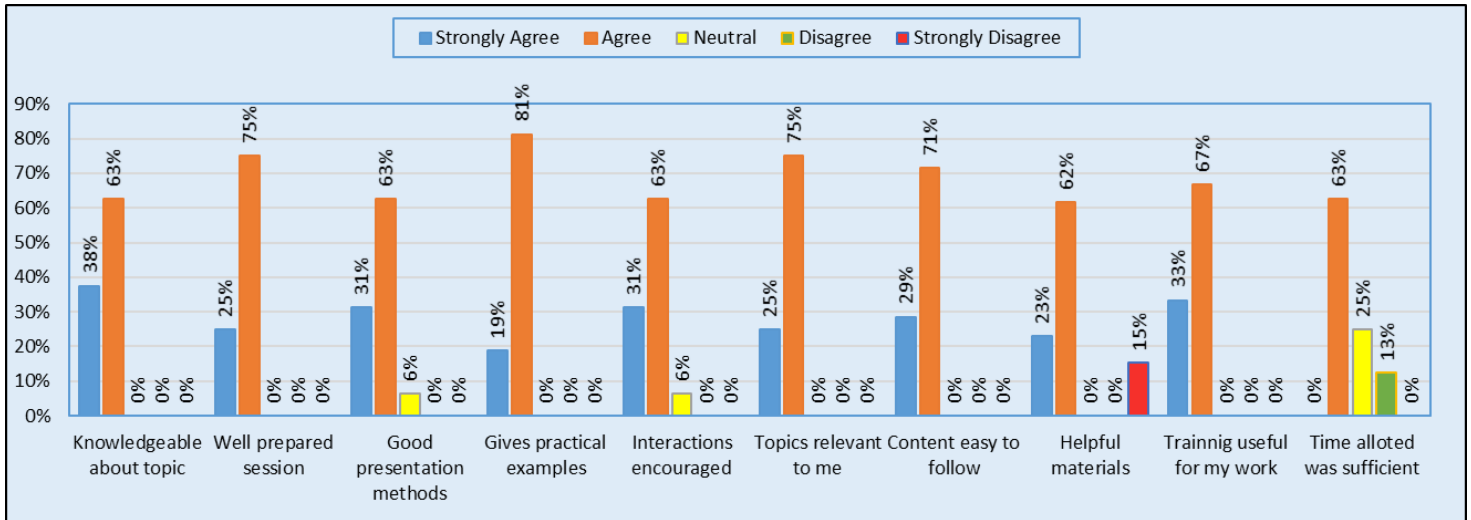


Table 1: Overall assessment of trainer 's effectiveness and session

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

1. *Very professional*
2. *Good and nice one*
3. *We were welcomed for the training sessions.*
4. *Good*
5. *Very good and nice one*
6. *We were welcomed for the training sessions. We were well served and we appreciated the foods offered. The classroom arrangement was suitable with optimum temperature*
- 7.

