![Civil Service College Mauritius — Enabling Public Service Excellence]

Feedback Report

TRAINING PROGRAMME FOR

FRONTLINE/SUPERVISORY/TECHNICAL GRADE

(Level 3)

(January – June 2022)

Batch 6: 21, 25 & 27 January 2022

Batch 8: 04, 08 & 10 March 2022

Batch 9: 18, 22 & 24 March 2022

Batch 11: 11, 13 & 15 April 2022

Batch 12: 19, 21 & 26 April 2022

Batch 13: 07, 10 & 15 June 2022

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1. INTRODUCTION

The three-days training programme has been devised to provide employees operating at the frontline/ supervisory and technical level to understand their roles and responsibilities and how they contribute in the organisational structure. With the implementation of the Public Sector Business Transformation Strategy, this course will have helped them to better understand how it is important to motivate themselves and be more engaged in what they do.

The topics have been designed to help them be more conscious about their leadership skills and how to motivate their teams. A total of 199 participants have attended 11 batches organised from August 2021 – June 2022 out of 200 participants to be trained for the current financial year (July 2021 – June 2022). Please see below table.

Category	Target FY July 2021 to 30 June 2022	Number of officers trained Aug – Dec 2021	Number of officer trained January to June 2022
Level 3	200	84 (5 batches)	115 (6 batches)

2. OBJECTIVES

The objectives of the programme were to enable participants to:

a) Understand the key concepts of digital transformation/emerging technologies and their applicability
b) Understand Change, Identify and overcome obstacles to change
c) Improve communication at work
d) Examine leadership qualities and skills

The programme covered the following courses:

♦ Public Sector Business Transformation & Fundamentals of Digital Transformation
♦ Change Management
♦ Communication & Customer Service
♦ Leadership Essentials

3. LEARNING OUTCOMES

By the end of this course participants were able to:

♦ Be aware of the Public Sector Business Transformation Strategies (The 10 Implementation Pillars) and the role & function of the Public Sector Business Transformation Bureau
♦ Understand and define the concept of change management
♦ Acquire key interpersonal communication skills at workplace
♦ Define the key elements in delivering excellent service to different stakeholders.
♦ Understand what are your responsibilities in the organisation and adopt the appropriate leadership styles to motivate your teams

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 sessions and different trainers.

Effectiveness of Sessions:
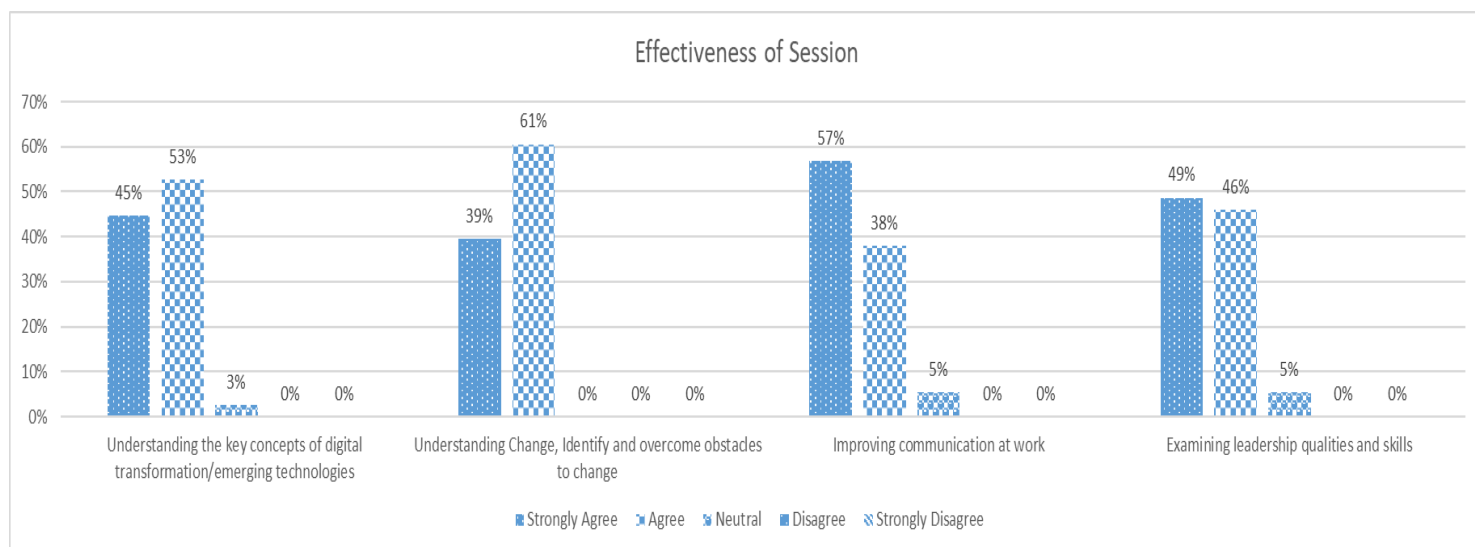
Below are some comments on the trainers:

