



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

TRAINING PROGRAMME FOR SUPPORT STAFF (Level 2) (September – December 2021)

- Batch 1: 1, 3 & 7 September 2021**
- Batch 2: 9, 14 & 16 September 2021**
- Batch 3: 21, 23 & 27 September 2021**
- Batch 4: 4, 6 & 8 October 2021**
- Batch 5: 18, 20 & 22 October 2021**
- Batch 6: 25, 27 & 29 October 2021**
- Batch 7: 10, 12 & 16 November 2021**
- Batch 8: 22, 24 & 26 November 2021**
- Batch 9: 1, 3 & 7 December 2021**
- Batch 10: 10, 13 & 15 December 2021**

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1. INTRODUCTION

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. Since September till December 2021, there is a total of 201 public officers from various ministries that benefitted from this training programme. Please see below table.

Category	Target FY July 2021 to 30 June 2022	Num of officers trained Aug – Dec 2021	Num of officer to be trained January to June 2022
Level 2	500	201 (10 batches)	299 (15 batches)

2. OBJECTIVES

The objectives of the programme were to enable participants to:

- ◆ Improve your communication skills;
- ◆ Improve the delivery of customer service;
- ◆ Be aware how alcohol and drug abuse impact on productivity
- ◆ Understand why ethical behaviour is important for the smooth running of the organization,
- ◆ Apply techniques of quality and productivity management.
- ◆ Understand the concept of SMART and its applicability at work.
- ◆ Consider gender issues at work.

The programme covered the following courses:

- ◆ Communication & Customer Service
- ◆ Quality Management and Smart Processes
- ◆ Productivity Management and Work Commitment

3. LEARNING OUTCOMES

By the end of this course participants were able to:

- ◆ Develop a problem solving attitude
- ◆ Better understand how your communication skills affect you and people around you
- ◆ Understand what are your responsibilities in the organisation and how your leadership styles are important to motivate your teams
- ◆ Understand why you should adapt to change and overcome barriers to change
- ◆ Contribute in delivering excellent service to different stakeholders.

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:

