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 pro-forma 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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Ministry of Civil Service and Administrative Reforms, Human Resource Development Division, 6th Floor, Sicom Building 2, Corner Chevreau et Reverend Jean Lebrun Streets, Port- Louis
Tel No. 405 4100/ 4055417 Fax: 212 4168
Email: trainingmcsar@mail.gov.mu
5. I rely on your usual collaboration and support in furthering our capacity building initiative to enable our officers to provide quality services.

P. Jhugrop
Senior Chief Executive
Ministry of Civil Service and Administrative Reforms in collaboration with Civil Service College, Mauritius

Nominations for Training courses

Name of Organisation: ..............................................................................................................................................

Training Course: ......................................................................................................................................................

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<th>Full Name</th>
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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.
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<tr>
<th>SN</th>
<th>Target Audience</th>
<th>Training Courses</th>
<th>Duration (Days)</th>
<th>Training Dates (2016)</th>
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</table>
| 1. | All Officers    | Managing Performance in the Public Sector      | 1              | Sep: 13<sup>th</sup> and 29<sup>th</sup>  
Oct: 6<sup>th</sup> and 14<sup>th</sup>  
Nov: 24<sup>th</sup> and 30<sup>th</sup>  
Dec: 5<sup>th</sup> and 9<sup>th</sup>  |
| 2. | Supervisory Level | Customer Service Excellence                    | 2              | Sep: 14<sup>th</sup> and 26<sup>th</sup>  
23<sup>rd</sup> and 30<sup>th</sup>  
Oct: 3<sup>rd</sup> and 10<sup>th</sup>  
21<sup>st</sup> and 28<sup>th</sup>  
Nov: 10<sup>th</sup> and 17<sup>th</sup>  
11<sup>th</sup> and 18<sup>th</sup>  
Dec: 7<sup>th</sup> and 12<sup>th</sup>  
8<sup>th</sup> and 13<sup>th</sup>  |
| 3. | Frontline       | Handling Difficult Customers                   | 1              | Sep: 12<sup>th</sup> and 27<sup>th</sup>  
Oct: 11<sup>th</sup> and 19<sup>th</sup>  
Nov: 24<sup>th</sup> and 28<sup>th</sup>  
Dec: 12<sup>th</sup> and 22<sup>nd</sup>  |
| 4. | Supervisory & Front Line | Increasing Productivity through Stress Management | 2              | Sep: 19<sup>th</sup> and 26<sup>th</sup>  
Oct: 12<sup>th</sup> and 19<sup>th</sup>  
Nov: 18<sup>th</sup> and 23<sup>rd</sup>  
Dec: 14<sup>th</sup> and 21<sup>st</sup>  |
| 5. | Supervisory Level | Communication and Interpersonal Skills          | 2              | Sep: 15<sup>th</sup> and 29<sup>th</sup>  
Oct: 13<sup>th</sup> and 20<sup>th</sup>  
Nov: 3<sup>rd</sup> and 8<sup>th</sup>  
Dec: 2<sup>nd</sup> and 9<sup>th</sup>  |
| 6. | Frontline       | Leading from Frontline                         | 2              | Sep: 14<sup>th</sup> and 23<sup>rd</sup>  
Oct: 7<sup>th</sup> and 14<sup>th</sup>  
Nov: 9<sup>th</sup> and 22<sup>nd</sup>  
Dec: 6<sup>th</sup> and 13<sup>th</sup>  |
| 7. | All officers    | Team Building and Bonding                      | 2              | Sep: 12<sup>th</sup> and 16<sup>th</sup>  
Oct: 17<sup>th</sup> and 24<sup>th</sup>  
Nov: 14<sup>th</sup> and 21<sup>st</sup>  
Dec: 9<sup>th</sup> and 14<sup>th</sup>  |
| 8. | All officers    | Code of Ethics and Good Governance              | 1              | Sep: 15<sup>th</sup>  
Oct: 17<sup>th</sup>  
Nov: 21<sup>st</sup>  
Dec: 21<sup>st</sup>  |
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| 9. | Top Management | Managing Resources | 2 | Sep: 16th and 30th  
Oct: 4th and 18th  
Nov: 18th and 25th  
Dec: 15th and 22nd |
| 10. | Top Management | Managing Change for transformation | 2 | Sep: 22nd and 29th  
Oct: 5th and 13th  
Nov: 15th and 22nd  
Dec: 3rd and 20th |
| 11. | Top Management | Talent Management | 2 | Sep: 28th and 30th  
Oct: 24th and 27th  
Nov: 18th and 25th  
Dec: 1st and 8th |
| 12. | Top Management | Leadership and Strategic Thinking | 2 | Sep: 22nd and 29th  
Oct: 21st and 25th  
Nov: 17th and 24th  
Dec: 9th and 16th |
| 13. | Top Management | Managing Projects in the Public Sector | 2 | Sep: 21st and 27th  
Oct: 26th and 28th  
Nov: 23rd and 20th  
Dec: 5th and 12th |
| 14. | All officers | Managing Time for efficiency | 2 | Sep: 13th and 20th  
Oct: 18th and 25th  
Nov: 15th and 29th  
Dec: 8th and 16th |
| 15. | Supervisory Level | Work Force Planning | 2 | Sep: 22nd and 28th  
Oct: 20th and 27th  
Nov: 4th and 11th  
Dec: 12th and 22nd |
| 16. | All officers | Using Internet and eMail @ work | 2 | Sep: 15th and 30th  
Oct: 14th and 21st  
Nov: 22nd and 25th  
Dec: 8th and 15th |
| 17. | Supervisory Level | Training Needs Analysis | 2 | Sep: 20th and 29th  
Oct: 7th and 14th  
Nov: 7th and 14th  
Dec: 15th and 21st |
| 18. | Frontline | Basic Communication Skills | 1 | Sep: 28th  
Oct: 12th and 26th  
Nov: 9th and 16th  
Dec: 5th and 7th |
| 19. | All officers | Improving Efficiency in Organisations | 2 | Sep: 14th and 23rd  
Oct: 5th and 28th  
Nov: 18th and 30th  
Dec: 2nd and 21st |