



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme for Workmen's Group (Level 1)

Batch 1 - 17

August – December 2021

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1. INTRODUCTION

The two full-days training programme has been devised to provide employees operating at the frontline level, in the manual category, to understand their roles and responsibilities and how they contribute in the organisational structure. Everything that we do comes down to customer service, hence this course will empower manual grades workers to work towards a service and performance excellence organisation. This course will help manual grades workers to understand how it is important to motivate themselves and be more engaged in what they do.

The Ministry of Public Service, Administrative and Institutional Reforms, is sponsoring 800 participants in the Workmen's group for the financial year July 2021 to June 2022. A total of 322 public officers in the workmen group have been trained from August to December 2021 (Batch 1 to Batch 17).

Category	Target July 2021 to June 2022	Number of officers trained August – December 2021	Number of officer to be trained January to June 2022
Level 1	800	322 (17 batches)	478 (26 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;
- ◆ Apply techniques for self-motivation performance and team work;
- ◆ Work with professionalism and integrity; and
- ◆ Consider gender issues at work.

The programme covered the following courses:

- ◆ Why do we need to communicate?
- ◆ How to communicate well?
- ◆ What are the difficulties encountered in communication?
- ◆ How to overcome the difficulties in communication?
- ◆ Communicating methods – words, actions and body language
- ◆ The approaches to good customer service
- ◆ How will good customer service contribute to my work
- ◆ Handling Difficult Customers
- ◆ Alcohol and substance abuse – its impact on productivity at work
- ◆ Professional Behaviour and Ethics
- ◆ Working in Teams for better performance
- ◆ Working in Teams taking gender considerations

4. FEEDBACK

Note: These feedbacks are reported as they were written on the Feedback form

PART A.

Participants' views on how the training has increased their knowledge:

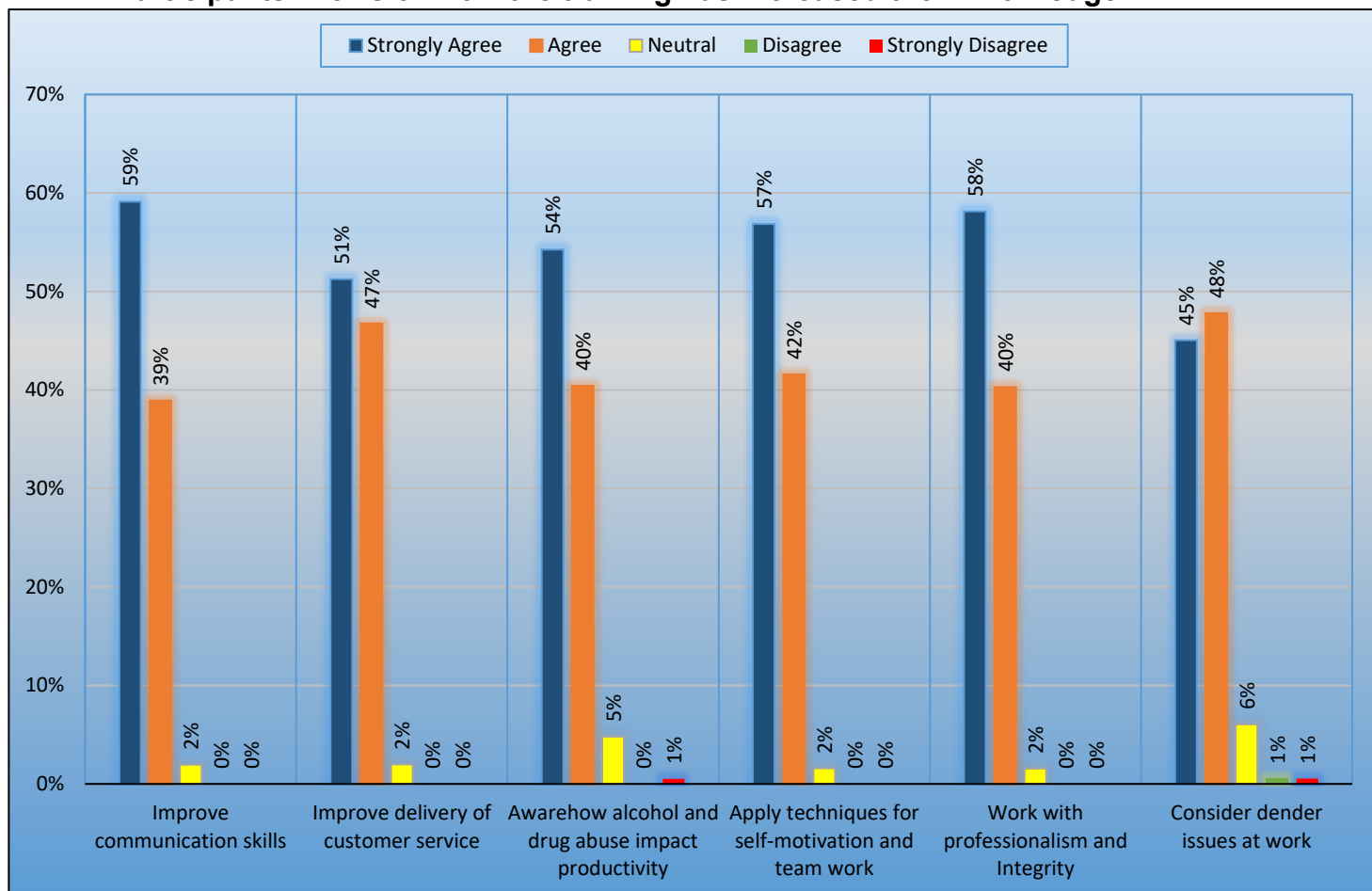


Table 1: How training has increased participant's knowledge

Participants' comments on the trainers:

➤ Mrs HAJEE-ABDOULA

- ❖ *Well presented, good ideas, excellent explanation, excellent teaching skill, good communication;*
- ❖ *The trainer is very good;*
- ❖ *Highly appreciated. Good trainer;*
- ❖ *She was very good in explaining. She was like friendly and understanding. She was good in every angle;*
- ❖ *Dedicated to her work. Very friendly;*
- ❖ *Thank you Mrs Hajee Abdoula for a great course, great presentation style with lots of participants to ask questions and talk about real life examples which all made for a really enjoyable and informative course;*
- ❖ *She is very good communication skill with us;*
- ❖ *She was very motivated and explain very well all topics that everyone was that everyone was satisfied at the end;*
- ❖ *Very good communication;*
- ❖ *10/10 perfect;*
- ❖ *Training session not sufficient, must allocate more time. Mrs A. Hajee is well versed in her subject*
- ❖ *She did well. She knows the subject;*
- ❖ *The trainer had well prepared her session that made us want to follow;*
- ❖ *She was very friendly and helpful. Well done to her and keep it up;*
- ❖ *Very good. Excellent;*
- ❖ *Mrs Hajee Abdoula has given practical examples. I have appreciated her training session;*
- ❖ *The trainer was helpful. Explanation was very clear. She was friendly and when ask question, she replied in such a way that no doubt is left;*
- ❖ *One day isn't enough. But looking forward to more sessions with her. Definitely knows her subject and masters it to perfection. Absolutely loved the class. She's changed my point of view about our daily life. Big up!! Thank you;*
- ❖ *Good, well explained the training;*
- ❖ *The trainer was excellent, was friendly and reliable;*
- ❖ *Good and helpful;*
- ❖ *She is one of the BEST trainer, her communication skills, professionalism, respect...Hats off! Presentation top! THANK YOU Civil Service to provide us such a good trainer. We have learned a lot;*
- ❖ *Very interesting. Need one full session more;*
- ❖ *Knows her job well. Good trainer. Enjoy her training. Speak well. Keep it up. Well done;*
- ❖ *Mrs Nazia has friendly approach, we can easily talk to her. We felt very free to share our ideas. The class was active, no one felt sleepy;*
- ❖ *Excellent trainer;*
- ❖ *Very well trainer;*
- ❖ *She dispensed the course very well, with good presentation and good communication skills, very helpful person;*
- ❖ *Mrs Abdoula has been very friendly & professional. The training was above level and she simplified for us. The course will definitely help us in our work and more in our daily life, will help us to be a better person. Good luck to her;*

- ❖ *Mrs Nazia is the most talented professor I ever met, by her explanation, her way to explain the session, very powerful & grateful to have class with her;*
- ❖ *She was very attention, jovial and make us feel free to ask her questions. Wish her good things in life. Thanks, professional one. Your idea is very helpful. Thanks again;*
- ❖ *Good;*
- ❖ *Very good;*
- ❖ *Very Jovial, very encouraging and well prepared. It has refreshed my knowledge on communication*
- ❖ *Good explanation & satisfaction;*
- ❖ *Excellent trainer. Interesting way of presenting her topic. Very intelligent and down to earth. Having her topic tools very handy;*
- ❖ *I was very appreciated the way you interact with me. My knowledge has been increased;*
- ❖ *She is a good trainer with experience. She has done very well;*
- ❖ *Friendly approach, good coach, teacher;*
- ❖ *Extremely helpful course;*
- ❖ *Highly recommend for more sessions. Help us to be more focus professional and private life;*
- ❖ *Mrs Hajee Abdoula is friendly and open. She makes us feel at ease. Her class is lively and interesting;*
- ❖ *Very satisfied with the trainer, the class were very active. There were interactions, socialisation, work in group;*
- ❖ *Mrs Hajee gives all the participant to talk openly and encouraged them. She gives all participant to express themselves openly. Excellent in communication;*
- ❖ *Well train. Good attitude. A good motivator;*
- ❖ *Excellent;*
- ❖ *Top class. Strongly good;*
- ❖ *Very good;*
- ❖ *Professional and very interactive. Well prepared session;*
- ❖ *Mrs H. Abdoula was very friendly. It was very interactive;*
- ❖ *Mrs Abdoula session is very good;*
- ❖ *She was extremely very good & appreciated by the class & me also. Very good skills & trainer herself;*
- ❖ *Good personality and know the subject of the training topics;*
- ❖ *She explains very well on the topics. The activities organised were very excellent. I have appreciated her training;*
- ❖ *She was very beautiful & intelligent;*
- ❖ *Looking forward for more courses from Mrs Abdoulla;*
- ❖ *Very good;*
- ❖ *Very good trainer. She explains very well;*
- ❖ *Good;*
- ❖ *Very good & intelligent;*
- ❖ *Excellent trainer. Well motivated and good communication. Good presentation. A well prepared trainer;*
- ❖ *Very knowledgeable about her subject, class is very interactive, very friendly;*
- ❖ *She is kind, professional, encouraging person to follow her course;*
- ❖ *Have a good communication and friendly;*
- ❖ *The trainer is up to the level and makes trainees feel at ease;*
- ❖ *Good governance;*

- ❖ *Generous person with professional ethics;*
- ❖ *A very good approach;*
- ❖ *Well explained- time allotted was too long;*
- ❖ *The trainer was dynamic, full of energy. She made the class alive. She was friendly and her course was interesting. She gives practical example and good presentation method. Her lesson was well prepared;*
- ❖ *Nice, good explanation;*
- ❖ *Explained in details. Use good example on topics. Show good presentation.*

➤ **Mr SAWMYNADEN**

- ❖ *Good trainer and help us to improve our knowledge about different types of drugs;*
- ❖ *Very good;*
- ❖ *Good trainer;*
- ❖ *Excellent skill of teaching and encourage to avoid from taking drugs;*
- ❖ *I appreciate how the trainer was explaining. Good presentation.*

➤ **Mrs BOHANE**

- ❖ *Thank you Mrs Bohanee;*
- ❖ *Good;*
- ❖ *She was very active and give us good explanation but not enough time to explain more things about the subject;*
- ❖ *10/10 Good;*
- ❖ *She did well;*
- ❖ *She is polite and kind;*
- ❖ *Mrs Bohanee makes us aware of unknown things (great job);*
- ❖ *Excellente présentatrice;*
- ❖ *She knows her job well; she has done very well;*
- ❖ *Good communication & good explanation;*
- ❖ *The trainer was good;*
- ❖ *Excellent;*
- ❖ *Good;*
- ❖ *Mrs Bohanee has given a good presentation. I have liked her training session. I would like to learn more;*
- ❖ *The trainer was helpful; explanation was clear;*
- ❖ *Lack of time hampered the class rhythm but overall was very interesting. Trainer very well prepared and has incredible knowledge with her subject;*
- ❖ *Appreciate the knowledge and information given by the trainer. Really helpful;*
- ❖ *Excellent but we spend a short time with her;*
- ❖ *Good and helpful;*
- ❖ *Very good trainer, we have learned a lot but would like to have more time to learn more. Very good presentation, well prepared, helpful;*
- ❖ *The topic was very interesting but need to be more prepared and well explain;*
- ❖ *Good trainer;*
- ❖ *She did her best to explain us about the consequences of drugs and how we can detect a person who is consuming drugs;*
- ❖ *Good presentation and who know her job very well, good presentation;*