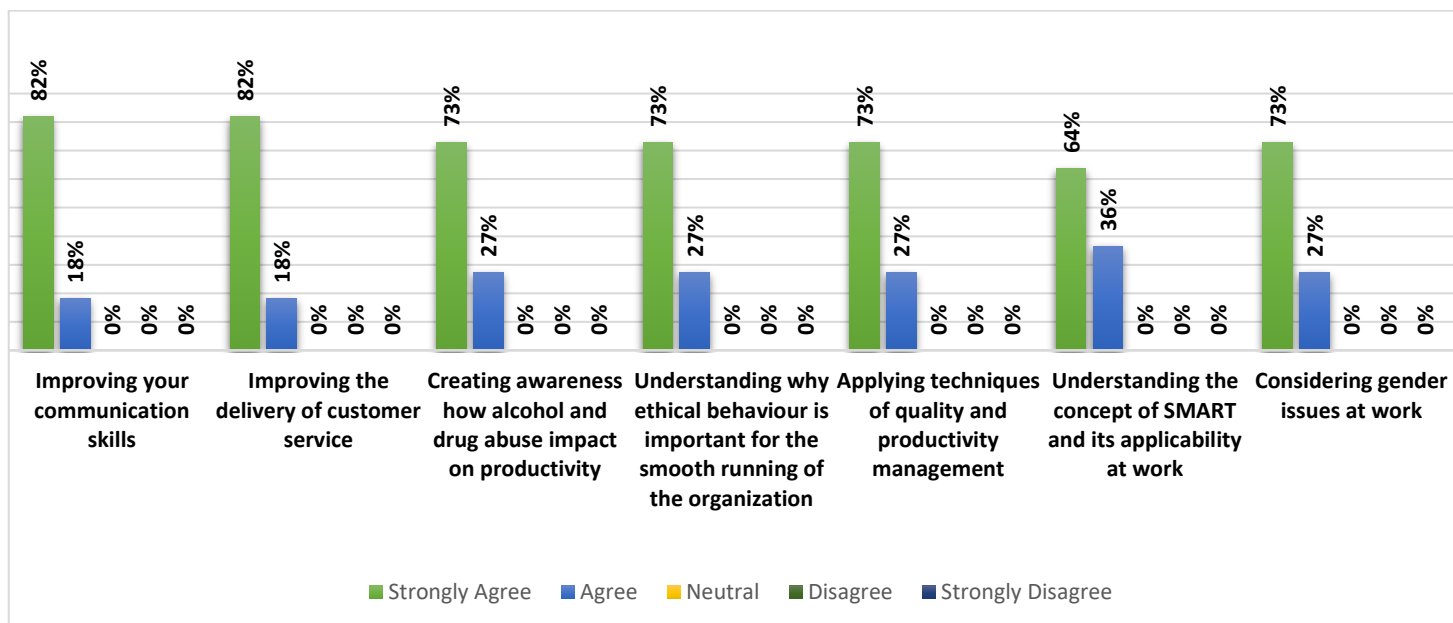


Table 1: Effectiveness of Training

Below are some comments on the trainers:

COMMUNICATION SKILLS AND CUSTOMER SERVICE

I. Mrs Nazia Hajee ABDOULA

- ❖ Excellent;
- ❖ Mrs Nazia encouraged us to improve our communication skills which is very important in our line or work;
- ❖ Overall an amazing learning experience with Ms. Nazia. She delivers lectures very well;
- ❖ She is well versed and helpful;
- ❖ She made us very at ease and was friendly;
- ❖ Well done.

II. Dr Anjali Boyramboli

- ❖ Blessed to be tutored by Dr. Boyramboli. Expert in her area, she carried out a remarkable task to address challenges of the participant to perform her job at work better;
- ❖ Excellent;
- ❖ Funny and very helpful;
- ❖ Good instructor;

- ❖ Great presentation style. Will definitely create a general sense of positivity in the workplace and in everyday life;
- ❖ Motivated and shared great resources despite short time;
- ❖ Mrs Anjali is a very professional. Her class was very interactive and very helpful. I wish her all the best for the future;
- ❖ She is very knowledgeable, very polite, her class was very lively and it was a pleasure to learn communication skills from her;
- ❖ She knows her topic very well and the class is not boring even in the afternoon;
- ❖ She was the best trainer I ever encounter till now. She is very professional and talented – 150/100;
- ❖ The trainer is excellent in her work and in conducting her work;
- ❖ The trainer passion for training is truly commendable;
- ❖ Very friendly, helpful, very kind, supportive, filled up with knowledge, lots of sharing, class was very lively;
- ❖ Very good trainer. It was one of the best communication skill session that I have ever attended which was very fruitful. It would have been great if some more time could be allocated for the session;
- ❖ Very informative;
- ❖ Very professional, knowledgeable, friendly, relevant, helpful. At least three days of sessions is needed to cover more of the same module. Interactive session;
- ❖ Very well prepared and deep experience. Explanations was relevant to my work;
- ❖ Very well prepared and knowledgeable.

QUALITY MANAGEMENT AND SMART PROCESSES

III. Dr Chris BUNSGHY

- ❖ Excellent;
- ❖ Friendly and helpful;
- ❖ Funny and encourages participation;
- ❖ Good lecturer who shared a lot of knowledge that will be very helpful for me in the future;
- ❖ Great presentation style, talks about real life examples. Really enjoyable and informative training;
- ❖ He is a knowledgeable and very experienced person. His lessons were fruitful;
- ❖ He is very professional and talented;
- ❖ He knows his topic very well and the class was not boring even in the afternoon after the lunch;
- ❖ He went in too much details;
- ❖ Highly knowledgeable and the best trainer;
- ❖ Knowledgeable and nice human being;
- ❖ Mr Bungshy knows his topics very well. Topics were well covered and it was good for our general knowledge also;
- ❖ One day is not enough for TQM training management from such a knowledgeable trainer;
- ❖ The trainer delivered himself in a very friendly manner and made it more interesting
- ❖ The trainer is someone full of experience, very knowledgeable. Would love to attend more lectures;
- ❖ The trainer knowledge on topic is good. But involved too much politics during the course of his training;
- ❖ Too much notes, else a person filled up with lots of knowledge not just on his subject but on everything going on around him. Really appreciated. Explains really well;
- ❖ Very experienced person, knowledgeable, good communication skills;
- ❖ Very good instructor;
- ❖ Very good learning experience with Dr. Bungshy;
- ❖ Very interesting class;
- ❖ Very professional with a good approach, make us feel at ease. Session was not enough as there were lots to discuss.

