REPORT

ON

TRAINING COURSES

ORGANISED

By

THE HUMAN RESOURCE
DEVELOPMENT DIVISION

For period: January – December 2010
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<tr>
<td>TC2</td>
<td>Training Course on Total Quality Management <em>(September 2010)</em></td>
<td>Office Management Executives, Office Supervisor, Higher Executive Officers, Senior Officers, Officers in charge of Registry</td>
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<td>Temporary Office Care Attendant</td>
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<td>Public officers who have opted to join the grade of Officer</td>
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<td>HROs and SHROs</td>
<td>99</td>
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<td>Overseas Training <em>(On-going)</em></td>
<td>Officers of the Administrative Cadres</td>
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<td>29 - 30</td>
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</table>

**Total** 3748
Note:

ODL: Open Distance Learning
TC: Training Course
IP: Induction Programme
T: Training
TP: Training Programme
AC: Award Courses
OT: Overseas Training
IC: Induction Course
SP: Sensitization Programme
Course: Training Course on Supervision and Leadership for Change through Open Distance Learning in collaboration with MCA – (ODL1)

Aims and objectives:

- identify and continuously enhance your supervisory skills;
- assess the different leadership styles/approaches and adopt the most appropriate style to your work context;
- set goals and establish long term vision for everything you do;
- plan to achieve organisation goals in line with the vision and mission of the organisation;
- communicate more effectively;
- make decisions with confidence to identify, analyse and solve problems effectively;
- work well in groups and help others to develop into efficient teams;
- motivate and inspire others to perform at higher levels;
- handle stress well and reduce time management problem;
- handle conflict well and help others resolve their differences;
- delegate tasks effectively;
- manage performance of your staff more efficiently; and
- lead change initiatives in the public sector.

Course contents:

- Supervision and supervisory roles in the public sector
- Communications and communication skills
- Planning
- Organising and controlling
- Leadership and leadership skills
- Decision making and problem-solving
- Team building
- Motivation of staff
- Effective delegation
- Interpersonal relationship and managing conflict
- Stress management
- Effective time management
- Performance management
- Change management
Duration: 90 hours \(\approx\) (18 weeks)

Batch 6: 01 Oct 2009 - 04 Mar 2010
Batch 7: 02 Oct 2009 - 05 Mar 2010
Batch 8: 05 Oct 2009 - 08 Mar 2010
Batch 9: 07 Oct 2009 - 10 Mar 2010
Batch 10: 09 Oct 2009 - 19 Mar 2010

Venue: Lecture Theatre
MCA
Reduit

Category of Officers:

- Officers of the Administrative and Technical Cadres at middle management level and above

Number of officers trained:

Batch 6 to 10: 171
**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

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<th>Batch 27: 31 May &amp; 01 June 2010</th>
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<td>Batch 19: 17 &amp; 18 March 2010</td>
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<td>Batch 26: 24 &amp; 25 May 2010</td>
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<tr>
<td>Batch 27: 26 &amp; 27 May 2010</td>
<td>Batch 41: 06 &amp; 07 December 2010</td>
</tr>
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**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:** 988
**Course:** Induction Programme for Newly Appointed Safety and Health Officers/Senior Safety and Health Officers – (IP1)

**Aims and objectives:**
- To facilitate the integration of the newly appointed Safety and Health Officers/Senior Safety and Health Officers in the government set-up.
- To sensitize the new recruits on their roles, functions and responsibilities.
- To help them develop the right mindset and the proper work attitude in order to perform their job with a customer and performance oriented approach.

**Course contents:**
- Scheme of Duties and Conditions of Service
- Ethics in the Public Service
- Occupational Safety & Health Procedures in the Public Service
- Conflict Management
- Registry Procedures
- Customer Care
- Team Building and Motivation
- Effective Communication and Interpersonal Skills
- An overview of Medium Term Expenditure Framework (MTEF) and Programme Based Budgeting (PBB)
- An overview of Performance Management System in the Civil Service

**Duration:** 2 1/2 day session

Batch 1: 20-22 Jan 2010

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

**Category of Officers:**
- Newly Appointed Safety and Health Officers/Senior Safety and Health Officers

**Number of officers trained:** 13
Course: 3 Half-Day Training on Excel, PowerPoint and Safe Use of Computers for Word Processing Operators - (T1)

Aims and objectives:

♦ familiarising the participants with Excel to enable them to accomplish different tasks in Excel like formatting of cell/worksheet/workbook, creating charts and graphs, using pivot tables and data analysis tools, filtering and sorting data, working with functions/formulas and macro-recording;

♦ enhancing their knowledge and providing them with hands-on technical skills in making an optimum use of PowerPoint by enabling them to create slide presentation, inserting drawing/clip art, adding sound effects and navigating during slide show;

♦ enabling the learners to demonstrate understanding of the safety aspects and potential health hazards of computers and applying this knowledge at the workplace; and

♦ ensuring a comfortable working position at the computer desk.

