



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

MAURITIUS

Ministry of Civil Service and Administrative Reforms

Circular Letter No. 35 of 2016

TDL/TC/16

29 August 2016

From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

To: Supervising Officers in charge of Ministries/Departments

Training Courses run by the Civil Service College, Mauritius (CSCM)

With a view to instilling a culture of performance and facilitating continuous professional development and capacity building among public officers, this Ministry has come up with a list of generic competency-based training courses to be run by the CSCM. These courses have been designed on the basis of training gaps identified in the context of the implementation of the Performance Management System (PMS) and relevant information available from the Performance Appraisal Reports as well as various proposals made by Ministries/ Departments. A list of these new courses which is not exhaustive is at **Annex I**.

2. It is important to note that these new generic courses to be run by the CSCM will, henceforth, be sponsored by this Ministry. Details regarding the training calendar, including the course outlines, objectives and target groups, among others, can be accessed from the CSCM website: www.cscm.mu

3. Supervising Officers are invited to submit, **in order of priority** and as per proforma at **Annex II**, the names of officers who are required to follow the new training courses run by the CSCM. The proposed nominations should be sent directly to the **Director General, Civil Service College, Mauritius, 4th floor, ATOM House, Royal Street, Port Louis, on fax number 213 7187 or by email on contact@cscm.mu at latest by 08 September 2016.**

4. Please note that Award Courses and other training programmes designed to cater for the specific needs of Ministries/ Departments will continue to be funded by the respective Ministries/ Departments.

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5. I rely on your usual collaboration and support in furthering our capacity building initiative to enable our officers to provide quality services.



P. Jhugrob
Senior Chief Executive

**Ministry of Civil Service and Administrative Reforms in collaboration
with Civil Service College, Mauritius**

Annex II

Nominations for Training courses

Name of Organisation:

Training Course:

S.N.	Title	Full Name	Designation	Mobile No.*	Telephone No.	Fax No.	Email
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

Submitted by:

Name: Mr/Mrs

Designation:

Tel:.....Fax: Email:

Signature:

Date:

Note: Fax No. will be used to send nomination letters. Mobile numbers will be used in case we urgently need to contact participants.



Training Calendar September – December 2016

SN	Target Audience	Training Courses	Duration (Days)	Training Dates (2016)
1.	All Officers	Managing Performance in the Public Sector	1	Sep: 13 th and 29 th Oct: 6 th and 14 th Nov: 24 th and 30 th Dec: 5 th and 9 th
2.	Supervisory Level	Customer Service Excellence	2	Sep: 14 th and 26 th 23 rd and 30 th Oct: 3 rd and 10 th 21 st and 28 th Nov: 10 th and 17 th 11 th and 18 th Dec: 7 th and 12 th 8 th and 13 th
3.	Frontline	Handling Difficult Customers	1	Sep: 12 th and 27 th Oct: 11 th and 19 th Nov: 24 th and 28 th Dec: 12 th and 22 nd
4.	Supervisory & Front Line	Increasing Productivity through Stress Management	2	Sep: 19 th and 26 th Oct: 12 th and 19 th Nov: 16 th and 23 rd Dec: 14 th and 21 st
5.	Supervisory Level	Communication and Interpersonal Skills	2	Sep: 15 th and 29 th Oct: 13 th and 20 th Nov: 3 rd and 8 th Dec: 2 nd and 9 th
6.	Frontline	Leading from Frontline	2	Sep: 14 th and 23 rd Oct: 7 th and 14 th Nov: 9 th and 22 nd Dec: 6 th and 13 th
7.	All officers	Team Building and Bonding	2	Sep: 12 th and 16 th Oct: 17 th and 24 th Nov: 14 th and 21 st Dec: 9 th and 14 th
8.	All officers	Code of Ethics and Good Governance	1	Sep: 15 th Oct: 17 th Nov: 21 st Dec: 21 st

SN	Target Audience	Training Courses	Duration (Days)	Training Dates (2016)
9.	Top Management	Managing Resources	2	Sep: 16 th and 30 th Oct: 4 th and 18 th Nov: 18 th and 25 th Dec: 15 th and 22 nd
10.	Top Management	Managing Change for transformation	2	Sep: 22 nd and 29 th Oct: 5 th and 13 th Nov: 15 th and 22 nd Dec: 2 nd and 20 th
11.	Top Management	Talent Management	2	Sep: 28 th and 30 th Oct: 24 th and 27 th Nov: 18 th and 25 th Dec: 1 st and 8 th
12.	Top Management	Leadership and Strategic Thinking	2	Sep: 22 nd and 29 th Oct: 21 st and 25 th Nov: 17 th and 24 th Dec: 9 th and 16 th
13.	Top Management	Managing Projects in the Public Sector	2	Sep: 21 st and 27 th Oct: 26 th and 28 th Nov: 23 rd and 20 th Dec: 5 th and 12 th
14.	All officers	Managing Time for efficiency	2	Sep: 13 th and 20 th Oct: 18 th and 25 th Nov: 15 th and 29 th Dec: 8 th and 16 th
15.	Supervisory Level	Work Force Planning	2	Sep: 22 nd and 28 th Oct: 20 th and 27 th Nov: 4 th and 11 th Dec: 12 th and 22 nd
16.	All officers	Using Internet and eMail @ work	2	Sep: 15 th and 30 th Oct: 14 th and 21 st Nov: 22 nd and 25 th Dec: 8 th and 15 th
17.	Supervisory Level	Training Needs Analysis	2	Sep: 20 th and 29 th Oct: 7 th and 14 th Nov: 7 th and 14 th Dec: 15 th and 21 st
18.	Frontline	Basic Communication Skills	1	Sep: 28 th Oct: 12 th and 26 th Nov: 9 th and 16 th Dec: 5 th and 7 th
19.	All officers	Improving Efficiency in Organisations	2	Sep: 14 th and 23 rd Oct: 5 th and 28 th Nov: 18 th and 30 th Dec: 2 nd and 21 st