PRODUCTIVITY MANAGEMENT AND WORK COMMITMENT

IV. Dr Brinda APPASAMY

- ❖ Cleared doubts and motivated me to learn more. “Together we achieve more.”;
- ❖ Encouraged team work through games;
- ❖ Experience and good examples;
- ❖ Made the session fun to learn;
- ❖ Professional, accurate, precise, helpful, joyful, knowledgeable, good quality learning process, interactive session;
- ❖ She knows her topic very well and the class was not boring even in the afternoon after the lunch;
- ❖ The trainer has imparted the knowledge about leadership;
- ❖ The trainer uses lots of examples in our general life and this teaches us a lot;
- ❖ Very calm and helpful;
- ❖ Very interactive.
- ❖ Very valuable training;
- ❖ Well organized.

V. Mr Temen GANOO

- ❖ A good lecturer;
- ❖ Could improve his session with more powerpoint presentation;
- ❖ Encourage team participation;
- ❖ Enriching experience with Mr Ganoo;
- ❖ Excellent knowledge;
- ❖ Good instructor and learnt a lot;
- ❖ Good;
- ❖ He was very rigid and strict. But very knowledgeable;
- ❖ Highly knowledgeable and talented;
- ❖ Knowledgeable and pleasant tutor;
- ❖ Much appreciate;
- ❖ Very happy to attend said course;
- ❖ Very knowledgeable and follows what he taught us (especially punctuality)