- ❖ *Mrs Bohanee knows her subject very well and we were at ease. She is intelligent;*
- ❖ *Good speech & explanation;*
- ❖ *lesson taken from her- ooh good. Good introduction and give us example. Very nice class. Thanks Mrs Bohanee;*
- ❖ *Good;*
- ❖ *Very good;*
- ❖ *Good enough but in lack of time;*
- ❖ *Not at ease with the training;*
- ❖ *Great, explains well on drugs and the reality of impact of drug;*
- ❖ *She was very sexy & skilful.*

➤ **Mrs FRANCOISE**

- ❖ *Well explained and easy to understand;*
- ❖ *Good;*
- ❖ *All the topics were covered and my knowledge on drugs increased;*
- ❖ *Lack of examples. Too rapid;*
- ❖ *She has done very well;*
- ❖ *Very open, encourage us to be more vigilant and alert what is happening around us;*
- ❖ *Good.*

➤ **Mr RAMJUTTUN**

- ❖ *Satisfied with the trainer, the explanation was clear;*
- ❖ *Well train. Confident;*
- ❖ *Excellent;*
- ❖ *Top class. Strongly good;*
- ❖ *Well prepared session/ comprehensive;*
- ❖ *Looking forward for more courses from Mr Ramjuttun;*
- ❖ *Good;*
- ❖ *Very good & intelligent;*
- ❖ *Cool, calm & professional;*
- ❖ *Professional person;*
- ❖ *Experiences person;*
- ❖ *Lack explanations. Time allotted was insufficient;*
- ❖ *The trainer's course was interesting and his lesson was well prepared;*
- ❖ *Great knowledge about drugs abuse and alcohol;*
- ❖ *Need improvement, can do better;*
- ❖ *On this topic, would recommend the MOH to give more training on workplace. Not every staff get the chance to attend the training.*

➤ **Mr GHUMARIA**

- ❖ *Well-presented and good skill of as a trainer and excellent explanation;*
- ❖ *Good;*
- ❖ *Highly appreciated;*
- ❖ *Good trainer and good skill of explanation;*
- ❖ *Talking about general problems at work. Understanding and discussing. Appreciate.*

➤ **Mr JUWAHEER**

- ❖ *Thank you Mr Juwaheer for the Yoga techniques, feel good factor, highly recommend;*
- ❖ *Good;*
- ❖ *10/10 Best;*
- ❖ *He is well verse in his subject;*
- ❖ *He knows his subject well. He did well;*
- ❖ *Mr Juwaheer talks good and explain well by giving good example;*
- ❖ *Good;*
- ❖ *He is polite and kind;*
- ❖ *Mr Juwaheer was so humanity side, very well conversant. We learn a lot;*
- ❖ *Excellent présentateur;*
- ❖ *He knows his job well; he has done very well;*
- ❖ *Bonne explication et bon presentation;*
- ❖ *The trainer had well organised his session;*
- ❖ *Excellent;*
- ❖ *Very good;*
- ❖ *Mr Juwaheer has given a very good relevant on communication. Appreciate it;*
- ❖ *The trainer was helpful; explanation was clear;*
- ❖ *Very humble, friendly coach, facilitating the communication between him & us;*
- ❖ *Good and helpful;*
- ❖ *Very good trainer, helpful course, good presentation, we had learned a lot;*
- ❖ *Interesting;*
- ❖ *Good trainer;*
- ❖ *All the information given to us was strongly agree. The class was active;*
- ❖ *Very interactive and well organised. Mr Uttam gave very good practical exercises, very encouraging. Need more trainings;*
- ❖ *He knows his job, has done very well;*
- ❖ *Good teacher with good examples;*
- ❖ *Highly recommend for more session. Great impact on professional and private life. This training helps us to be a better person;*
- ❖ *Very satisfied with the trainer. Have noted each explanation which will help me to upgrade my knowledge in communication at work;*
- ❖ *Motivator. Good speaker. A good example of hard-worker;*
- ❖ *Excellent;*
- ❖ *Top class. Strongly good;*
- ❖ *Excellent/ interactive;*
- ❖ *Ambiance bienveillante;*
- ❖ *Top class of prof he is. Keep it up!*
- ❖ *Good trainer;*
- ❖ *Excellent, explains very well, very understanding. Excellent training;*
- ❖ *I know him well when he was at Telecom-telecommunication. He was the best mature man;*
- ❖ *Good explanation, nice examples;*
- ❖ *Good;*
- ❖ *The trainer is knowledgeable about the training topics;*
- ❖ *He was very helpful. Lots of new things I learnt from him. Very encouraging person. Thank you;*

- ❖ *Well dedicated trainer;*
- ❖ *Good presentation and easy to follow.*

➤ **Ms MEWA**

- ❖ *Very Ms Mewa knows how to speak with the class and explain well;*
- ❖ *Excellent;*
- ❖ *She does her job very well;*
- ❖ *She is kind and polite;*
- ❖ *Ms Mewa was so excellent;*
- ❖ *Excellente présentatrice;*
- ❖ *She knows her job well, she has done very well and she knows how to make her class (active), she knows how to motivate her class;*
- ❖ *The trainer was friendly with good communication skills;*
- ❖ *I appreciate, good communication & well manage;*
- ❖ *Very good trainer, well explain.*

➤ **Mrs BISSIERE**

- ❖ *Good presentation on communication skills;*
- ❖ *She was very dynamic and very helpful. She was well prepared and we have a good time and a lot of knowledge in her class. Thanks to her;*
- ❖ *Good trainer. Knows her topic well. Very interactive one.*

