



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme For MIDDLE MANAGEMENT (Level 4)

(January – March 2022)

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1. 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 adopt the right techniques in terms of strategic planning, project management and policy making.

Furthermore, for change to happen in the public sector, it is important that everyone is involved and work towards developing competency tools and adopt the best practices.

2. OBJECTIVES

The objectives of the programme were to enable participants to:

- ◆ Define the importance of strategic planning & thinking;
- ◆ Understand the different types of leadership approaches and emotional intelligence;
- ◆ Know the principles of project management;
- ◆ Understand the role of government.

The programme covered the following courses:

- ◆ Public Sector Business Transformation and Strategic Thinking
- ◆ Leadership in the Public Sector
- ◆ Project Management in the Public Sector
- ◆ Public Sector Economics.

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:

PUBLIC SECTOR TRANSFORMATION

I. Mr Suraj RAMGOLAM

- ❖ *Well-mannered and a good friendly approach*
- ❖ *Good*
- ❖ *Top trainer*
- ❖ *Very good*
- ❖ *The trainer is knowledgeable of his subjects*
- ❖ *Very well prepared session*
- ❖ *He is knowledgeable about the topics and he knows how to make the class interesting*
- ❖ *He speaks eloquently and concisely*
- ❖ *A very good trainer*
- ❖ *Very well prepared session*
- ❖ *Well organised*
- ❖ *Excellent*
- ❖ *He is dynamic , interesting , intelligent and inspiring*
- ❖ *Outstanding*
- ❖ *Inspiring too good*
- ❖ *Use of good examples*

STRATEGIC THINKING &

II. Dr Vinaye ANCHARAZ

- ❖ *Top trainer*
- ❖ *Very good*
- ❖ *The trainer is knowledgeable of his subjects*
- ❖ *Very well prepared session*
- ❖ *He is knowledgeable about the topics and he knows how to make the class interesting*
- ❖ *He speaks eloquently and concisely*
- ❖ *A very good trainer*
- ❖ *Very Dynamic and lively*
- ❖ *Good interaction*
- ❖ *Polite , humble and confident*
- ❖ *Delivers well makes the most to complete course in limited time is realistic in examples*

LEADERSHIP IN THE PUBLIC

III. Dr ABACOUSNA

- ❖ *Very cool and calm*
- ❖ *Good Presentation*
- ❖ *The trainer was good and knowledgeable in the field*
- ❖ *Interesting*
- ❖ *Very Dynamic and lively*
- ❖ *Good interaction*
- ❖ *Polite , humble and confident*
- ❖ *Delivers well makes the most to complete course in limited time is realistic in examples*

- ❖ Good interactions
- ❖ Very persuasive

PROJECT MANAGEMENT IN THE PUBLIC SECTOR

IV. Mr Temen GANNOO

- ❖ Very well prepared session
- ❖ Well organised

PUBLIC SECTOR ECONOMICS

V. Dr Amit ACHAMEESING

- ❖ Very persuasive
- ❖ He is very strong arguments
- ❖ Polite , humble , confident and well delivered
- ❖ Excellent trainer
- ❖ Very dynamic
- ❖ Vast Topic . Time allotted not sufficient
- ❖ Perfect subject mastery
- ❖ Excellent
- ❖ Good