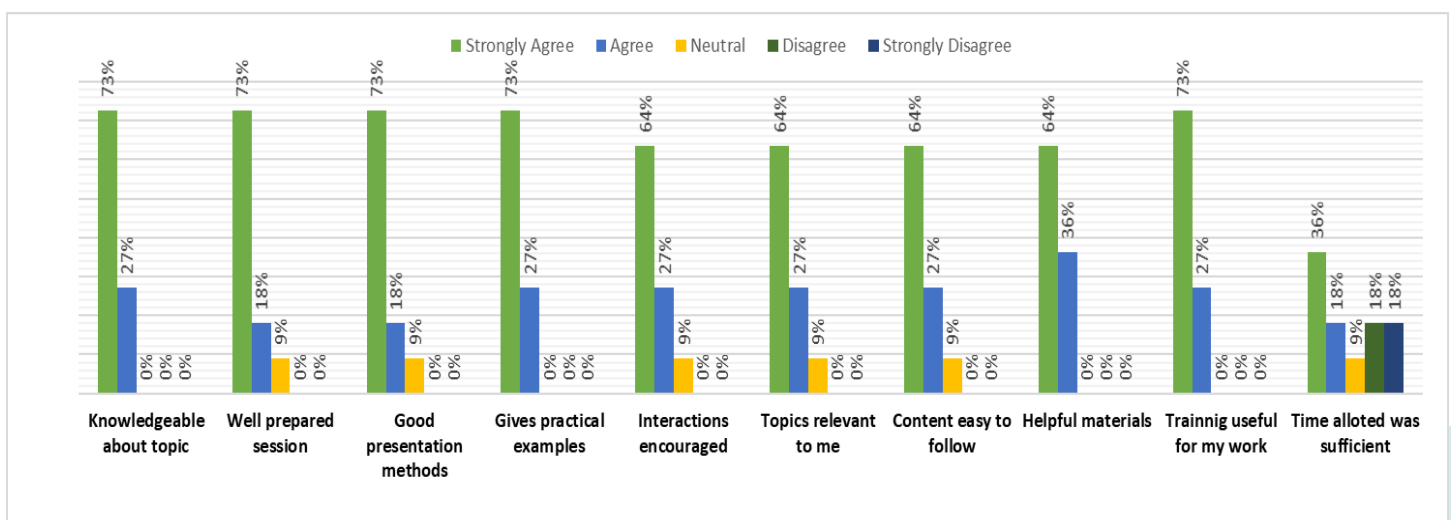


Table 2: Overall assessment of trainer 's effectiveness and session

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

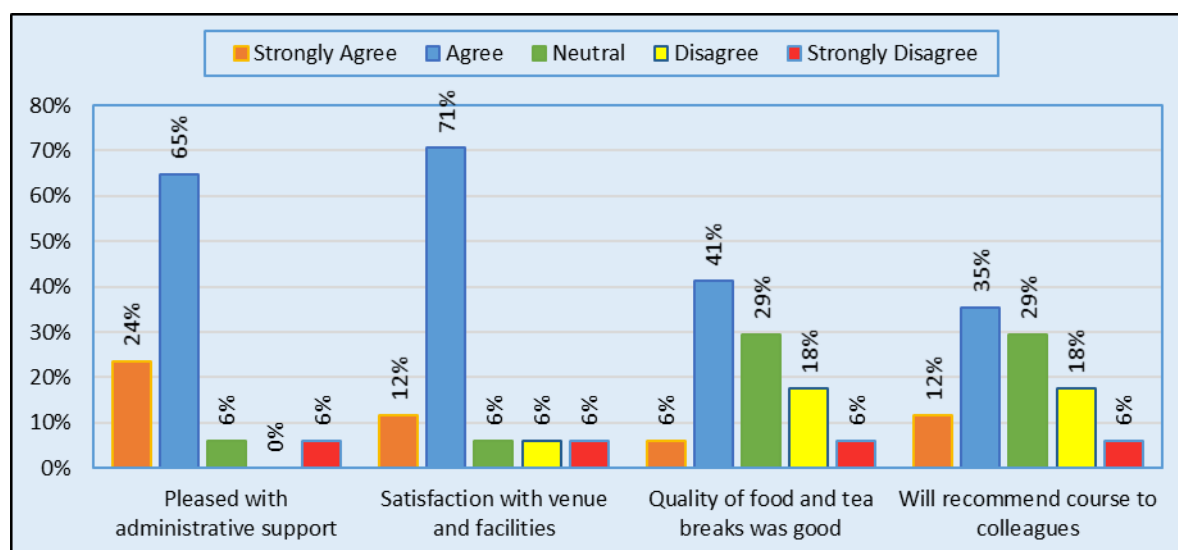


Table 3: Administrative support and catering

- Chairs are not comfortable for a full day training. Gave me backpain;
- Facilities provided was very good;
- Good administration;
- Good service;
- Has to review food. Very oily and poor quality;
- Kindly ask the catering staff not to offer ¼ cake. Juice pack with plastic pipe must be banned. Occasional checking on food provided must be done. Food was not that bad anyway. Thanking you.
- Overall, food and snacks were tasty and excellent. Just, kindly please change the juice. Thank you;
- Please provide better food for vegetarians;
- Really satisfied with the administrative support. Room was okay. Quality of food and tea break were well organized. Strongly recommend this course to my colleagues.
- Sometimes, it becomes boring for one whole day;
- Strongly advice to implement these course towards all the MPF, specially customer service due to several complains. I also recommend for stress management as we police officers deals with all types of problems daily;
- Thank you so much for this great job. A much needed course;
- The administrative meet the requirement of the participant and the food is very delicious and I strongly recommend to others and would love to be back for another course;
- The course provided knowledge, information and other aspects which covers our daily life in work and at home;
- The courses (all 3 days) was very fruitful and have enriched my knowledge (personal and professional);
- The covid situation is a bit frightening, maybe more distancing could be done;
- Too much pints of juice better 0.5 mineral water each day.
- Very good service provided by the staff.

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?

