REPORT

ON

TRAINING COURSES

ORGANISED

By

THE HUMAN RESOURCE

DEVELOPMENT DIVISION

For period: January - April 2011
<table>
<thead>
<tr>
<th>Code</th>
<th>Course</th>
<th>Target group</th>
<th>No of Participants</th>
<th>Page No</th>
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<tr>
<td>TC1</td>
<td>Training Course for Officers (On-going)</td>
<td>Public officers who have opted to join the grade of Officer</td>
<td>298</td>
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<tr>
<td>AC1</td>
<td>Award Courses for Higher Executive Officers (August 2010 – May 2011)</td>
<td>Higher Executive Officers</td>
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<td>AC2</td>
<td>Award Courses for Senior Officers/Executive Officers (January – May 2011)</td>
<td>Senior Officers/ Executive Officers</td>
<td>87</td>
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<tr>
<td>ODL2</td>
<td>Training in Customer Care and Quality Management through Open Distance Learning (September 2010 – March 2011)</td>
<td>Officers and above</td>
<td>597</td>
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<tr>
<td>IP1</td>
<td>Induction Programme for Newly recruited Human Resource Officers (January 2011)</td>
<td>Temporary Human Resource Officer</td>
<td>38</td>
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<td>TP1</td>
<td>Training Programme on Word processing for Officers (On-going)</td>
<td>Public officers who have opted to join the grade of Officer</td>
<td>107</td>
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<tr>
<td>T1</td>
<td>Training on Microsoft Outlook and Interpersonal Communication Skills for Confidential Secretaries (February – May 2011)</td>
<td>Confidential Secretaries</td>
<td>177</td>
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<tr>
<td>IC1</td>
<td>Induction Course for Newly Appointed Confidential Secretaries (March 2011)</td>
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<td>23</td>
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<td><em>(April – July 2011)</em></td>
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<td>Workshop on Principles of Negotiations</td>
<td>Mid career to top level management</td>
<td>30</td>
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<td><em>(April 2011)</em></td>
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<td>OT1</td>
<td>Overseas Training <em>(On-going)</em></td>
<td>Officers of the Administrative Cadres</td>
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**Note:**

ODL: Open Distance Learning  
TC: Training Course  
IP: Induction Programme  
IC: Induction Course  
AC: Award Courses  
OT: Overseas Training  
TP: Training Programme  
T: Training  
W: Workshop
**Course: Training Course for Officers – (TC1)**

**Aims and objectives:**

(i) To render Officers multi-skilled and polyvalent as recommended in the Pay Research Bureau Report 2008; and

(ii) To equip them with the necessary knowledge and skills to enable them to perform their duties more efficiently.

**Course contents:**

- Role and Responsibilities devolving on the post of ‘Officer’
- Secretarial Duties
- Financial Management
- Public Relations and Customer Care
- Procurement and Supply
- Human Resource Management (Basic Functions)
- Registry Procedures
- Effective Interpersonal and Communication Skills

**Duration:** 2 day sessions

- Batch 42: 17 & 18 January 2011
- Batch 43: 07 & 08 February 2011
- Batch 44: 14 & 15 February 2011
- Batch 45: 17 & 18 February 2011
- Batch 46: 21 & 22 February 2011
- Batch 47: 10 & 11 March 2011
- Batch 48: 14 & 15 March 2011
- Batch 49: 28 & 29 March 2011
- Batch 50: 11 & 12 April 2011

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

**Category of officers:** Public officers (who have opted to join the grade of Officer)

**Number of officers trained:** 298
**Course:** Award Courses for Higher Executive Officers - (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:**

*(1st Semester)*
- Computer Fundamentals
- Business Communication
- Public Sector Management
- Administrative Reforms

*(2nd Semester)*
- Introduction to Mauritian Institutions
- Introduction to Public Policy
- Team Building and Leadership
- ICT in Organization

**Duration:** 16 August 2010 – May 2011

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

**Category of officers:** Higher Executive Officers

**Number of officers trained:** 16
**Course:** Award Courses for Senior Officers/Executive Officers - (AC2)

**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:**

- Public Sector Management and Administrative Reforms
- Human Resource Management
- Financial Management
- Organisational Communication
- ICT in organization

**Duration:** 31 January – 13 May 2011

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

**Category of officers:** Senior Officers/ Executive Officers (2 batches)

**Number of officers trained:** 87
**Course:** Training in Customer Care and Quality Management – Open Distance Learning (ODL2)

**Aims and objectives:**

- To enable Public Officers to focus on the need to streamline and improve procedures and processes with a view to providing more efficient, effective quality and timely services to the public;
- To enable the Public Services to respond to the needs of the citizens as customer; and
- To inculcate the concept of Customer care in Public Officers.