Course contents:

❖ Excel
❖ PowerPoint
❖ Safe Use of Computers

Duration: 3 Half-day session

Batch 16: (03 & 05 Feb) & 07 April 2010
Batch 17: (16 & 18 Feb), 14 May & 04 June 2010
Batch 19: (02 & 04 Mar) & 04 June 2010
Batch 18: (23 & 25 Feb), 04 June 2010
Batch 20: (09 & 11 Mar) & 05 July 2010
Batch 21: (17 & 19 Mar) & 05 July 2010
Batch 22: (23 & 25 Mar), 21 May & 05 July 2010
Batch 23: 30 Mar & 01 April 2010

Batch 24: 06, 07 & 08 April 2010
Batch 25: 07, 13 & 15 April 2010
Batch 26: 20, 22 & 23 April 2010
Batch 27: 23, 27 & 29 April 2010
Batch 28: 10, 12 & 14 May 2010
Batch 29: 11, 13 & 14 May 2010
Batch 30: 18, 20 & 21 May 2010

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

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

Category of Officers: Word Processing Operators

Number of officers trained: 194
Course: Training Programme for Drivers – (TP1)

Aims and objectives:

- enhancing the knowledge of participants in safe and defensive driving;
- making them aware of the latest developments in traffic laws and regulations;
- sensitizing them on the causes and effects of offences/penalties; and
- upgrading participant’s knowledge of basic mechanics.

Course contents:

- Scheme of Duty and Conditions of Service
- Safe and Defensive Driving
- Traffic Laws and Offences/Penalties
- Customer Care / Public Relations
- Ethics and Good Governance in the Public Service
- Vehicle Mechanics
- Log and Indent Book
- An overview of Performance Management System (PMS) in the Civil Service

Duration: 2 day sessions

- Batch 1: 22 & 23 February 2010
- Batch 2: 06 & 07 July 2010
- Batch 3: 12 & 13 July
- Batch 4: 19 & 20 July 2010
- Batch 5: 26 & 27 July 2010

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

Category of Officers: Drivers

Number of officers trained: 136
**Course: Award Courses for 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:**

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

**Duration:** 01 March – 21 May 2010

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

**Category of Officers:** Executive Officers (2 batches)

**Number of officers trained:** 63
Course: Training Programme on Team Building and Motivation for Public Officers -(TP2)

Aims and objectives:

- equip participants with the necessary knowledge on how teams can be more effective than individual employees;
- help them understand the motivators and demotivators at the workplace for efficient management of work teams;
- provide participants with the necessary tools to manage conflict at the workplace and make it productive; and
- help them understand workplace stress and show them how stress can be managed to prevent burnout.

Course contents:

- Team Building, Team Work and Group
- Motivation
- Stress Management
- Conflict Management at the Workplace

Duration: 2 day sessions

Batch 4: 18 & 19 Feb 2010       Batch 6: 04 & 05 Mar 2010
Batch 5: 25 & 26 Feb 2010

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

Category of Officers:

- Office Superintendents
- Higher Executive Officers
- Office Supervisors

Number of officers trained: 94
**Course: Training In Effective Communication Skills**
(WRITE IT RIGHT) – (T1)

**Aims and objectives:**

(i) equip the participants with essential skills and techniques of effective writing.
(ii) provide them with appropriate guidelines and to acquaint them with the major forms of correspondence and written communication.
(iii) help them perform their duties in a more professional and excellent manner in order to project an effective corporate image.

**Course contents:**

- Written Communication in the Public Service
- Technical Writing Skills
- Importance of Effective Communication
- Report Writing
- Board Minutes and Notes – Recording Minutes
- La Communication Ecrite (En Français)

**Duration:** 2 ½ day session

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<td>19 - 21 May 10</td>
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<td>18</td>
<td>26 - 28 May 10</td>
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</table>

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

**Category of Officers:**

Senior Officers and Executive Grade

**Number of officers trained:** 114
**Course**: Training Programme on Negotiations on Contract (TP3)

**Aims and objectives:**
- discussing the skills, tools and best practices needed to become a good contract negotiator;
- studying the most effective strategies, tactics and counter-tactics to achieve success in contract negotiations;
- finding out ways of dealing with obstacles the participants face when planning or conducting contract negotiations;
- learning how to build a better relationship while conducting complex contract negotiations.

**Course contents:**
- The Contract Negotiation Process
- Planning Contract Negotiations
- The Contract Negotiation Competencies
- Conducting Contract Negotiations – Building Relationships and Successful Outcomes

**Duration**: 2 day session

Batch 1: 17 & 18 May 10
Batch 2: 02 & 03 June 10
Batch 3: 07 & 08 June 10

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

**Category of Officers**: Technical and Executive Cadres

**Number of officers trained**: 86
Course:  Induction Course for Officers (appointed from the grade of Word Processing Operators) (IC1)

Aims and objectives:

- render the newly appointed 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.
- to facilitate their integration in the new grade of Officers.