- Activities and role play;
- All sessions were interesting and knowledgeable;
- All the lecturers were very helpful;
- All the three days were satisfactory and good;
- Communication and group work;
- Communication from administration;
- Communication Skills;
- Concept of SMART;
- Enhance my knowledge;
- Good interaction between trainers and students;
- Great presentation styles;
- Group work and encouragement of staff and lecturer in sharing knowledge and clearing doubts;
- Group work and videos;
- Handling difficult customer;
- Helped me to enrich my knowledge on topics covered;
- I learnt many new things and skills which will be useful at my workplace;
- I liked the communication course. It encouraged us to do a self-reflection on our strengths, weaknesses and opportunities;
- I was able to learn more about the training given and same will help me a lot in my workplace, home and daily life;
- Improve my communication skills and delivery of customer service;
- Increased knowledge on different aspects how to perform performance and efficiency at work;
- Increasing knowledge on productivity, communication skills, customer service and ethical behaviour;
- Interaction and building new contacts;
- Interaction between the trainers and trainees;
- Interaction with the lecturer;
- Interesting topics were discussed;
- It was a two-way communication’;
- It was knowledgeable;
- Knowledge delivered;
- Learned new things;
- Learning more about ourselves, the teamwork and tackling methods with examples;
- Lecture delivered;
- Lectures are helpful;
- Management skill;
- Meeting new people from new organizations/ministries, Sharing of different experiences;
- New knowledge;
- Opportunities to ask questions;
- Participation of each candidate was encouraged;
- Practical approaches;
- The interaction with the lecturer and the participants;
- Productivity management and work commitment;
- Relaxation session (meditation), informative, practical exercise to stimulate our brain;
- Specific examples were fantastic;

- The communication session could be extended over more days or held regularly since it allowed us to self-reflect which is literally not practiced in our day to day life, it was a booster on the mental system which would allow us to rejuvenate;
- The content and how all three courses relate was very interesting;
- The encouraged participation of each and every one whilst being socially distanced;
- The general knowledge received;
- The interaction of the trainer to keep the course lively;
- The joy and the positive atmosphere reigning created by the trainers. We were also given the opportunity to express ourselves and give ideas;
- Interaction and knowledge;
- The lecture with Dr. Boyramboli is amazing and best;
- The practical examples given;
- The resource person and knowledge delivered;
- The resource persons were helpful, gave much knowledge about things I did not know;
- The skill set imparted;
- The skills and knowledge that I have received to cope with different circumstances;
- The team spirit culture;
- The therapy that Mrs Anjali was very good and has enhance myself how to relieve stress;
- The topics were very interesting;
- The trainers are of high calibre;
- The trainers were very courteous and encourage you to fell at ease in the course;
- The trainers were very knowledgeable and well prepared;
- The trainers were very well prepared and made each modules very easy to understand;
- The trainers;
- The training was very helpful to us after this training our way of thinking had changed and we are able to control our emotions;
- The training was very important. It covered important aspects, which will help in our professional and personal life;
- The training was very interesting and I have learned a lot of thing which I had never knew before;
- The way the lecturers were carried out training;
- The way the trainer did his/her class;
- The way the trainer prepared their topics;
- The ways that I could relate many things to my personal life. I personally got many answers to lots of questions which were going on in my head;
- There were employees from different departments. Letting us know the strength and weaknesses of different departments;
- Time allocated for each workshop: 1 workshop per day = no rush but it was qualitative training;
- To do my job better;
- Topics covered are helping me both in my professional to personal life;
- Topics in the lectures were relevant;
- Trainers took their time to make the sessions lively – Videos, Group works, Questions and Answers;
- Trainers were very knowledgeable, professional;
- Training facilities;
- Tutors/trainers;
- Very educative and interactive;
- Very enriching;
- Very informative;
- Very interactive and participative;
- Very interactive training.
- Very useful to discuss practical problems;
- Well organized;
- Working Principle.