**Course contents:**

- Customer Service Excellence
- Importance of Customer Service Excellence
- Understanding Customer Service in Mauritius
- Delivering Customer Service Excellence
- Effective Customer Relationship
- Monitoring and Maintaining Service Excellence

**Duration:** 60 hrs training session

**Batch 57 to 66:**

|-------------------------------------|-------------------------------------|

**Venue:** Lecture Theatre
Mauritius College of the Air
Reduit

**Category of officers:** Officers of the Administrative and Technical Cadres at middle management level and above

**Number of officers trained:** 597
Course: Induction Programme for Newly recruited Human Resource Officers – (IP1)

Aims and objectives:

(i) Facilitate the integration of newly appointed Human Resource officers in the Human Resource Management Cadre;
(ii) Expose participants to the new trends and challenges relating to human resource management in the public service;
(iii) Introduce the participants to the procedures and practices in the management of human resources in the public service; and
(iv) Familiarise participants with the tools required (Legislations, Documents) to perform their duties effectively.

Course contents:

- Role of the HR function in building a customer service oriented public sector
- Communication and Interpersonal Skills
- Employee Relations in the Public Service
- Public Sector Reforms and their implications for HR Officers (HRMIS, EAS, ISO, etc...)
- Scheme of Service
- Retirement and Pensions Reforms
- Conditions of service
- Performance Management System
- Safety and Health in the Public Service

Duration: 4-day sessions

Batch 01: 24 – 27 January 2011

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

Category of officers: Newly appointed Human Resource Officers

Number of officers trained: 38
**Course:** Training Programme on Word Processing for Officers- (TP1)

**Aims and objectives:**

- Familiarizing the participants with Word 2007 to enable them to accomplish different tasks in Word like inter alia, creating new documents, entering and editing text, copying, cutting and pasting, formatting and saving;
- Enhancing their knowledge and providing them with hands-on technical skills in making an optimum use of Word 2007 namely spell check, bulleted lists, header and footer, tables and mail merge, track changes and printing documents.

**Course contents:**

- Introduction to peripherals
- Intro to Word 2007
- Working with document
- Working within the document
- Track changes
- Formatting text and documents
- Headers and Footers
- Using shortcut keys
- Proofing tools
- Tables
- Mail Merge
- Page layout

**Duration:** 2 Half day session

<table>
<thead>
<tr>
<th>Batch</th>
<th>Dates</th>
<th>Batch</th>
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<tr>
<td>13</td>
<td>7 &amp; 10 February 2011</td>
<td>18</td>
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<td>14</td>
<td>8 &amp; 11 February 2011</td>
<td>19</td>
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<tr>
<td>15</td>
<td>15 &amp; 22 February 2011</td>
<td>20</td>
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<tr>
<td>16</td>
<td>16 &amp; 23 February 2011</td>
<td>21</td>
</tr>
<tr>
<td>17</td>
<td>24 February &amp; 07 March 2011</td>
<td>22</td>
</tr>
</tbody>
</table>

**Venue:** Computer Laboratory, 3rd Floor, Atom House, Port Louis.

**Category of officers:** Public officers (who have opted to join the grade of Officer)
Number of officers trained: 107
**Course:** Training on Microsoft Outlook and Interpersonal Communication Skills for Confidential Secretaries (T1)

**LEARNING OBJECTIVES**

- familiarising the participants with Microsoft Outlook to enable them to accomplish different tasks to communicate more efficiently using this application;
- managing mailbox for size and storage, organising mail, using calendar effectively, managing contacts, fighting junk e-mail;
- improving the interpersonal communication skills of participants to project a better corporate image; and
- making participants more customer centric.

