REPORT

on

TRAINING COURSES

ORGANISED

by

THE HUMAN RESOURCE

DEVELOPMENT DIVISION

For period: January to October 2012
<table>
<thead>
<tr>
<th>Code</th>
<th>Course</th>
<th>Target group</th>
<th>No of Participants</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>IC1</td>
<td>Induction Course for New Recruits Employed to give assistance at Officer level <em>(January-December 2012)</em></td>
<td>Newly recruited Temporary Officers</td>
<td>172</td>
<td>5</td>
</tr>
<tr>
<td>IC2</td>
<td>Induction Course for Newly Recruited Office Management Executives</td>
<td>Newly recruited Office Management Executives</td>
<td>27</td>
<td>6</td>
</tr>
<tr>
<td>IP1</td>
<td>Induction Programme for Assistant Secretaries</td>
<td>Newly recruited Assistant Secretaries</td>
<td>32</td>
<td>7</td>
</tr>
<tr>
<td>T1</td>
<td>Training on Effective Communication Skills <em>(February – December 2012)</em></td>
<td>Administrative / Human Resource / Analyst Cadres and General Services from the level of Senior Officers and above</td>
<td>87</td>
<td>8</td>
</tr>
<tr>
<td>TP1</td>
<td>Training Programme on Total Quality Management <em>(February – August 2012)</em></td>
<td>Officers of the Procurement and Supply Cadre up to Manager Grade</td>
<td>233</td>
<td>9</td>
</tr>
<tr>
<td>T2</td>
<td>Advanced Training on Excel <em>(February-May 2012)</em> <em>(July-October 2012)</em></td>
<td>Confidential Secretaries</td>
<td>316</td>
<td>10</td>
</tr>
<tr>
<td>TP2</td>
<td>Training Programme for Office Care Personnel</td>
<td>Office Care Personnel</td>
<td>262</td>
<td>11</td>
</tr>
<tr>
<td>T3</td>
<td>Training in Tea/Coffee Making &amp; Service</td>
<td>Office Care Personnel</td>
<td>110</td>
<td>12</td>
</tr>
<tr>
<td>AC1</td>
<td>Award Courses for Confidential Secretaries <em>(February – May 2012)</em></td>
<td>Confidential Secretaries</td>
<td>52</td>
<td>13</td>
</tr>
<tr>
<td>TP3</td>
<td>Training of Trainers</td>
<td>Existing / New Potential Trainers</td>
<td>31</td>
<td>14</td>
</tr>
<tr>
<td>Code</td>
<td>Course</td>
<td>Target group</td>
<td>No of Participants</td>
<td>Page No</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------</td>
<td>---------</td>
</tr>
<tr>
<td>T4</td>
<td>Training on Financial Management (April – May 2012)</td>
<td>Officers of the HR Cadre (MHR, AMHR &amp; SHRO), General Services Cadre (as from HEO) and senior officer of the Technical Grade</td>
<td>53</td>
<td>15</td>
</tr>
<tr>
<td>T5</td>
<td>Training on Prosecution Matters</td>
<td>Prosecutors and Enquiring Officers</td>
<td>35</td>
<td>16</td>
</tr>
<tr>
<td>T6</td>
<td>Training on Supervisory Skills</td>
<td>Public Officers in Supervisory role</td>
<td>126</td>
<td>17</td>
</tr>
<tr>
<td>T7</td>
<td>½ day Training on Dealing with Deviant Behaviour at the Workplace</td>
<td>AMHRs, SHROs and HROs</td>
<td>83</td>
<td>18</td>
</tr>
<tr>
<td>TP3</td>
<td>Training Programme on Personal and Interpersonal Skills for officers of the Finance Cadre</td>
<td>Officers of the Finance Cadre</td>
<td>135</td>
<td>19</td>
</tr>
<tr>
<td>TP4</td>
<td>2-day Training Programme on Interpersonal Communication Skills and Managing Conflict for Senior Officers</td>
<td>Senior Officers</td>
<td>132</td>
<td>20</td>
</tr>
<tr>
<td>IC2</td>
<td>Induction Course for Newly recruited Human Resource Officers</td>
<td>Newly recruited Human Resource Officers</td>
<td>34</td>
<td>21</td>
</tr>
<tr>
<td>T8</td>
<td>Training on Financial operation for Officers posted in the Finance Section</td>
<td>Officers</td>
<td>167</td>
<td>22</td>
</tr>
<tr>
<td>TP5</td>
<td>Training Programme on Stress Management</td>
<td>Officers at supervisory / managerial level prone to stress</td>
<td>83</td>
<td>23</td>
</tr>
<tr>
<td>T9</td>
<td>Training on Customer Service for Front Liners</td>
<td>Receptionists / Telephone Operators</td>
<td>81</td>
<td>24</td>
</tr>
<tr>
<td>TP6</td>
<td>3-Half Day Training Programme on Team Building, Motivation and Leadership for officers of the Government Printing Department</td>
<td>Production Supervisors and Assistant Production Supervisors</td>
<td>29</td>
<td>25</td>
</tr>
<tr>
<td>Code</td>
<td>Course</td>
<td>Target group</td>
<td>No of Participants</td>
<td>Page No</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------</td>
<td>-----------------------------------------------</td>
<td>--------------------</td>
<td>---------</td>
</tr>
<tr>
<td>OT1</td>
<td>Overseas Training <em>(On-going)</em></td>
<td>Officers of the Technical and Managerial Grades</td>
<td>27</td>
<td>26-28</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td><strong>2307</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Note:**
IC: Induction Course  
IOT: Overseas Training  
T: Training  
TP: Training Programme  
IP: Induction Programme  
AC: Award Courses
**Course:** Induction Course for New Recruits Employed to give assistance at Officer Level (IC1)