B. What aspects of the training could be improved?

- Advanced presentation methods;
- Allocation of more time for the sessions;
- Better team participation;
- Case reviews;
- Communication to be held regularly – on a quarterly basis;
- Course must be spread on two days;
- Distribution of learning materials;
- Duration, eg. Quality management is so vast that it requires at least 2 days training;
- Extension for the number of days;
- I would recommend a deeper explanation and on the job training as the time allocated for the resource person who appears to be very knowledgeable but could not share the max due to lack of time;
- If more time or sessions could be provided;
- If training could be lengthened and more subjects could be discussed;
- Immediate distribution of materials in hard copies;
- Increase time slots for lectures;
- It could be longer – 2 weeks;
- It was already good;
- Management, Knowledge on the job;
- Material offered (eg. Pendrive or CSs);
- More activities;
- More breaks, interaction and more videos;
- More group works;
- More handouts and more toilets;
- More on the job training;
- More practical session with examples;
- More session of the training as the topics are really vast;
- More sessions to be added and to be provided to us;
- More time for each session;
- More training in other aspects;
- More training that is frequently;
- Most of the things were good and the trainers are very experienced;
- None;
- Officers of higher grades in the public sector should mandatorily follow such courses;
- One day is not enough to cover one module as there is so much to learn. More time should be allotted for one module;
- Overall was good;
- Perhaps training methods;
- Provide more psychological session by experts in psychology;
- Quality management should be on a 2-day basis;
- Reduce the hours of lectures;
- Reduced hours of training (powerpoint etc) and more activities to enhance learning;
- Some presentation need to be more lively;
- The aspect of the training could be improved if more time could have been allocated;
- The lunch time could be increased slightly;
- The time allocated for each topic;
- The time allocated to the courses are too short. Especially for the quality management course. More time should be given;
- The training could be extended;
- The training must be extended for some days more as more time is required to complete some topics;

- Time allocated to each class;
- Time allotted for the session were not enough;
- Time for training and Food facilities;
- To add some more days of session to the training
- Too much theory;
- Use of mic and sound system, Provision of IT support- Internet facilities and laptops.
- Use of more videos and quizzes.

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

- Apply the concept of management in order to boost productivity;
- Applying a good ethics at work;
- Applying the methods in work that I achieve in the training;
- As we deal with public, it is very important to understand them, as in case of fire, public are hostile, in panic and disoriented. Due to this training; we could interact and be able to help our customer to communicate;
- Be more confident in my communication style;
- Be more efficient in communication;
- Be more reflective, setting boundaries and apply learning;
- Being more professional at work, Better approach and Better management skills;
- Better communication;
- Better understanding;
- Bring more positivity in the workplace;
- By applying the same at work;
- By being more communicative and practical;
- By building and improving in the leadership qualities;
- By implementing the knowledge and the ideas;
- By implementing the knowledgeable gain in my work process;
- By implementing what I learned;
- By implementing what the lecture has been delivered to us;
- By improving my management skills;
- By making amendment in our daily work in connection with what we learnt during these three days training;
- By organizing myself and planning;
- By putting into practice the things that I have learnt and by sharing the skills and aspects with my colleagues;
- By putting what I have learnt during the session to friends and colleagues;
- Can provide better customer service and help to better communicate to customers;
- Change mind-set to implement objectives;
- Change not for sure but we can surely improve in our service delivery. The way we communicate to people;
- Changing focus and way of thinking;
- Communication will be better;
- Coping better with situation;
- Customer service and how to elevate the standard knowledge of tackling problems;
- Delivering good customer service;
- From one of the training I have learned how to think positively. Understanding situations of any persons;
- Give and share the good examples and knowledgeable to my colleagues so that they can put into practice too;
- I will do my best to be more efficient;
- I will try to put into practice whatever has been learnt. But some topics must be introduced to higher level management staff first;

- I would explain and share examples to my colleague but still recommend a training session for them;
- Implement what I have learn;
- Implementing and taking emphasis on good communication, making use of SMART tool to tackle problems;
- Implementing the skills that we have been taught about throughout the course programme;
- Improve on my delivery on customer service;
- Improving my behaviour and actions at work;
- In terms of customer care and approach to client;
- Learnt several approaches on how to deliver good services and handle difficult situations;
- Making use of the knowledge acquired during the course;
- More communication and more quality service;
- More training and innovate;
- My method of work;
- My own attitude towards internal customers when I see poor performance;
- My teamwork and leadership’;
- On communication, quality and productivity management;
- On customer oriented;
- Organize and execute my work and tasks better;
- Positive communication;
- Providing better response;
- Psychology- Better be able to listen to internal and external customers.
- Put in action the points covered in the course to help deliver more effective service to stakeholders;
- The training will help in achieving better results in or daily tasks at work;
- This training has allowed me to have an understanding of quality management, communication and customer service which will enable me to work more effectively and efficiently, producing great results and to interact and understand more effectively my colleagues;
- This training has helped me change the way I communicate to others. Be aware about quality at work and be more SMART at work;
- To a more positive stance;
- To aim for quality in my job;
- To apply all the advises received furtherly;
- To be more discipline;
- To be more productive at work and handle situations easily;
- To educate other staff at work;
- To see other differently as from today;
- Try to apply knowledge learned;
- Trying as far as possible to apply the methods of productivity at work;
- Understand others better;
- Understand our colleague better;
- Work on myself; heal myself and this would improve my communication skills more;