**COURSE CONTENTS:**

- Microsoft Outlook
- Interpersonal Communication Skills
- Customer Care

**Duration:** 2 Half-day session

Batch 1: 07 & 11 Feb 2011  
Batch 2: 08 & 11 Feb 2011  
Batch 3: 09 & 11 Feb 2011  
Batch 4: 21 & 25 Feb 2011  
Batch 5: 22 & 25 Feb 2011  
Batch 6: 23 & 25 Feb 2011  
Batch 7: 14 & 18 March 2011  
Batch 8: 15 & 18 March 2011  
Batch 9: 16 & 18 March 2011  
Batch 10: 28 March & 01 April 2011  
Batch 11: 29 March & 01 April 2011  
Batch 12: 30 March & 01 April 2011  
Batch 13: 18 & 22 April 2011  
Batch 14: 19 & 22 April 2011  
Batch 15: 20 & 22 April 2011

**Venue:**

- **Computer Lab,**  
  3rd Floor, Atom House,  
  Royal Street, Port Louis.
- **Lecture Room,**  
  6th Floor, Fooks House,  
  Bourbon St, Port Louis.

**Category of officers:** Confidential Secretaries
Number of officers trained: 177
**Course:** Induction Course for Newly Appointed Confidential Secretaries (IC1)

**LEARNING OBJECTIVES**
- sensitize the Confidential Secretaries on their new roles and functions;
- help them develop the positive attitude and right mindset in the delivery of more effective, efficient and excellent services, and;
- promote an ethical behavior among the participants

**COURSE CONTENTS:**
- Roles and Function of a Confidential Secretary in the context of New Public Management
- Effective Interpersonal and Communication Skills
- An overview of Performance Management System (PMS) in the Civil Service
- Security and Safe Keeping of Official Information
- Public Relations and Customer Care
- Ethics and Good Governance
- Motivation and Team Building
- Occupational Safety and Health Procedures
- Safe Use of Computers
- Gender Concept
- Administrative Reforms and Quality Initiatives in the Civil Service
- E-Government
- Microsoft Outlook

**Duration:** 3 ½ day session

Batch 1: 21 – 24 March 2011

**Venue:**

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

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

**Category of officers:** Newly Appointed Confidential Secretaries
Number of officers trained: 23
Course:  Training on ICT for Higher Executive Officers- (T2)

Aims and objectives:

- familiarising the participants with Word 2007 to enable them to accomplish different tasks in Word like inter alia, introduction to the working environment, editing and formatting, proofing tools, thesaurus, shortcut keys, drawing, shading and track changes;

- enhancing their knowledge and providing them with hands-on technical skills in making an optimum use of Excel 2007 like formatting of cell/worksheet/workbook, using pivot tables, creating charts and graphs; filtering and sorting data, working with functions and formulas;

- enabling the learners to have an understanding of the configuration of PC components and help them acquire basic troubleshooting skills;

- making participants aware of the essence of internet, internet browsers, internet security, search engines, web portal and types of internet communications and

- managing mailbox for size and storage, organizing email, managing contacts, fighting junk emails, attachments and email settings.

Course contents:

- Word Processing
- Excel
- Installation and Configuration of PC Components
  - Troubleshooting Peripherals
- Internet
- Accessing email

Duration: 3 Half day session

Batch 1: 06, 07 & 08 April 2011
Batch 2: 12, 13 & 14 April 2011
Batch 3: 26, 27 & 28 April 2011

Venue: Computer Laboratory,
3rd Floor, Atom House,
Port Louis.

Category of officers: Higher Executive Officers
**Number of officers trained:** 34

**Course:** Workshop on Principles of Negotiations

**LEARNING OBJECTIVES**

- To upgrade the participants’ awareness of the basics of negotiations through highly interactive methodology;
- To understand better the principles and techniques of negotiations;
- To examine the negotiations process, the gaps in preparation and use of tools to enhance preparation;
- To differentiate between different negotiation strategies and explore the benefits of principled negotiations;
- To be more alert to the problems, barriers and pitfalls encountered during negotiations.