**Aims and objectives:**

- render the newly recruited Officers multi-skilled and polyvalent as recommended in the Pay Research Bureau Report 2008
- equip them with the necessary knowledge and skills to enable them to perform their duties more efficiently
- facilitate their integration in the Civil Service

**Course contents:**

- Roles and responsibilities devolving on the post of Officer
- Importance of Communication within an Organization
- Basic Store Duties
- Human Resource Management (Basic Functions)
- Security and Safe Keeping of official information
- Code of Ethics and Good Governance
- Machinery of Government
- Administrative Reforms in the Civil Service
- Financial Operations in Government
- Registry Procedures
- Code of Ethics and Good Governance
- Prevention of Corruption
- Gender Equality – Concept
- Customer Care
- Occupational Safety and Health
- Team Building and Team Work
- Secretarial Duties

**Duration:** 5 day session

- Batch 7: 16-20 Jan 2012
- Batch 8: 30-31 Jan – 02, 03 & 06 Feb 2012
- Batch 9: 05-09 March 2012
- Batch 10: 01-05 Oct 2012
- Batch 11: 22-26 Oct 2012

**Venue:** Lecture Room, 6th Floor, Fooks House, Bourbon St, Port Louis

**Category of officers:** Newly recruited Officer to give assistance at Officer Level
Number of officers trained: 172

**Course:** Induction Course for Newly Recruited Office Management Executives (IC2)

**Aims and objectives:**

- Sensitize the Office Management Executives on their role and responsibilities in their new post
- Equip participants with the required knowledge and skills to enable them to perform their tasks in an effective and efficient manner
- Help them develop the right mindset and attitude to operate in the challenging work environment
- Provide the participants with the necessary skills to solve workplace problems efficiently.

**Course contents:**

- Events Management
- Procurement in the Public Sector
- Basic Human Resource Management
- Code of Ethics and Good Governance
- Assets Management
- Gender Equality-Concept
- Housekeeping and Hygiene
- Transport Management
- Occupational Safety and Health Management System in the Civil Service
- Problem Solving and Decision Making
- Prevention of Corruption

**Duration:** 5 day session

Batch 1: 24-27 January 2012

**Venue:**
Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Newly recruited Office Management Executives
Number of officers trained: 27

Course: Induction Programme for Assistant Secretaries (IP1)

Aims and objectives:

❖ provide the newly appointed Assistant Secretaries with an overview of the contextual framework in which they will operate;
❖ equip them with the appropriate skills and core competencies required to face new challenges and to perform their tasks to the best of their abilities; and
❖ improve their communication skills (both written and oral) for better work performance..