PUBLIC SECTOR BUSINESS TRANSFORMATION & FUNDAMENTALS OF DIGITAL TRANSFORMATION

I. **Mr Suraj RAMGOLAM**
    * *Very innovative mindset with competencies to transform the public sector;*
    * *Good lecturer and performed well;*
    * *The trainer is well versed in his subject;*
    * *Well experienced trainer. He was knowledgeable and knew how to share it;*
    * *The trainer is well versed and has a broad idea what problems personnel from the public sector faces. He gave a lot of valuable tips how to overcome the problems at work;*
    * *The trainer has gone into great details about the topic which is useful in the public sector and will be put to good use.*

CHANGE MANAGEMENT

II. **Mr Temen GANOO**
    * *A discipline oriented person and interactive;*
    * *Good lecturer and performed well;*
    * *Should avoid criticism on the public sector;*
    * *Impressive and knowledgeable;*
    * *Good communication skills;*
    * *The trainer knew how to keep the class active and made all the trainees participate in the discussion.*

III. **Dr (Mrs) Aumwatee SREEKEESSOON**
    * *Trainer was highly professional;*
    * *Participation and interaction all along the course are good way of showing examples.*

COMMUNICATION AND CUSTOMER SERVICE

IV. **Mr Deven SEETARAMADOO**

❖ *Down to earth and very humble approach to teach his subject;*

❖ *Good lecturer and performed well;*

❖ *Knowledgeable trainer who has well imparted communication and customer care to us;*

❖ *A learned coach;*

❖ *Outstanding;*

❖ *The trainer knew his subject and presented it to the class in the simplest way for everyone to understand;*

❖ *Very humble, very knowledgeable, knew his contents and gave very useful tips to improve our customer service. Need him in more courses.*

❖ *A very experienced trainer who gave practical examples and shared his personal experiences and derived lessons from them. The session was very interactive where all participants were given opportunity to share their views and experiences.*

LEADERSHIP ESSENTIALS

V. **Dr Vinaye ANCHARAZ**

❖ *Highly professional and devoted;*

VI. **Dr Brinda APPASAMY**

❖ *The trainer was knowledgeable. Well prepared and good presentation. Good interaction with participants;*

VII. **Dr (Mrs.) Aumwatee SREEKEESSOON**

❖ *A very interactive person with inspiring and motivational attitude to inculcate leadership;*

❖ *Good lecturer and performed well;*

❖ *Has delivered lecture very professionally giving examples when required;*

❖ *Outstanding;*

❖ *The trainer knew how to motivate the class and mastered her subject;*

❖ *She was the best trainer as she was from the service and understand the situation better.*