**COURSE CONTENTS:**

- Climate-setting;
- Some current challenges in Public Sector Negotiations for Mauritius;
- Definition and Scope of Negotiations;
- Role Play;
- Negotiation Outcomes;
- What went wrong here?;
- Common Assumptions, Pitfalls and Mistakes;
- Negotiations Process Flow-chart;
- Negotiation Preparation Tools;
- Benefits of Thorough Preparation;
- Negotiation Strategies;
- Positional Bargaining;
- Principled Negotiations;
- Negotiators Dilemma
- BATNA
- People, Interests, Opinions, Criteria;
- Factors in Negotiations – Time, Information, Power. Ethics, Culture and Communications

**Duration:** 2 day session (28 – 29 April 2011)

**Venue:** La Petite Cannelle
Domaine Les Pailles
**Category of officers:** Mid career to top level management

<table>
<thead>
<tr>
<th>Number of officers trained:</th>
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### Course: Overseas Training

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<tr>
<th>SN</th>
<th>Name, Designation &amp; Ministry</th>
<th>Description of Course</th>
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<tbody>
<tr>
<td>1.</td>
<td>Mr. Rajkumar NURSING</td>
<td>Training Course “Executive Post Graduate Diploma in Management” under the ITEC/SCAAP Programme, International Management Institute, New-Delhi India, from 29 March 2010 to 30 June 2011</td>
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<tr>
<td></td>
<td>Assistant Secretary Prime Minister’s Office</td>
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<td>Second Secretary Ministry of Foreign Affairs, Regional Integration and International Trade</td>
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<td>3.</td>
<td>MOTEEA Leesta (Ms), Cooperation Analyst Ministry of Foreign Affairs, Regional Integration and International Trade</td>
<td>Training Course “Master of International Business” under the Australian Development Scholarships 2011 at the University of Melbourne, from 17 Jan to 31 July 2012</td>
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<tr>
<td>4.</td>
<td>NIOLE Noel Evans Norbert, Customs Officer Mauritius Revenue Authority</td>
<td>Training Course “Master of International Business” under the Australian Development Scholarships 2011 at the University of Melbourne, from 03 Jan 2011 to 31 July 2012</td>
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<td>5.</td>
<td>PURMANUND Pravass, Second Secretary Ministry of Foreign Affairs, Regional Integration and International Trade</td>
<td>Training Course “Master of International Relations” under the Australian Development Scholarships 2011 at Monash University, from 04 Jan to 31 July 2012</td>
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<td>6.</td>
<td>SOOKUN Rajkumar, First Secretary Ministry of Foreign Affairs, Regional Integration and International Trade</td>
<td>Training Course “Master of Diplomacy” under the Australian Development Scholarships 2011 at Australian National University, from 12 Jan to 30 June 2012</td>
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<tr>
<td>No.</td>
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<tr>
<td>8.</td>
<td>SUBRUN Vishalsingh</td>
<td>Survey Officer Pay Research Bureau</td>
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<td>9.</td>
<td>TARSOO Khalid</td>
<td>Mechanical Engineer Waste Water Management Authority</td>
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<td>10.</td>
<td>Chansraj PUCHOOA</td>
<td>Senior Manager Road Development Authority</td>
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<td>11.</td>
<td>Mohenee NATHOO</td>
<td>Principal Assistant Secretary Ministry of Agro-Industry and Food Security</td>
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<tr>
<td>12.</td>
<td>Nityanand LOBIND</td>
<td>Assistant Secretary Ministry of Civil Service and A.R.</td>
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<tr>
<td>13.</td>
<td>Damyantee TAKOORY</td>
<td>Assistant Secretary Ministry of Agro-Industry and Food Security</td>
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<td>14.</td>
<td>Marielle Grace Kathleen NOEL- DABEECHARUN</td>
<td>Assistant Secretary Ministry of Housing and Lands</td>
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<td>15.</td>
<td>Shalini BULDAWOO</td>
<td>Assistant Secretary Prime Minister’s Office</td>
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Category of officers:
  ❖ Officers of the Administrative and Technical Cadre

Number of officers trained: 15