Course contents:

- Machinery of Government
- Security of Documents – Official Secrets Act
- Procurement in the Public Sector
- Public Sector Reforms in Mauritius
- Business Writing
- Effective Presentation Skills
- Good Governance and Prevention of Corruption
- Cabinet Papers & Reply to PQ’s
- Maurice Ile Durable
- Total Quality Management in the Public Sector
- Public Sector Financial Management
- Functioning of a Registry
- Challenges and Responsibilities of the Administrative Cadre
- Legislative Drafting
- Performance Management in the Civil Service

Duration: 5 day session

Date: 27 February – 02 March 2012

Venue: Maritim Hotel, Balaclava
**Category of officers:** Newly recruited Assistant Secretaries

**Number of officers trained:** 32

**Course:** 2½- Day Training on Effective Communication Skills– (T1)

**Aims and objectives:**
- communicate effectively using simple, concise and direct language;
- enhance active listening skills to anticipate and avoid common misunderstandings;
- foster cross-cultural understanding in the workplace;
- eliminate the roadblocks that undermine the ability to communicate effectively; and
- use French language effectively in communication.

**Course contents:**
- Written communication in the public service
- Importance of effective writing
- Report writing
- Board Minutes & Notes – Recording Minutes
- La communication écrite (en Français)

**Duration:** 2 ½ day session

Batch 4: 27-29 February 2012
Batch 5: 14-16 March 2012
Batch 6: 30, 31 Oct & 01 Nov 2012

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:**

Administrative / Human Resource / Analyst Cadres and General Services from the level of Senior Officers and above
Number of officers trained: 87

**Course:** Training Programme on Total Quality Management (TP1)

**Aims and objectives:**
- familiarize the participants with the concept of TQM in order to better appreciate TQM implementation proposals in the public sector;
- sensitize participants on the principles inherent to a TQM approach to improve organizational performance and quality service delivery;
- disseminate information on existing initiatives being undertaken in the Civil Service to achieve TQM; and
- make participants aware of the legal parameters relating to TQM and Public Procurement.

**Course contents:**
- Understanding TQM
- ISO 9000 Quality Management Systems (QMS)
- Legal Framework
- Performance Management System
- E-Government and E-Governance
- Customer Focus
- Administrative Reforms

**Duration:** 2 days session

<table>
<thead>
<tr>
<th>Batch</th>
<th>Dates</th>
<th>Batch</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>13 &amp; 14 February 2012</td>
<td>9</td>
<td>16 &amp; 17 April 2012</td>
</tr>
<tr>
<td>6</td>
<td>23 &amp; 24 February 2012</td>
<td>10</td>
<td>26 &amp; 27 April 2012</td>
</tr>
<tr>
<td>7</td>
<td>19 &amp; 20 March 2012</td>
<td>11</td>
<td>17 &amp; 18 May 2012</td>
</tr>
<tr>
<td>8</td>
<td>26 &amp; 27 March 2012</td>
<td>12</td>
<td>12 &amp; 13 July 2012</td>
</tr>
</tbody>
</table>

**Venue:** Lecture Room, 6th Floor, Fooks House, Bourbon St, Port Louis
Category of officers: Procurement and Supply Cadre up to Manager Grade

Number of officers trained: 233
**Course:** Advanced Training on Excel for Confidential Secretaries– (T2)

**Aims and objectives:**

- exposing the participants to advanced applications of Excel to enable them to accomplish complex tasks in Excel in formatting of cell/worksheet/workbook, filtering and sorting data, creating charts and graphs, working with functions/formulas, data analysis tools, working with macro-recording and inserting drawing objects; and