➤ **Mrs KALEECHURN**

- ❖ *Very good presentation, by a very well experienced person, good job;*
- ❖ *Very good Mrs Kaleechurn;*
- ❖ *A knowledgeable plus very elaborative, much to learn with Mrs Kaleechurn;*
- ❖ *Very useful sessions to develop own attitude at work & at home. Good teaching;*
- ❖ *Good initiative, good guidance. Very experience person. Professional one. Thanks Mrs Kaleechurn;*
- ❖ *Good;*
- ❖ *Very good;*
- ❖ *Looking forward for more courses from Mrs Kaleechurn;*
- ❖ *Very good;*
- ❖ *Very good trainer. She explains very well;*
- ❖ *Good;*
- ❖ *Cool, professional, experience person grown up with good qualities, social worker;*
- ❖ *Have a good communication and course well done;*
- ❖ *Mrs Kaleechurn participation and training was very good;*
- ❖ *She got a positive approach;*
- ❖ *Experienced and very good approach;*
- ❖ *Well explained;*
- ❖ *The trainer's course was interesting, well prepared course, gives good examples and she uses good presentation method and the content was very well organised and easy to follow.*

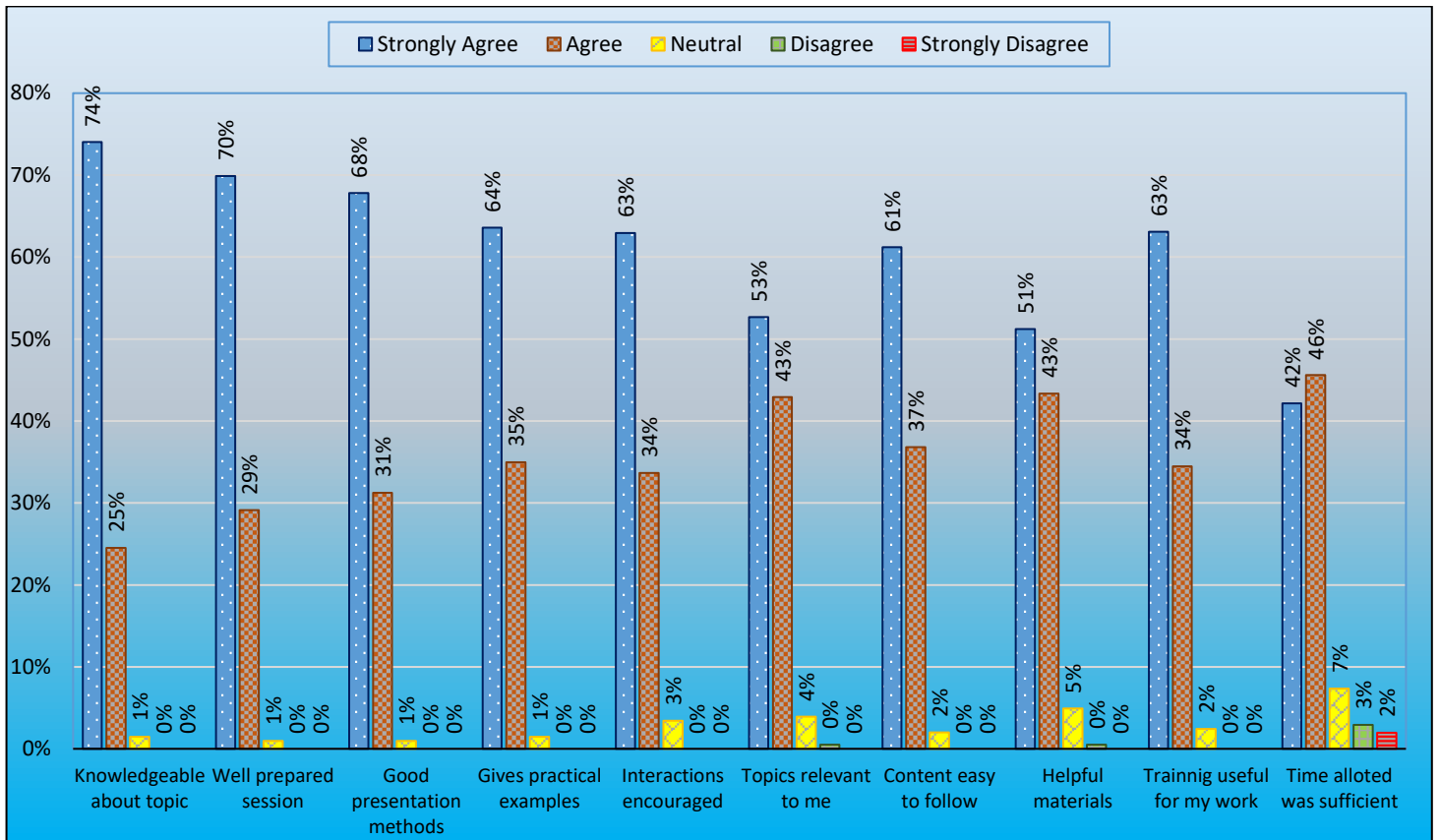


Table 2: Overall assessment of trainer 's effectiveness and session

PART B. Participants' views on Administrative support received and catering

- ❖ *Good;*
- ❖ *Appreciated;*
- ❖ *No tea, only juice;*
- ❖ *Very poor quality of food;*
- ❖ *Can do better for catering;*
- ❖ *Few quantity of food not good;*
- ❖ *Quality of food is bad;*
- ❖ *Food was good;*
- ❖ *Quality of food not good;*
- ❖ *A better lunch could have been better encouragement;*
- ❖ *Good welcoming and nice food;*
- ❖ *More time;*
- ❖ *The food was good;*
- ❖ *Noodles was a bit oily & very cold. Needed tea instead of juice in the morning-humble request;*
- ❖ *Excellent travail;*
- ❖ *The training session and the trainers were very excellent;*
- ❖ *Tea breaks mean to have tea not juice, thanks;*
- ❖ *Satisfied;*
- ❖ *Very good;*
- ❖ *All staff was competent. Training room very clean & toilet and good quality of food. Thanks for your service;*
- ❖ *Overall very satisfied;*
- ❖ *Very good;*
- ❖ *Good initiative. Very helpful and supportive staffs and non-staffs. Glad to participate in these sessions;*
- ❖ *Keep it up;*
- ❖ *Very motivational, helpful;*
- ❖ *Training should be carried to administrative dept. ones;*
- ❖ *Food should be different. To provide some nice seafood. Need some coke with noodles & biryani;*
- ❖ *Very well appreciate. Thank you;*
- ❖ *Very nice & friendly;*
- ❖ *Very clean;*
- ❖ *The atmosphere was clean, hygienic and service was good;*
- ❖ *Very nice service;*
- ❖ *I was pleased with the administrative support received for the course;*
- ❖ *I would like to have more courses in the future;*
- ❖ *Good service*