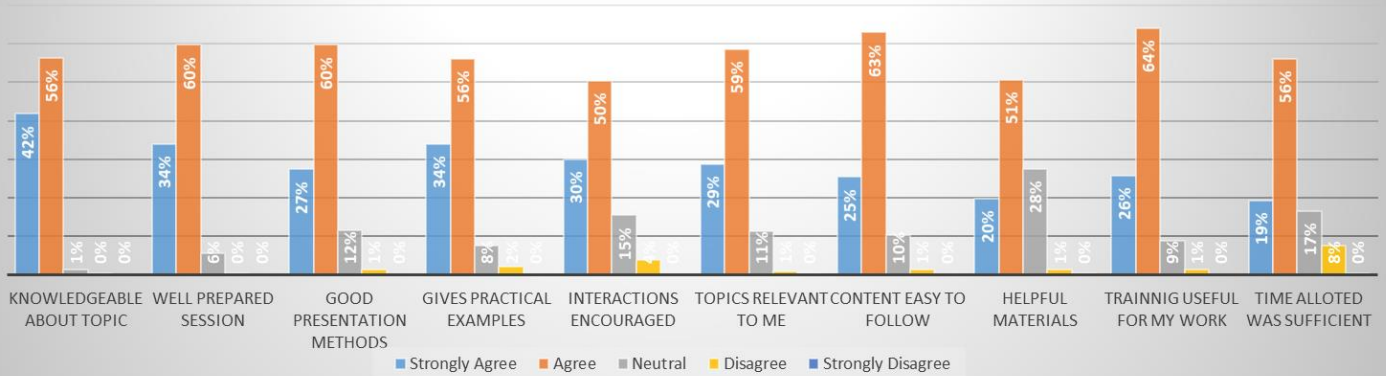


Table 1: Overall assessment of trainer 's effectiveness and session

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

1. Good

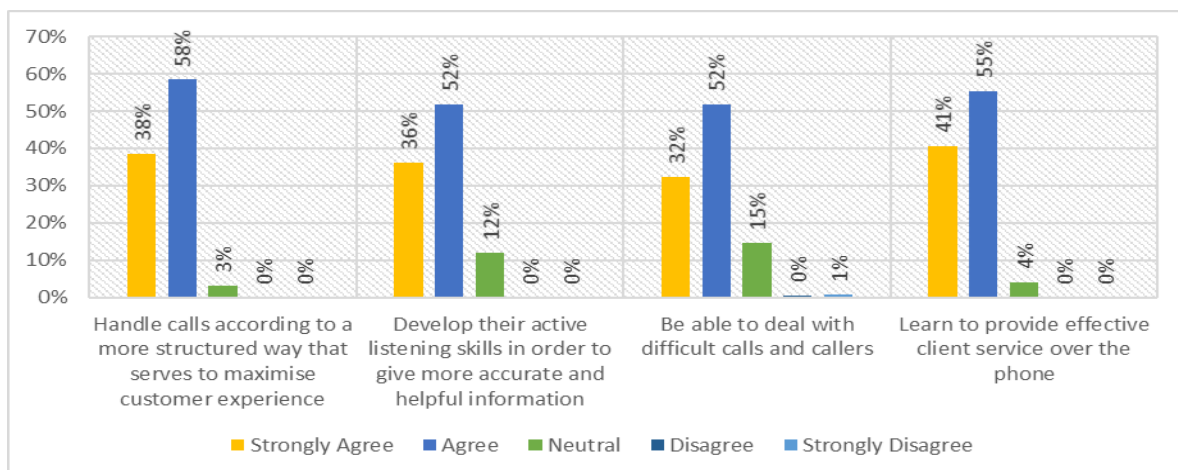


Table 2: Administrative support and catering

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. *Project Management and Global Economy*
 2. *Leadership*
 3. *The way the lecturer did the course*
 4. *The topics that were on Economics and Leadership*
 5. *The trainers are experts in their domain*
 6. *The trainers were very knowledgeable*
 7. *Learning new things*
 8. *Trainers Competency*
 9. *The content of the course was very good*
 10. *This will help me both in me personally and at work*
 11. *The interactive session- The lecture on Strategic Thinking , project management and mostly on public sector economics*
 12. *Interactive*
 13. *Open discussion*
 14. *The tutors are knowledgeable*
 15. *The resource persons were very good*
 16. *Very beneficial*
 17. *Increase my knowledge*
 18. *All the modules were interesting*
 19. *The trainers skills and techniques of teaching*
 20. *The knowledge gained*
 21. *The interaction and the learning*
 22. *Good presentation skills & methods*
 23. *The resource persons are very good specially Mr Gannoo & Dr Achameesing*
 24. *Well organised*
- B. What aspects of the training could be improved?
1. *Feeding arrangement /coffee break*
 2. *Duration of training*
 3. *A pendrive with study materials or CD at the end of the course would have been very helpful*
 4. *Not more than 1/2 day per lecturer*
 5. *Change of trainer for the afternoon session*
 6. *More hours*
 7. *More time should be allocated*
 8. *Practical*
 9. *Provide CD'S , Course materials*
 10. *Provide more handouts*
 11. *Additional topics*
- C. How do you hope to change your work practice as a result of this training?
1. *To put into practice the skills knowledge imported*
 2. *Good Trainer*
 3. *To apply what I have learnt to my job to apply all positive things learnt from the course*
 4. *Application of the strategic thinking*
 5. *Adopt the new practices I have learnt that will improve my performance at work and quality of my work*
 6. *This training has help me to see all short coming in management and this will help out to do*

7. *Adding more management at work*
8. *By putting into practice knowledge acquires*
9. *Especially when it concerns projects*
10. *Implement the training*
11. *Implementing what has been learned during the course*
12. *By applying new techniques which I learned concerning leadership*
13. *Positively*
14. *Apply emotional intelligence*
15. *Exchange skills & opinions to junior officers*
16. *Put into practice*
17. *Implementing the learning outcomes*

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

1. *Conflict resolution and Management*
2. *How to interpret and more Strategic Papers*
3. *Disciplinary procedure and regulation*
4. *More IT Programmes*
5. *Court case*
6. *Prosecution*
7. *Court Proceedings*
8. *A certificate for diploma course*
9. *Success in managing business*
10. *IT*
11. *Court Procedures*
12. *Advance courses in leadership management*
13. *On the job training*
14. *Managing time for Efficiency*
15. *More on Management*
16. *Use of IT*

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.

7. TRAINING PICTURE