- enhancing their knowledge and providing them with hands-on technical practice

**Course contents:**

- Excel

**Duration:** 2 half-day session

- Batch 1: 21 & 27 February 2012
- Batch 2: 22 & 29 February 2012
- Batch 3: 24 February & 02 March 2012
- Batch 4: 05 & 13 March 2012
- Batch 5: 07 & 14 March 2012
- Batch 6: 09 & 16 March 2012
- Batch 7: 26 March & 02 April 2012
- Batch 8: 28 March & 04 April 2012
- Batch 9: 30 March & 06 April 2012
- Batch 10: 09 & 16 April 2012
- Batch 11: 11 & 18 April 2012
- Batch 13: 30 April & 07 May 2012
- Batch 14: 02 & 09 May 2012

- Batch 15: 04 & 11 May 2012
- Batch 16: 09 & 16 July 2012
- Batch 17: 11 & 18 July 2012
- Batch 18: 13 & 20 July 2012
- Batch 19: 06 & 13 Aug 2012
- Batch 20: 10 & 17 Aug 2012
- Batch 21: 03 & 10 Sept 2012
- Batch 22: 05 & 12 Sept 2012
- Batch 23: 07 & 14 Sept 2012
- Batch 24: 17 & 24 Sept 2012
- Batch 25: 19 & 26 Sept 2012
- Batch 26: 01 & 08 Oct 2012
- Batch 27: 03 & 10 Oct 2012

**Venue:** Computer Lab,
3rd Floor, Atom House,
Royal Street,
Port Louis

**Category of officers:** Confidential Secretaries
Number of officers trained: 316
Course:  Training Programme for Office Care Personnel– (TP2)

Aims and objectives:

- To help participants develop the right mindset, positive attitude regarding gender issues and ethical behavior;
- To equip them with the required skills and knowledge in basic First Aid;
- To sensitize them on the legal and ethical obligations of public officers in the fight against corruption;
- To make them understand the essential elements of fires, ignition sources, fire sources and the basic procedures in the event of fire; and
- To inform and sensitize participants on the harmful effects of licit and illicit drugs and its adverse consequences and problems such as injury at work, abuse of drugs at the workplace, absenteeism and other socio-economic problems.

Course contents:

- Gender Equality concept
- Prevention of Corruption and Ethical behavior
- Fire prevention and protection measures
- Basic First Aid
- Information session on Substance Abuse

Duration:  2-day session

Batch 6:  01 & 02 March 2012    Batch 11: 25 & 26 July 2012
Batch 7:  21 & 22 March 2012    Batch 12: 02 & 03 Aug 2012
Batch 10: 03 & 04 May 2012     Batch 15: 06 & 07 Sept 2012

Venue:  Lecture Room,
        6th Floor,
        Fooks House,
        Bourbon St, Port Louis

Category of officers:  Office Care Personnel
Number of officers trained: 262
**Course:** Training in Tea/Coffee Making and Service – (T3)

**Aims and objectives:**
- To train Office Care Attendants on VIP and group tea/coffee service.
- To equip the participants with the basic skills in the preparation of tea / coffee.
- To improve the skills of participants in setting the table
- To provide them with the techniques of serving of tea / coffee and accompaniments.

**Course contents:**
- Tea/coffee making
- Service
- Practicals
- Clean up & rearrangement of accessories

**Duration:** 1-day session

Batch 1: 29 March 2012  
Batch 2: 20 April 2012  
Batch 3: 06 June 2012  
Batch 4: 25 June 2012  
Batch 5: 17 Sept 2012

**Venue:** Lecture Room,  
6th Floor,  
Fooks House,  
Bourbon St, Port Louis

**Category of officers:** Office Care Personnel
Number of officers trained: 110
**Course: Award Courses for Confidential Secretaries - (AC1)**

**Aims and objectives:**
- To acquaint the Officers of the General Services with the latest concepts and trends in the Public Sector Management
- To equip them with the required skills and competencies in order to help them keep pace with the changes and challenges ahead of the Public Service

**Course Modules:**
- Secretarial Duties
- Organizational Behaviour
- E-Government
- Organizational Communication

**Duration:** February – May 2012

**Venue:** University of Technology, Mauritius, La Tour Koenig.

**Category of officers:** Confidential Secretaries *(2 batches)*

**Number of officers trained:** 52
**Course:** Training of Trainers – (TP3)

**Aims and objectives:**

- List the specificities of adult learning;
- Identify the characteristics of an effective trainer;
- Prepare a lesson plan;
- Plan a training programme;
- Use effective facilitation skills;
- Use reinforcement and motivational strategies; and
- Assess the performance of trainees.