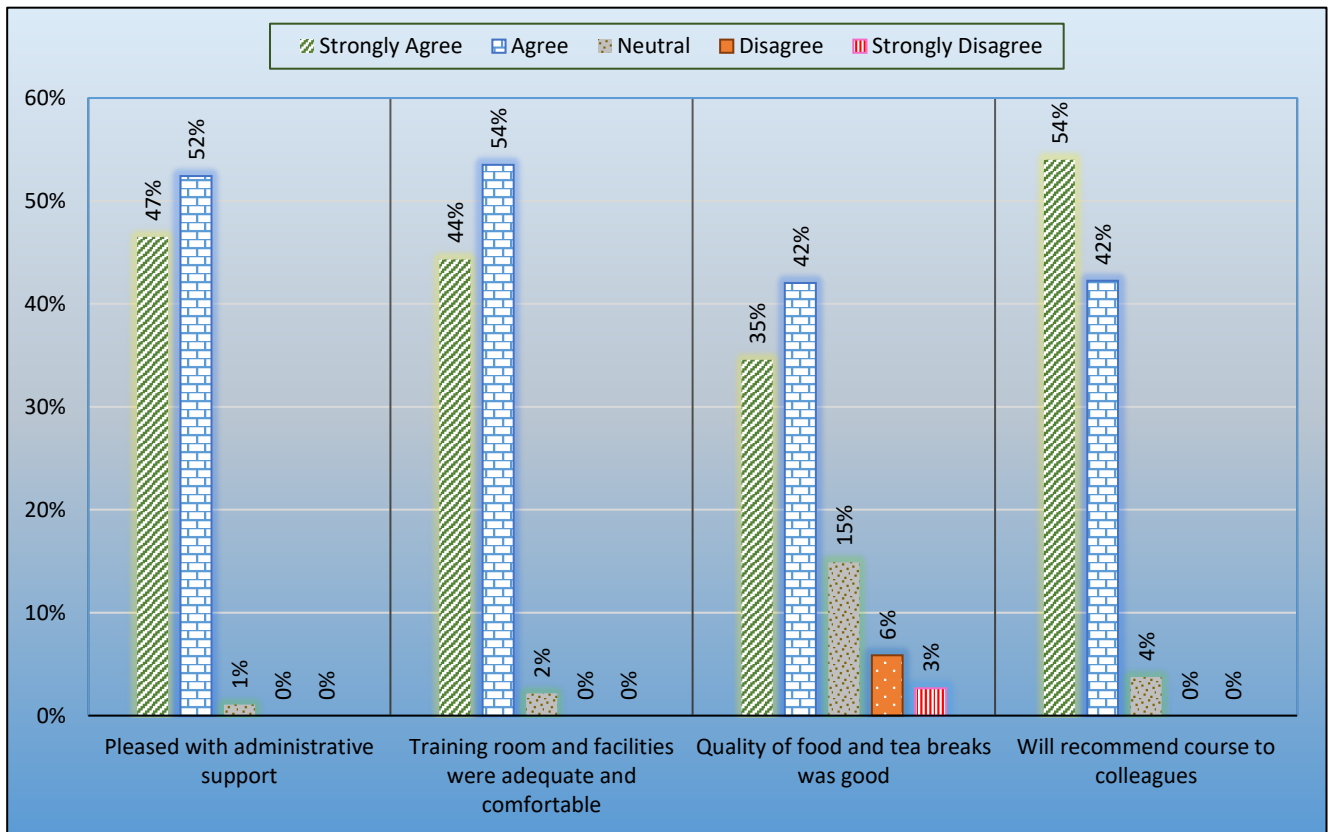


Table 3: Administrative support and catering

PART C. Participants' feedback on the session

➤ What participants liked most about this training

- ❖ *The explanation that was given*
- ❖ *The explanation was fabulous and excellent*
- ❖ *Talking about family focus matter*
- ❖ *Presentation of the trainer*
- ❖ *The trainer Mrs Nazia was so good at explaining*
- ❖ *Improve our quality of work*
- ❖ *Very good*
- ❖ *About the trainer who explain us well and how to behave with client*
- ❖ *Team work*
- ❖ *increase my knowledge and creativity*
- ❖ *The training was very good*
- ❖ *She communicates very well and all explanation was very good*
- ❖ *Top quality lectures. Good presentation. Good communication skills*
- ❖ *A good time pass*
- ❖ *The meeting of friends from the same Ministry, but different sections*
- ❖ *Team work. Good presentation*
- ❖ *The teachers know how to talk with the people*
- ❖ *Working in teams for better performance*
- ❖ *Everything*
- ❖ *This training has increased my knowledge*
- ❖ *Drug & Substance abuse*
- ❖ *I have learnt many things about communication*
- ❖ *The exchange of information and opinion*
- ❖ *I have learned a lots of things about my daily work, the way of communication at work*
- ❖ *This training has enable me to improve my communications with my friends and also to overcome my difficulties in communications*
- ❖ *I have been able to get good communication skills on how to interact with others*
- ❖ *How can be support each other in department*
- ❖ *Course was so practical & enhancing one*
- ❖ *J'ai appris comment il faut bien communiquer au travail*
- ❖ *It was very interactive and has created awareness on different topics*
- ❖ *I have received good information*
- ❖ *The approaches of good customer service*
- ❖ *I have learnt a lot*
- ❖ *The trainer is very polite & help all explanation*
- ❖ *First session was fantastic. Session on drugs was captivating too*
- ❖ *The trainer uses good presentation*
- ❖ *Increase our knowledge*
- ❖ *The training itself was well prepared and organised, helpful*
- ❖ *Mrs Nazia prepared so much in her course. Good examples she gave. Mrs Nazia prepared so well she was nonstop but we listen attentively*
- ❖ *The way of teaching*
- ❖ *Good training*
- ❖ *Communication*
- ❖ *Learn the theory and practice to be used at work place*