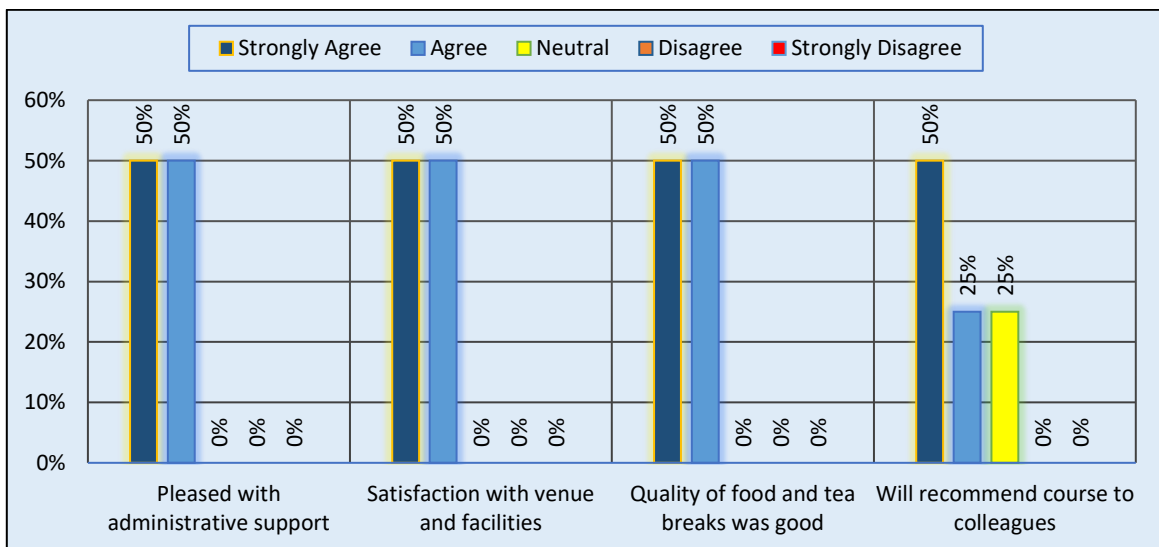


Table 2: Administrative support and catering

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. Interactions and sharing of information with other colleagues from different ministries*
 - 2. Learning new ideas*
 - 3. Sharing by Trainers about the vision-mission and sustainability Government Policy & Expectation*
 - 4. The resource persons were very knowledgeable in their respective domain*
 - 5. The vision of the Government (Vision 2030) and how to adopt changes*
 - 6. We were able to meet personnel from other Ministries. Communication in mother tongue language was used which pupils like better*
 - 7. Learned practical examples which could be used in our work*
 - 8. The content and techniques of management and leadership*
 - 9. Very interactive*
 - 10. The course leadership was clear and well presented, encouraging, committed to her work*
 - 11. Some new and updated concepts were learnt. This enabled me to upgrade my knowledge. Some concepts can be used to improve my work environment*
 - 12. It was very interactive*
 - 13. The content*
 - 14. All topics were interesting*
 - 15. The interaction with fellow colleagues from other departments. Lectures with group work was fruitful*
 - 16.*
- B. What aspects of the training could be improved?
- 1. Time allocated could have been increased*
 - 2. The training could be focus in the Mauritius Civil Service context*
 - 3. To apply the concepts to public sector*
 - 4. Extended the learning to subordinates (Junior ranks)*
 - 5. The training room and set up and also the environment*
 - 6. Time allocated to each topic*
 - 7. Individual visioning through laptop, for examples starting from old methods of work. Then show how technology has improved the way of working*
 - 8. There should be two trainers in one day instead of one*
 - 9. Time allocated could have been increased*
 - 10. The training on Public Sector Transformation was very interesting but the time allotted was not enough*
 - 11. Duration of programs/modules to be longer*
 - 12. Food arrangement in training room*
 - 13. May be setup of tables a bit uncomfortable*
- C. How do you hope to change your work practice as a result of this training?
- 1. I will use some tools discussed at my place of work for the improvement of the service.*
 - 2. Better monitoring of projects, planning, better identify the problems/ short comings etc*
 - 3. Putting in place the various topic learned in the course into practice*
 - 4. It has been a refresher course and new knowledge*
 - 5. Work according to Civil Service requirements*

6. *A good decision making, proper communication, good orientation at work and avoid shyness*
7. *To change how to manage my time to be able to do my working time allocated*
8. *To better apply the techniques of management and be a better leader*
9. *To put in practice, the new lessons learnt from the different trainers*
10. *Better management and leadership in my work*
11. *New concepts learned can be put into practice to be more efficient and effective in my work*
12. *Implementation the Techniques learned at my work place / Delegation of responsibilities*
13. *Apply are recommended practices as per training obtained and knowledge gained*

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

1. *First Aid*
2. *Public Speaking*
3. *Tender Preparation and Evaluation*
4. *Cybersecurity Fundamentals*
5. *Strategic Thinking and Project Management*
6. *Leadership in Public Sector*
7. *Stress Management*
8. *Procurement –Preparation of bids / bid evaluation*
9. *Customer Care & fast service delivery by Public Officers to the Public*
10. *Training to higher officers to better understand the concepts*
11. *A similar training programme can be encouraged*
12. *Auto Cad Program*
13. *Advanced Excel*
14. *Communication Skills*
15. *First Aid*
16. *Courses on new regulations/ concepts as regards to finance*
17. *Public Speaking*
18. *Training Programme more adapted to Assistant Permanent Secretaries such as legislative drafting, speech writing and Cabinet papers, among others*
19. *Programmes customised my nature of work of my unit*
20. *Tender Preparation and Evaluation*
21. *Cybersecurity Fundamentals*

E. Other comments

1. *Understanding the condition of service in its true perspective (The civil Service HR Management Manual)*
2. *The course is perfect*
3. *A good initiative and should be organised more often*
4. *The training is like a backbone and encourages the worker to perform the duties*
5. *If all managers/leaders are committed, real changes, good changes can happen for the betterment of all our nation*

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.