**Course contents:**

- The Learner and the learning environment
- Designing training programmes
- Delivering training programmes
- Managing training programmes
- Training presentations

**Duration:** 3 day session

Batch 2: 03-05 April 2012

**Venue:** Middlesex University (Mauritius Campus Branch), Vacoas

**Category of officers:** Existing / New Potential Trainer

**Number of officers trained:** 31
**Course:** Training on Financial Management– (T4)

**Aims and objectives:**
- understand the key principles in Public Financial Management to better deliver their deliverables
- get a better understanding of MTEF/PBB
- understand the government Accounting System
- demonstrate an understanding of the approach used by Auditors in the auditing exercise.

**Course contents:**
- Public Financial Management
- Programme Based Budgeting
- Financial Operations & Accounting
- Auditing

**Duration:** 2 day session

- Batch 5: 12 & 13 April 2012
- Batch 6: 07 & 08 May 2012

**Venue:** Lecture Room,
- 6th Floor,
- Fooks House,
- Bourbon St, Port Louis

**Category of officers:** Officers of the HR Cadre (AMHR & MHR), General Services Cadre (as from HEO) and Senior Officer of the Technical Grade

**Number of officers trained:** 53
Course:  5-Day Training on Prosecution Matters– (T5)

Aims and objectives:

- produce evidence in court and proceed with the enquiry stage, follow up and drafting of information including the charging of accused in an efficient way;
- record statements from witnesses and assume the role of an enquiring officer in the cross examination of witnesses;
- fulfill the role of a prosecutor efficiently; and
- handle evidence and proof with utmost confidentiality.

Course contents:

- Pre-Trial stage/Judges Rules
- The Judges Rules in practice
- Warrants /Exhibits
- Identification (different types, its importance, case law)
- The information – its purposes and contents
- Drafting an information – its body and particulars
- Discretion to call witnesses
- Proceedings against companies
- Witnesses
- Examination and Cross Examination of Witnesses
- Competency of witnesses
- Mock Trial
- The Role of the Prosecutor
- Jurisdiction of the Court
- Law of Evidence – 1 & 2
- Case closed for prosecution and reopening of case
- Technical terms explained
- Appeals 1 & 2

Duration:  2 day session

Dates: 02 - 06 April 2012

Venue:  Lecture Room,
        6th Floor,
        Fooks House,
        Bourbon St, Port Louis

Category of officers:  Prosecutors and Enquiring Officers
Number of officers trained: 35
Course: Training on Supervisory Skills– (T6)

Aims and objectives:

(i) provide supervisors with the necessary knowledge and skills and help them modify their behaviour to increase the effectiveness in their supervisory roles;

(ii) equip supervisors with the managerial skills necessary for them to adapt to changing demands at their workplace; and

(iii) improve efficiency and promote team work within the organization by providing a structured development program which will enable supervisors to fulfill their potential within the organization.

Course contents:

- Emotional intelligence
- Effective management of safety and health in the civil service
- Leadership skills
- Performance & motivation
- Time management
- Planning & organising
- Breaking the delegation barrier
- Interpersonal communication skills

Duration: 2 day session

Batch1: 10 & 11 May 2012
Batch 2: 21 & 22 May 2012
Batch 3: 31 May & 01 June 2012
Batch 4: 07 & 08 June 2012

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers: Public Officers in Supervisory role

Number of officers trained: 126
Course: ½ Day Training on Dealing with Deviant Behaviour at the Workplace– (T7)

Aims and objectives:

- enhance the skills of the participants to deal with work-related behavior;
- improve the mentoring and counseling skills of officers of the human resource cadre to deal with deviant behavior;
- sensitize the participants on the problems of stigmatization and stereotyping; and
- help them develop a toolkit to help and protect the employees concerned.