- ❖ *The training was well presented*
- ❖ *Our lecturers have been really up to standard and we were comfortable, etc.*
- ❖ *The knowledge is useful at work place*
- ❖ *Trainers were very friendly*
- ❖ *Team work organisation*
- ❖ *Improve my knowledge*
- ❖ *The group work made among us*
- ❖ *Topic discussed & presentation*
- ❖ *Knowledge increasing*
- ❖ *Customer care*
- ❖ *Team leader*
- ❖ *All were interesting*
- ❖ *Very motivational*
- ❖ *Trainers were helpful and supportive*
- ❖ *The class were very lively. Each trainer uses many examples, the explanation was very clear*
- ❖ *L'ambiance, l'animation, Bonne preparation*
- ❖ *Good atmosphere between my colleagues and the trainer*
- ❖ *Interaction. Well prepare trainers*
- ❖ *All aspects ere well covered*
- ❖ *It helps me in my daily work*
- ❖ *It was simple and well organised. Both the trainers were professional*
- ❖ *Very good*
- ❖ *Topics on communication*
- ❖ *How to communicate*
- ❖ *Activities of Mrs Nazia*
- ❖ *All assessment of training session & trainers were excellent*
- ❖ *The guidance was so good by the prof*
- ❖ *It helped me realise things right*
- ❖ *Good communication*
- ❖ *To stop being judgemental*
- ❖ *Good communication & corporation*
- ❖ *It was professional but relaxed and will be very useful*
- ❖ *It helps me learn many interesting things*
- ❖ *The way it was presented by the lecturer*
- ❖ *All the trainer was live*
- ❖ *The training was very helpful to me*
- ❖ *Manage emotions*
- ❖ *Gain more ideas and information about working skills*
- ❖ *Knowledge acquire*
- ❖ *The explanation, we learn how to support our colleagues*
- ❖ *Very well communication and understanding*
- ❖ *The trainer uses good presentation methods*
- ❖ *Communication among ourselves at work*
- ❖ *All the topics*
- ❖ *Everything*
- ❖ *Improve my communication skill & knowledge*
- ❖ *Encouraging and giving us ideas how to improve in our work & helping us to know its importance*

- ❖ *How to communicate with the customer*
- ❖ *Good communication*
- ❖ *I get a friendly approach with the trainer*
- ❖ *How to behave at work and in the society*
- ❖ *Participation and interaction*
- ❖ *Very professional coaches*
- ❖ *Break with routine work at office. Learn new method and experience to work*
- ❖ *Mrs Melhia & Mr Juwaheer*
- ❖ *I've like that it has help me to learn cope in different situations, ease my way to communicate*
- ❖ *Good*
- ❖ *Improve my communication skills*
- ❖ *It was a good experience for me and helpful and I learnt a lots of new things*
- ❖ *Was very instructive in providing work efficiency*
- ❖ *Mrs Melhia & Mr Juwaheer were very humble, helpful trainers*
- ❖ *New knowledge*
- ❖ *The trainers were knowledgeable about their topics*
- ❖ *Interaction with others. Sharing of ideas. Communication*
- ❖ *The coach is very friendly and the class is very interesting*
- ❖ *It changes my view toward the clients by this training*

➤ **Aspects that could be improved in relation to the training**

- ❖ *Behaviour at work and actions good*
- ❖ *First Aid & Medical*
- ❖ *Role playing*
- ❖ *To have good coaches (good communication & understanding)*
- ❖ *Motivation and team work*
- ❖ *Alcohol & substance Abuse*
- ❖ *more time*
- ❖ *Every six months' courses should be organised*
- ❖ *Having motivate trainer like Mrs Hajee Abdoula, in every session*
- ❖ *None*
- ❖ *I find it good*
- ❖ *The training should be usually*
- ❖ *Improve my communication skills*
- ❖ *The content was organised and easy to follow*
- ❖ *Board projector*
- ❖ *The projector light not clear*
- ❖ *Participation and interaction were encouraged*
- ❖ *Everything is all right, for my opinion, there is nothing to improve furthermore*
- ❖ *Fair meilleure de moi-même*
- ❖ *Enough chairs while having refreshments*
- ❖ *Le training aurait pû être fait en créole ou en français pou être accessible à l'audiance*
- ❖ *All workers must be given the opportunity to do the course*
- ❖ *I would request that all FSU minor grade and especially higher grade could attend the course*
- ❖ *Obstacles to effective communication*
- ❖ *How to have communication with public*

- ❖ *Improve the time of work & day*
- ❖ *Practical sessions could be added*
- ❖ *More time to learn more*
- ❖ *It OK for me*
- ❖ *Please give other training programme like word & Excel (Computer/IT)*
- ❖ *More practice, videos*
- ❖ *Presentation of alcohol and substance abuse*
- ❖ *Tea or coffee should be provided*
- ❖ *To give more information in communication*
- ❖ *Well organised*
- ❖ *Time is limited*
- ❖ *Online training*
- ❖ *More trainings in different topics related to our categories of worker*
- ❖ *Number of days should be more*
- ❖ *All aspects was good*
- ❖ *More scenario*
- ❖ *The training should be more precise*
- ❖ *My body language*
- ❖ *Determine what format works best for your group*
- ❖ *We expect to be trained more often*
- ❖ *More handouts*
- ❖ *More examples and new courses*
- ❖ *The time should be shortened*
- ❖ *Everything was well organised*
- ❖ *Handouts should be given (slide)*
- ❖ *To have more examples and more participation*
- ❖ *Three days would be better than 2 days*
- ❖ *communicate well*
- ❖ *Anything relate to the course*
- ❖ *How to communicate well*
- ❖ *Mentality & emotional*
- ❖ *All is good*
- ❖ *By giving and informing every person the ways to become good human being*
- ❖ *I would prefer to get the notes of covered topics*
- ❖ *To focus more on the productivity*
- ❖ *Training is good to improved our knowledge*
- ❖ *More modules*
- ❖ *Give the best*
- ❖ *Training is good*
- ❖ *Apply techniques and self-motivation performance and learn work*
- ❖ *Communication & professionalism*
- ❖ *Less lecturing and more group & participation works*
- ❖ *Level of food during teabreak and lunch*
- ❖ *Nothing. Everything is perfect*