- What additional training programmes would you wish to have from the Civil Service College in the future?
 - *Advanced courses and also courses related directly to our cadre;*
 - *Advanced Excel;*
 - *Basic criminal law;*
 - *Communication and customer service;*
 - *Communication and Interpersonal skills;*
 - *Conflict management;*

- *Course on excel to help in shifting from manual to IT;*
- *Courses for APS and OMAs;*
- *Courts proceeding;*
- *Culture improvement;*
- *Customer service- How to deal with difficult customers in difficult situations;*
- *Cyber security fundamentals;*
- *Emotional intelligence;*
- *Employee motivation;*
- *Event management;*
- *First Aid;*
- *Handling difficult customers;*
- *Health and Safety;*
- *How to be proactive at work;*
- *How to convert a drug addict person into a well fitted person with lot of quality, manner and good exercise;*
- *HR matters – finance, procurement (no theoretical classes like definition of HR, financial mgt. or procurement models and theories. Instead, please do such classes where all procedures are explained as they happen at work);*
- *HRM;*
- *In practice learning;*
- *Increase productivity and site management;*
- *Introductory course in operating scissor lift;*
- *ISO-Exert management;*
- *IT and Word Excel;*
- *Job knowledge;*
- *Knowledge management;*
- *Law and worker’s Rights;*
- *Leadership making difference;*
- *Management skills;*
- *Managing projects in public sector;*
- *Managing time for efficiency,*
- *Mastering telephone skills;*
- *Media management;*
- *Mental health and wellbeing at workplace;*
- *Minute/memo/letter drafting;*
- *Negotiation skills;*
- *None;*
- *Occupational Health and safety;*
- *On practical aspect of dealing with colleagues;*
- *Photography;*
- *Physical fitness,*
- *Productivity management;*
- *Psychology course;*
- *Public speaking;*
- *Registry procedures;*
- *Risk management;*
- *Self-defense;*
- *Speech writing;*
- *Strategic thinking;*
- *Stress management;*
- *Supervisory Skills;*
- *Team building and bonding;*
- *Understanding customer needs;*

- *Use of communication technology in priority;*
- *Work ethics and work integrity;*
- *Working professionally;*
- *Writing effective minutes of meetings.*

D. Other comments

- *Have to attend course at Civil Service College more frequently;*
- *Improvement of the mindset of civil servants in the service and be more positive and human in their approach;*
- *Many public servants take their office as a granted house. It will be good if courses on good behaviors at work given to them. How to speak politely etc.*
- *More psychology session should be given so as to help staff manage stress and perform well at work;*
- *Much grateful if we would be provided with such training frequently;*
- *None;*
- *Please make the food better and softer.*
- *Satisfied with the training obtained;*
- *Thank you for the training;*
- *Thank you for your warm welcome and excellent service;*
- *Thank you so much Civil Service College. The training programme was wonderful and interesting. I particular appreciated the food arrangements;*
- *Thank you very much for the training courses which were very constructive;*
- *The course was a constructive one;*
The number of days of course and portion of food for men needs to be increased;
- *The responses are very good.*
- *These courses would be beneficial for the service if the top management also follows the trend and encourage these mindsets;*
- *These trainings must be offered on a more regular basis.*
- *This training helped me in gaining more knowledge about my job;*
- *We learned how we should change ourselves for example mindset behavior, manners and attitude.*

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 be said 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.