Course contents:

- Supervisor’s responsibilities
- Intervention and Referral

Duration: ½ day session

Batch 1: 29 May 2012
Batch 2: 04 July 2012
Batch 3: 27 July 2012

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers: AMHRs, SHROs and HROs

Number of officers trained: 83
**Course:** Training Programme on Personal and Interpersonal Skills for officers of the Finance Cadre – (TP3)

**Aims and objectives:**

- help the officers to acquire necessary skills to motivate and lead their staff;
- provide participants with the necessary tools to manage workplace problems;
- enhance the coaching, mentoring and supervisory skills of participants and ensure the workplace is safe from hazards; and
- facilitate the flow of information within the organization.

**Course contents:**

- Change Management
- Coaching and Mentoring
- Leadership
- Communication and Interpersonal Skills
- Stress Management
- Cultural Awareness and Diversity
- Customer Care
- Managing Safety & Health in the Civil Service

**Duration:** 2 day session

- Batch 1: 18 & 19 June 2012
- Batch 2: 02 & 03 July 2012
- Batch 3: 09 & 10 July 2012
- Batch 4: 16 & 17 July 2012

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Officers of the Finance Cadre
Number of officers trained: 135

Course: 2-day Training Programme on Interpersonal Communication Skills and Managing Conflict for Senior Officers – (TP4)

Aims and objectives:

- Equip participants with the required knowledge and necessary analytical, technical and interpersonal skills to enable them to perform their jobs in an effective and efficient manner.
- To help them develop a positive mindset to work effectively and efficiently in a team and operate in the challenging work environment.
- Enhance the participants’ problem solving and decision making skills.

Course contents:

- Note Taking and Report Writing Skills
- Change Management
- Team Work and Motivation
- Events Management
- Cultural Awareness and Diversity
- Conflict Management
- Gender Equality- Concept
- Safety & Health in Practice

Duration: 2 day session

Batch 1: 21 & 22 June 2012
Batch 2: 28 & 29 June 2012
Batch 3: 23 & 24 July 2012
Batch 4: 30 & 31 July 2012

Venue: Lecture Room,
6th Floor,
Fook's House,
Bourbon St, Port Louis

Category of officers: Senior Officers
Number of officers trained: 132

Course: Induction Course for Newly recruited Human Resource Officers – (IC2)

Aims and objectives:

- Facilitate the integration of newly appointed Human Resource Officers in the Human Resource Management Cadre;
- Expose participants to the new trends and challenges relating to human resource management in the public service;
- Introduce the participants to the procedures and practices in the management of human resources in the public service; and
- Familiarize participants with the tool required (legislations, Documents) to perform their duties effectively.

Course contents:

- Human Resource Management
- Recruitment, Appointment and Promotion
- Performance Management System
- Retirement and Pension Reforms
- Role of HR function in building a customer service oriented public sector
- Employee Relations in the Public Service
- Conditions of Service
- Communication and Interpersonal Skills
- Public Sector Reforms and their implications for HR Officers (HRMIS, EAS, ISO, etc…)
- Dealing with Disciplinary Cases
- Scheme of Service
- HR Planning (Budget proposals, PBB, and CEO)
- Safety and Health in the Public Sector

Duration: 5-day session

Dates: 11-14 & 20 June 2012

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis
**Category of officers:** Newly recruited Human Resource Officers

**Number of officers trained:** 34

**Course:** Training on Financial Operation for Officers posted in the Finance Section – (T8)

**Aims and objectives:**

(i) Understand the Government Accounting System
(ii) Understand the key principles in Public Financial Operations to better deliver their deliverables

**Course contents:**

- Financial Operations and Accounting
- Financial Operations in Government
- Budgeting in the Public Sector

**Duration:** 2 day session

- Batch 1: 05 & 06 July 2012
- Batch 2: 19 & 20 July 2012
- Batch 3: 16 & 17 Aug 2012
- Batch 4: 10 & 11 Sept 2012
- Batch 5: 13 & 14 Sept 2012