- **How will participants improve their work practices as a result of the Training**
- ❖ *That will help us to have a communication at work*
- ❖ *Will have a different thinking*
- ❖ *To make the training into practice*
- ❖ *I will be able to handle situation*
- ❖ *To give my best on my work*
- ❖ *I will behave much better with clients and work with motivation*
- ❖ *This training should be given PS, DPS, Inspectors, foreman to understand of workers' needs and bringing improvement on the Ministry*
- ❖ *Team spirit work*
- ❖ *Good manners, care for everyone, help our friends, always smile*
- ❖ *First of all, to practice everything that I have learnt here, it would be for my own benefits and for others also*
- ❖ *Will try to improve production*
- ❖ *No change can be made*
- ❖ *I will share my knowledge acquired here to my colleagues & improve my communication skills & give customer good care*
- ❖ *Have good communication skills and sensitise my colleagues not to take drugs*
- ❖ *By communicating with our colleague*
- ❖ *I will have a good communication with people. I will share what I've learn with my colleagues at work. For a better team work. From now on, I'll make sure to have a good approach towards people than before*
- ❖ *Be more understanding of service users*
- ❖ *We must practice daily*
- ❖ *How to deal with people internal and external*
- ❖ *Apply the training's explanation at work for better service*
- ❖ *Be more understanding of all service users.*
- ❖ *Improving my approach so effectively & efficiently*
- ❖ *La formation me permettra de mettre en pratique mes talents de communicatrice*
- ❖ *I have learnt more about handling difficult customers and I will apply same in my work*
- ❖ *To give the best service*
- ❖ *By putting into practice the different measures as explained during the course*
- ❖ *Should be helpful to all the team management*
- ❖ *Definitely how I respond to the public will improve*
- ❖ *Helpful, quick respond*
- ❖ *By applying what I have learn on this training in my daily life and work place*
- ❖ *It will bring a good change. I will try to understand other perception*
- ❖ *Put the knowledge into practice*
- ❖ *By applying what we have learned during the training*
- ❖ *The way we interact with the public or customer*
- ❖ *Can apply the training session at work*
- ❖ *Good communication skills, understanding*
- ❖ *It should be applied at work*
- ❖ *Change my point of view*
- ❖ *Making in practice what I learned during the training*
- ❖ *Friendly*
- ❖ *Good communication skills, good behaviour*

- ❖ *By giving good service and working in team*
- ❖ *Can use communication and techniques given to improve our work*
- ❖ *To apply it in our work*
- ❖ *communication is key*
- ❖ *It will improve the productivity at my work place*
- ❖ *To put into practice what has been learned*
- ❖ *Controlling myself*
- ❖ *Apply the different methods learn in training*
- ❖ *Make practice and share with friend*
- ❖ *I will put all the training that I have learn into my work practice*
- ❖ *Very confidently as per 2 training*
- ❖ *Positive thinking*
- ❖ *A more positive attitude*
- ❖ *To put into action*
- ❖ *To be respectful, more helpful towards client/ customer*
- ❖ *It is very helpful in all aspects*
- ❖ *Do as I was taught*
- ❖ *None. I understand why I shouldn't take it so personal when situation might start to escalate*
- ❖ *Improve my communication skills and good customer service*
- ❖ *To be more attentive and active in serving clients*
- ❖ *By giving good and best service*
- ❖ *To share the experience and behaviour of people*
- ❖ *Take this training into consideration and be more motivated at work*
- ❖ *By putting in practice the knowledge acquires*
- ❖ *Our self-ego put down and how to talk with public and staff*
- ❖ *Refraining my thoughts. Shifting my focus. Using mu body*
- ❖ *Better prepared for team work*
- ❖ *Solution*
- ❖ *All that I have learned*
- ❖ *To focus on my work place*
- ❖ *I will keep calm and respect my colleague at work*
- ❖ *Helpfulness towards visitors*
- ❖ *To perform my duty with diligence fidelity*
- ❖ *Be applying practical examples*
- ❖ *Work with positive environment and give good information*
- ❖ *Professional*
- ❖ *I will be more open to people*
- ❖ *By applying the training given*
- ❖ *To practice the training at work*
- ❖ *I learnt and practice communication and interpersonal skills*
- ❖ *I will make in practice what I learnt in the course*
- ❖ *More communication among staffs to avoid mistakes*
- ❖ *Be more patient and humble with visitors*
- ❖ *I will put the new know-how in action*
- ❖ *By using important information I learnt*
- ❖ *Using the methods & interaction received during the training into practice on work*
- ❖ *Practice those methods in work*

➤ **Additional training programmes participants have requested**

- ❖ *How to improve myself at work places, e.g. IVTB course*
- ❖ *Technic course of any skill*
- ❖ *Gender & talks on diabetes, cholesterol & high blood pressure*
- ❖ *Helps workmen knowledge*
- ❖ *More session on customer care*
- ❖ *Ethics and more topics*
- ❖ *Basic Microsoft Word*
- ❖ *First Aid*
- ❖ *Improving Efficiency in organisation*
- ❖ *Public Speaking*
- ❖ *Employee Motivation: Skills and Techniques*
- ❖ *Health and Safety and First Aid*
- ❖ *Woman rights*
- ❖ *Woman/ Human rights at home and at work*
- ❖ *Leading from frontline*
- ❖ *Customer Service Excellence*
- ❖ *Mastering telephone skills*
- ❖ *Basic Microsoft Word & Excel*
- ❖ *Workforce planner*
- ❖ *IT and other course which will be helpful in my work. So as in future can get promotion or to apply other post of job*
- ❖ *Using email and internet*
- ❖ *Knowledge management*
- ❖ *Equality management*
- ❖ *Speech writing*
- ❖ *Microsoft PowerPoint*
- ❖ *Employee motivation: Skills and techniques*
- ❖ *Handling difficult customers*
- ❖ *Stress management*
- ❖ *Communication & Interpersonal Skills*
- ❖ *Information, Communications Technology (ICT) programmes*
- ❖ *Leadership: Making a difference*
- ❖ *Risk management*
- ❖ *Event management*
- ❖ *Team building and bonding*
- ❖ *Legal issues for HR Cadre*
- ❖ *Work & safety precaution course*
- ❖ *Profession work and the skills work*
- ❖ *Should be focussed on the Civil Servants, who are in higher posts. They have to communicate better. They should be targeted too.*
- ❖ *First Aid*
- ❖ *Microsoft PowerPoint*
- ❖ *Achieving success through Emotional Intelligence*
- ❖ *Basic Microsoft Excel and word*
- ❖ *Advanced Microsoft Excel*