VIII. **Mr Mario HENNEQUIN**

❖ *The trainer has a good knowledge of the topic discussed;*
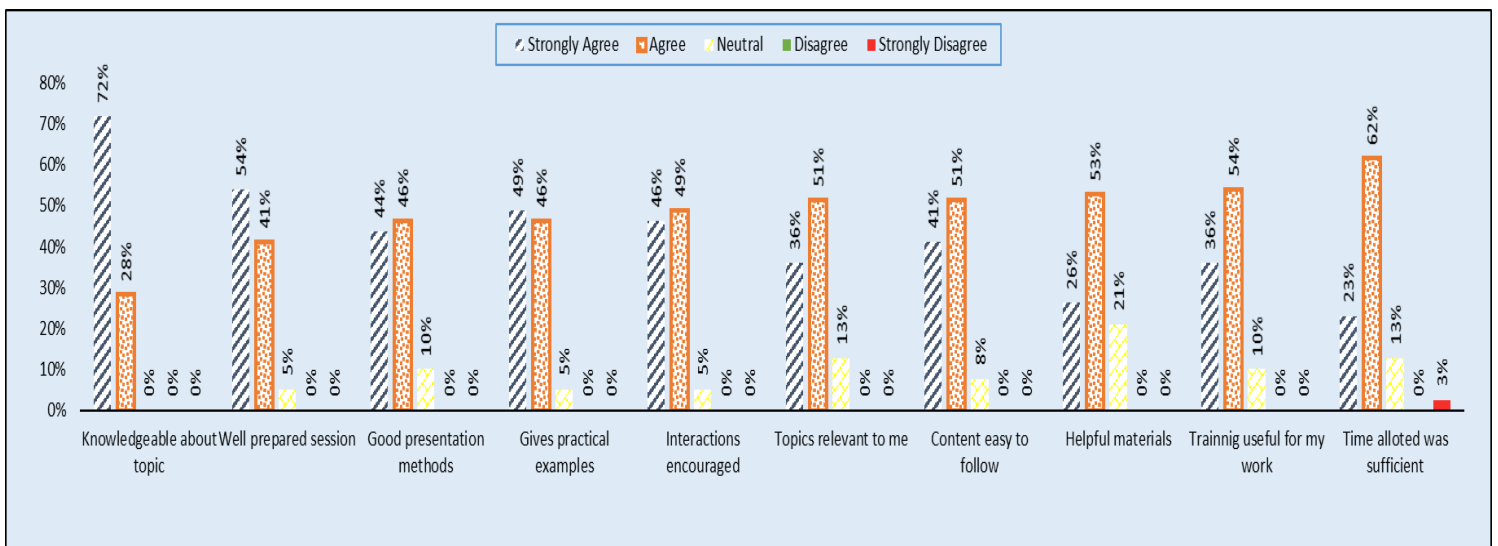
❖ *A good trainer.*

Table 1: Overall assessment of trainer 's effectiveness

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

1. *It is not wise to comment on the hospitality given to us. In fact, im grateful and thankful to the staff for having provided us food and drink. The most important things are that I have been selected to attend such an inspiring course by the CSCM;*
2. *Very good;*
3. *Good administration;*
4. *Remarkable;*
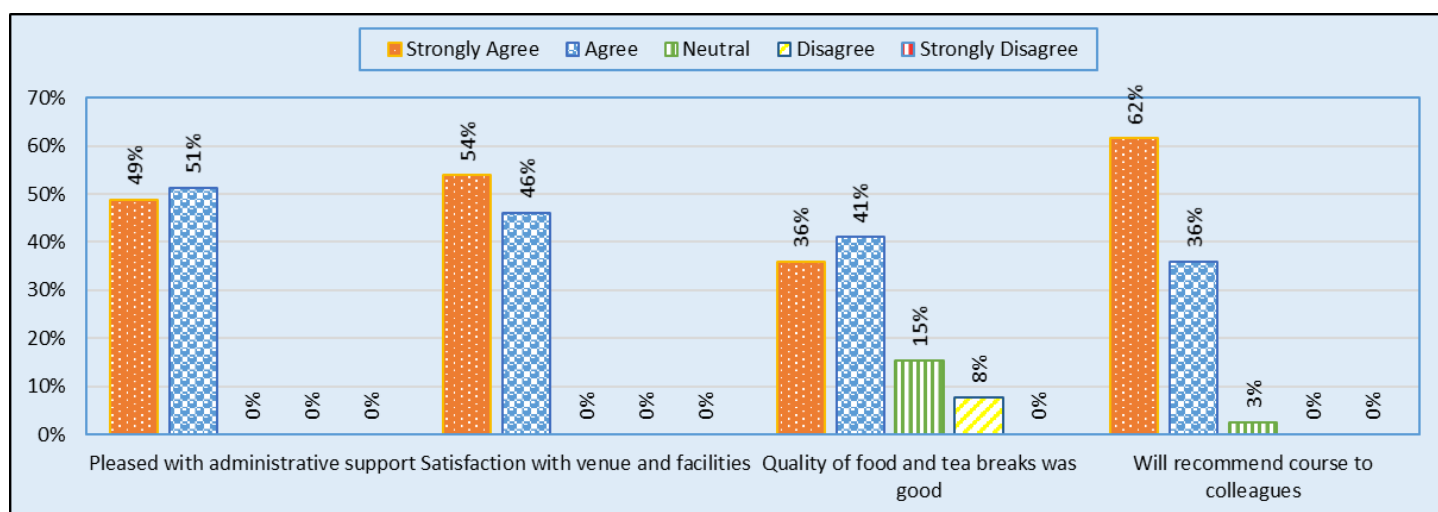5. *The quality of food for lunch has to be improved.*