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Officers posted in the Finance Section

**Number of officers trained:** 167
Course: Training Programme on Stress Management – (TP5)

Aims and objectives:

(i) understand stress and its mechanism;
(ii) learn about the physiological, psychological and mental aspects of stress;
(iii) acquire techniques enabling them to better manage their stress in their life in general and at the work place; and
(iv) learn about what triggers stress, how to react to it and how to calm themselves

Course contents:

- What is stress and coping with stress
- Psychological aspects of stress
- Positive living and suicide prevention at the workplace
- Medical and physical aspects of stress

Duration: 2 day session

Batch 1: 18 & 19 Sept 2012
Batch 2: 08 & 09 Oct 2012
Batch 3: 11 & 12 Oct 2012

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers: Officers at supervisory / managerial level prone to stress

Number of officers trained: 83
Course: Training on Customer Service for Front Liners – (T9)

Aims and objectives:

(i) equipping the participants with the skills/techniques required in providing quality front desk services;
(ii) enhancing the knowledge and communication skills of participants for the provision of better quality services and customer care; and
(iii) helping them develop the right mindset, positive attitude and ethical behavior towards their customers.

Course contents:

- personal grooming and presentation
- effective communication skills
- the relevance of customer service concepts
- developing the interpersonal skills
- the telephone techniques
- handling difficult customers and complaints
- managing stress at workplace
- cross cultural communication

Duration: 2 day session

Batch 1: 08 & 09 Oct 2012  
Batch 2: 09 & 10 Oct 2012  
Batch 3: 11 & 12 Oct 2012  
Batch 4: 16 & 17 Oct 2012  
Batch 5: 18 & 19 Oct 2012  

Venue: Ecole Hotelière Sir Gaetan Duval,  
Ebène,  
Réduit

Category of officers: Receptionists and Telephone Operators
Number of officers trained: 81

**Course:** 3 Half-day Training Programme on Team Building and Leadership for officers of the Government Printing Department– (TP5)

**Aims and objectives:**

(i) acquire necessary skills and techniques to motivate and lead their staff;
(ii) develop a positive mindset to work effectively and efficiently in a team;
(iii) enhance their problem solving and decision making skills; and
(iv) better manage workplace problems.