- ❖ *Cybersecurity fundamentals*
- ❖ *Crisis Management*
- ❖ *Using Internet and Email/ Outlook*
- ❖ *IT Course*
- ❖ *Receptionist*
- ❖ *First Aid*
- ❖ *Writing skills for Parliamentary Questions & Cabinet Documents*
- ❖ *ITC*
- ❖ *Yes, I wish another course from civil service. Thanks. It's very interesting, plz let me know.*
- ❖ *Thanks*
- ❖ *Training on Achieving success through emotional intelligence*
- ❖ *Microsoft PowerPoint*
- ❖ *First Aid*
- ❖ *Public Speaking*
- ❖ *Training programmes to support staffs*
- ❖ *Basic Microsoft Excel*
- ❖ *I would like any training which will help me at my work, at home*
- ❖ *Managing time for efficiency*
- ❖ *Advanced Microsoft*
- ❖ *ICT training programme*
- ❖ *Using Internet and Email (Outlook)*
- ❖ *Mastering Telephone skills*
- ❖ *Prosecution for criminal offences*
- ❖ *Achieving success through emotional intelligence*
- ❖ *Health @ work as health is very important without a good health, we can't work properly*
- ❖ *Not only course for low grade workers but should mix all type of workers*
- ❖ *Training about Public abuse*
- ❖ *Basic Microsoft Excel*
- ❖ *Basic Microsoft Word*
- ❖ *Using Internet and Email (Outlook)*
- ❖ *Public abuse*
- ❖ *More on communication, psychology & sociology*
- ❖ *First Aid*
- ❖ *Handling difficult customers*
- ❖ *All types of training programmes*
- ❖ *Any training that could help me improve*
- ❖ *Basic Microsoft Word*
- ❖ *Microsoft Power Point*
- ❖ *Introduction to Basic Criminal Law*
- ❖ *Prosecution for criminal offences*
- ❖ *You should encourage more courses*
- ❖ *Mastering telephone skills*
- ❖ *Public speaking*
- ❖ *Team Building & Bonding*
- ❖ *Increasing productivity through stress management*
- ❖ *First Aid*
- ❖ *Event management*
- ❖ *An IT course*

- ❖ *More information about Information Technology and cybercrime*
- ❖ *Team Building*
- ❖ *Medical Insurance*
- ❖ *I am interested with other free course that the Civil service college offers*
- ❖ *Strategic thinking*
- ❖ *Talent management*
- ❖ *Training on repairing apparatus*
- ❖ *Handling difficult customers*
- ❖ *Code of ethics and good governance*
- ❖ *Mastering telephone skills*
- ❖ *Discipline at work*
- ❖ *Strategic thinking*
- ❖ *Talent management*
- ❖ *Public Speaking*
- ❖ *Trust & Teams*
- ❖ *Customer Service Excellence*
- ❖ *Computer Training Advance Level and technique*
- ❖ *Communication*
- ❖ *Service Client*
- ❖ *Achieving success through Emotional Intelligence*
- ❖ *Basic Microsoft Excel + Word*
- ❖ *Tea Making & Services*
- ❖ *Mastering Telephone Skills*
- ❖ *Any training that is available for me*
- ❖ *Mastering telephone skills*
- ❖ *Leading from frontline*
- ❖ *Tea making and service*
- ❖ *As office Auxiliary, I would like to have a two-week training before we get a posting. This measure will be helpful*

➤ **Other Comments**

- ❖ *All Teamwork*
- ❖ *More courses*
- ❖ *We should have training sessions every 3 or 6 month*
- ❖ *First Aid*
- ❖ *Word Processing*
- ❖ *More course in future*
- ❖ *Good so far*
- ❖ *This course was meant for higher level personnel of this Ministry*
- ❖ *I was pleased with the administrative support and about the knowledge*
- ❖ *If I get a chance to follow all courses in future, I would be very grateful*
- ❖ *The course was good and satisfait. It must be done every year in all public sector*
- ❖ *The training was very useful and I was satisfied with the teamwork*
- ❖ *Course was so knowledgeable*
- ❖ *No comments*
- ❖ *Training was so enhancing*
- ❖ *Mrs Hajee Abdoula's class was the best though*

- ❖ *Hope to have more training*
- ❖ *Please provide more courses, it's really helpful*
- ❖ *Thank you*
- ❖ *More training should be organised to people*
- ❖ *Thank you the Ministry of Public Service, Administrative and Institutional Reforms & civil Service College Mauritius. Thank you. Thank you very much the Government of Mauritius, the PMO*
- ❖ *Overall very good*
- ❖ *Training must be given yearly*
- ❖ *I have learned a lot on communication which will help me in live and I will put it in practice*
- ❖ *Everything was a good knowledge*
- ❖ *No comments. Mrs Nazia- TOP/ Mr Juwaheer- TOP*
- ❖ *Good initiative by the government*
- ❖ *Overall is good and interesting*
- ❖ *All the aspects were very helpful*
- ❖ *Only lack of time in some courses*
- ❖ *Freelance trainers are more relevant*
- ❖ *We learn a lot of communication and how to apply them*
- ❖ *It is very satisfying and helpful and help to share many opinions*
- ❖ *To have more training for a better of Mauritius and to be more civilised*
- ❖ *Perfect. Must do it regularly. Interesting*
- ❖ *If training could be provided more frequently*
- ❖ *About Alcohol & drugs, does not really matter to me*
- ❖ *Good*
- ❖ *The content was well organised and easy to follow*
- ❖ *Thanks my Ministry that have chosen me to have courses*
- ❖ *Topic about drugs and alcohol isn't so concerned by us*

5. ACTIONS TO BE TAKEN BY CSCM

- ❖ *The Training Manager will have a one-to-one session with the trainers to provide the feedback;*
- ❖ *Trainers' feedback will also be taken to better understand the training delivery and participation.*

6. CONCLUSION

Overall the objectives have been achieved. The participants have found the training programme very useful and beneficial to their growth.

Civil Service College, Mauritius will follow up with the different liaison officers from different Ministries to give the workmen's group the opportunity to follow the recommended training programmes in the future so as encourage continuous progress in their workplace.