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. *Very interactive;*
2. *Knowledgeable trainers;*
3. *Increased knowledge and developed skills;*
4. *Concept of change and transformation;*
5. *Helped me in analysing things in a different perspective;*
6. *Communication;*
7. *Participation;*
8. *Practical sessions;*
9. *The new challenge to transform, adapt and to provide better customer service;*
10. *The need to make change as early as possible to make change in the public service;*
11. *The topics covered. This will enhance the knowledge;*
12. *Very appropriate in this fast changing world;*
13. *Sharing working experience;*
14. *It was helpful and refresh my knowledge and mostly gained from the experience shared from the other students;*
15. *Interaction between trainer and participants;*
16. *Very useful to discuss practical problems and find the training effective;*
17. *Very well presented. Resource persons were well prepared. Acquired practical and useful information to be used in our daily work activities.*
18. *The training was interactive;*

19. *Has helped me to see the positive things of life and be a better performing civil servant;*
20. *Communication and leadership;*
21. *Very satisfactory at all level.*

B. What aspects of the training could be improved?
1. *The training should reach my workplace where more officers can be trained to enable transformation of management;*
2. *Should provide at least 2 trainers per day;*
3. *Provide note during training sessions;*
4. *None as it was to the best level of training. May be more participation from attendees;*
5. *Training tutorials must be provided;*
6. *More classes;*
7. *It's already an improved training;*
8. *Trainers should be from the civil service and not private since the work organisation and structure differs;*
9. *It should include also higher officers of the admin cadre;*
10. *Time allocation;*
11. *Need other aspects in the field of finance, accounting and hr.*
12. *Allocation of more sessions;*
13. *Full day session is tiring;*
14. *It would be appropriate to provide the course materials/handouts prior to the start of the course. It would allow to better follow and understand the lecturers;*
15. *Use of more digital media.*

C. How do you hope to change your work practice as a result of this training?
1. *By sharing the knowledge acquired;*
2. *To be a good leader;*
3. *To communicate better with staffs;*
4. *To be effective leaders and be a model to our subordinates;*
5. *Provide better customer service;*
6. *To make people around me in my work to realise that change for the betterment of service;*
7. *Communication skills and leadership;*
8. *Questionable;*
9. *Change will follow if the higher officers are on the same wavelength of the lower grades;*
10. *Improve relationship between colleagues so as to improve productivity, teamwork and conflict at work;*
11. *Need to change. Best use to have an efficient leader and teamwork with tips/skills acquired during the course.*
12. *Implementing a new approach to further improve my performance;*
13. *Communication;*
14. *Understanding the concept of change and managing it;*
15. *Good communication skills and good customer service will help to improve work environment and satisfy our customers.*
D. What additional training programmes would you wish to have from the Civil Service College in the future?
1. *Psychology;*
2. *Human behaviour and problem solving;*
3. *Safety in the public sector;*
4. *Interpersonal communication skills;*
5. *Leadership in a changing society;*
6. *Risk assessment of public policy;*
7. *Public speaking;*
8. *Enhancing integrity in the public sector;*
9. *Performance management system in the civil service;*

10. *Investigation and prosecution;*
11. *Customer care;*
12. *Time management;*
13. *How to counter corruption;*
14. *Understanding safety and health at work;*
15. *Strategic HRM;*
16. *Stress management;*
17. *Risk assessment;*
18. *Quality management;*
19. *Code of ethics for public officers;*
20. *Personal grooming and body language.*
21. *Tender preparation and evaluation;*
22. *Writing effective minutes of meetings;*
23. *Increasing productivity through Stress Management;*
24. *Improving efficiency in organisation;*
25. *Achieving success through emotional intelligence;*
26. *Training on eProcurement.*

E. Other comments
1. *I am thankful to CSCM for their initiative to organise such courses;*
2. *We have increased our knowledge in management and leadership;*
3. *Strongly recommend this course to my colleagues to bring a change at the level of management, better communication, better customer care and to become a good leader.*

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

From the feedback, it can 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