**Course contents:**

- team and team building
- motivation and leadership

**Duration:** 3-half- day session

Dates: 17, 18 and 25 October 2012

**Venue:** Mauritius Maritime Academy,
Royal Road,
Pointe aux Sables

**Category of officers:** Production Supervisors and Assistant Production Supervisors

Number of officers trained: 29
<table>
<thead>
<tr>
<th>SN</th>
<th>Name, Designation &amp; Ministry</th>
<th>Description of Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Mr Dharam KOONJUL Planning Officer, Black River District Council</td>
<td>Master of Arts in Sustainable Urban Regional Planning at Murdoch University from 16 January 2012 to 31 December 2013</td>
</tr>
<tr>
<td>2.</td>
<td>Mr Prithiviraj BOONEEADY Meteorologist, Meteorological Services</td>
<td>Master of Climate Change at the Australian National University from 11 January 2012 to 31 December 2013</td>
</tr>
<tr>
<td>3.</td>
<td>Mrs Rose MARIE JEANNE Technical Officer, Ministry of Agro Industry and Food Security (Animal Production Div)</td>
<td>Master in Agricultural Science at the University of Western Australia from 03 January 2012 to 31 December 2013</td>
</tr>
<tr>
<td>4.</td>
<td>Mr Soodesh RAMPHUL Senior Officer Cadet, Mauritius Prisons Service</td>
<td>Master of Security Management at Edith Cowan University from 23 January 2012 to 15 July 2013</td>
</tr>
<tr>
<td>5.</td>
<td>Mrs Nasim AUCHOYBUR Acting Manager, Human Resources, Ministry of Education and Human Resources</td>
<td>Master’s in Human Resource Management at Monash University from 03 January 2012 to 31 July 2013</td>
</tr>
<tr>
<td>6.</td>
<td>Miss Nundini PERTAUB Acting First Secretary, Ministry of Foreign Affairs, Regional Integration and International Trade</td>
<td>Master’s in International Relations at Monash University from 03 January 2012 to 31 July 2013</td>
</tr>
<tr>
<td>7.</td>
<td>Ms Anusha Ruby RAMASAMY Customs Officer, Mauritius Revenue Authority</td>
<td>Master of Public Administrations in Border Management at the University of Canberra from January 2012 to 30 June 2013</td>
</tr>
<tr>
<td>8.</td>
<td>Mr Roshan Lotla PAREPIAH Extension Officer, Agricultural Research and Extension Unit</td>
<td>Master degree in Agri- Business at the University of Melbourne from 16 January 2012 to 31 July 2013</td>
</tr>
<tr>
<td>9.</td>
<td>DOOBALY Jay (Mr) Senior Human Resource Officer Ministry of Environment and sustainable Development</td>
<td>Organisational Development at University of Queensland Brisbane, Australia from 23 April to 18 May 2012 and University of Pretoria, South Africa from 25 to 29 June 2012</td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td>Position</td>
</tr>
<tr>
<td>---</td>
<td>----------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>10</td>
<td>MILLIEN Sattamah (Mrs)</td>
<td>Acting Assistant Manager, Human Resources</td>
</tr>
<tr>
<td>11</td>
<td>MOHIT-JULIETTE (Mrs)</td>
<td>Acting Assistant Manager, Human Resources</td>
</tr>
<tr>
<td>12</td>
<td>PANCHOO Subhdra (Ms)</td>
<td>Assistant Manager, Human Resources</td>
</tr>
<tr>
<td>13</td>
<td>Mr GAONJUR Yanduth</td>
<td>Principal Assistant Secretary, Prime Minister’s Office</td>
</tr>
<tr>
<td>14</td>
<td>Mrs MOORUTH Partima</td>
<td>Assistant Secretary</td>
</tr>
<tr>
<td>15</td>
<td>Mrs BHEEKHOO Shamira</td>
<td>Assistant Secretary</td>
</tr>
<tr>
<td>16</td>
<td>Mr DASSAYE Doonunjoy</td>
<td>Assistant Secretary</td>
</tr>
<tr>
<td>17</td>
<td>Mrs MOOSOOHUR Devika</td>
<td>Assistant Secretary</td>
</tr>
<tr>
<td>18</td>
<td>Mr. Bhaye Mohamud Dilzad KURREMUN</td>
<td>Assistant Secretary</td>
</tr>
<tr>
<td>No.</td>
<td>Name</td>
<td>Designation</td>
</tr>
<tr>
<td>-----</td>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>19.</td>
<td>Mrs. Devrani Manorama MATHUR-DABIDIN</td>
<td>Assistant Secretary</td>
</tr>
<tr>
<td>20.</td>
<td>Mr. Vee Lim YAP SAN MIN</td>
<td>Assistant Secretary</td>
</tr>
<tr>
<td>22.</td>
<td>Devika SADUL (Mrs)</td>
<td>Research Scientist/Senior Research Scientist</td>
</tr>
<tr>
<td>23.</td>
<td>Joshila DHAWKA-GUNGABISSOON (Mrs)</td>
<td>Educational Psychologist</td>
</tr>
<tr>
<td>24.</td>
<td>Gitanjali RUHEE Dr (Mrs)</td>
<td>Research and Development Officer</td>
</tr>
<tr>
<td>25.</td>
<td>Leena JHOTTEE (Mrs)</td>
<td>Senior Human Resource Officer</td>
</tr>
<tr>
<td>26.</td>
<td>Nirmala BHEENICK (Mrs)</td>
<td>Permanent Secretary</td>
</tr>
<tr>
<td>27.</td>
<td>Mr Nityanand LOBIND</td>
<td>Assistant Secretary</td>
</tr>
</tbody>
</table>

**Category of officers:**
- Officers of the Administrative and Technical Cadre
Number of officers trained: 27