Course contents:

- Scheme of Service
- Communication Skills
- Procurement and Supply
- Secretarial duties
- Machinery of Government
- Administrative Reforms in the Civil Service
- Financial Management
- Security and Safe Keeping of Official Information
- Occupational Safety and Health
- Customer Care
- Registry Procedures
- Human Resource Management (Basic Functions)
- Team Building and Team Work
- Leadership and Motivation
- Code of Ethics and Good Governance

Duration: 4 day session

Batch 1: 9 – 11 & 14 June 10
Batch 2: 15 - 18 June 10
Batch 3: 23 – 25 & 28 June 10

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 from the grade of Word Processing Operator)

Number of officers trained: 118
Course: 3 Half-Day Training on Excel, PowerPoint and Safe Use of Computers for Confidential Secretaries - (T3)

**Aims and objectives:**

- familiarising the participants with Excel to enable them to accomplish different tasks in Excel like formatting of cell/worksheet/workbook, creating charts and graphs, using pivot tables and data analysis tools, filtering and sorting data, working with functions/formulas and macro-recording;

- enhancing their knowledge and providing them with hands-on technical skills in making an optimum use of PowerPoint by enabling them to create slide presentation, inserting drawing/clip art, adding sound effects and navigating during slide show;

- enabling the learners to demonstrate understanding of the safety aspects and potential health hazards of computers and applying this knowledge at the workplace; and

- ensuring a comfortable working position at the computer desk.

**Course contents:**

- Excel
- PowerPoint
- Safe Use of Computers

**Duration:** 3 Half-day session

<table>
<thead>
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<td>31 August, 02 &amp; 03 September 2010</td>
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**Venue:** Computer Laboratory, 3rd Floor, Atom House, Port Louis.

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

**Category of Officers:** Confidential Secretaries

**Number of officers trained:** 230
**Course:** Sensitization Programme on The Employment Relations Act and The Employment Rights Act (SP1)

**Aims and objectives:**

- to sensitise officers on the main sections of the two laws which are relevant to the civil service;
- to help participants understand the procedure Agreement for better employment relations; and
- to help Senior officers in better implementing the two Acts in the civil service.

**Course contents:**

- Application of the Employment Relations Act to the Civil Service
- Registration and Administration of Trade and Unions
- Procedures for recognition of Trade Unions
- Collective Bargaining
- Labour dispute and dispute settlement procedures
- Strikes
- Procedure Agreement

**Duration:** 1 day session

- Batch 2: 09 July 2010
- Batch 3: 21 July 2010
- Batch 4: 05 August 2010
- Batch 5: 12 August 2010

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

**Category of Officers:**

- Human Resource Cadre from Senior Human Resource Officer and above

**Number of officers trained:** 142
Course: Training Programme on Project Management (T4)

Aims and objectives:

- providing core knowledge on the fundamentals of project management;
- describing executive involvement and critical success factors to obtain optimum results from projects; and
- developing skills by being practical and interactive in how different types of project are planned, estimated, monitored and controlled including project reporting.

Course contents:

- Project Formulation
- Tools of Project Planning and Management
- Project Appraisal and Project Definition Report
- Public Procurement
- Project Resource Allocation
- Project Communication and Reporting System

Duration: 3 day session

Batch 1: 09 – 11 August 2010
Batch 2: 16 – 18 August 2010
Batch 3: 23 – 25 August 2010

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

Category of Officers:

- Officers involved in project management

Number of officers trained: 88
**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:** 16 August – 26 November 2010

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

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

**Number of officers trained:** 57
Course: Award Courses for Higher Executive Officers - (AC3)

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:** Training Course on Total Quality Management - (TC2)

**Aims and objectives:**

- Familiarize the participants with the concept of Total Quality Management (TQM) in order to better appreciate TQM implementation proposals in the Public Sector;
- Sensitise participants on the principles inherent to a TQM approach to improve organizational performance and quality service delivery; and
- Disseminate information on existing initiatives being undertaken in the Civil Service to achieve TQM.

**Course contents:**

- Understanding TQM
- Customer Focus
- Performance Management System
- Employee Relations
- ISO 9000 Quality Management Systems (QMS)
- Administrative Reforms
- Legal Framework
- E-government Initiatives

**Duration:** 2 day session

Batch 1: 07 – 08 September 2010
Batch 02: 14 – 15 September 2010
Batch 03: 27 – 28 September 2010

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

**Category of Officers:**

- Office Management Executives
- Office Supervisor
- Higher Executive Officers
- Senior Officers
- Officers in charge of Registry

**Number of officers trained:** 86
**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:** Training Course on Total Quality Management  
**Human Resource Cadre - (TC3)**

**Aims and objectives:**

- Understand the philosophies of gurus of Total Quality Management (TQM) in order to better evaluate TQM implementation proposals offered by quality management organizations and consultants;
- Implement the principles and concepts inherent in a TQM approach to managing an organization;
- Successfully implement process improvement teams and identifying appropriate process improvements;
- Develop a strategy for implementing TQM in an organization.

**Course contents:**

- Understanding TQM
- Customer Focus
- Performance Management System
- Employee Relations
- Administrative Reforms
- ISO 9000 Quality Management Systems (QMS)
- Legal Framework
- E-government Initiatives

**Duration:** 2 day session

Batch 1: 29 & 30 September 2010  
Batch 2: 04 & 05 October 2010  
Batch 3: 27 & 28 October 2010  
Batch 3: 09 & 10 December 2010

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

**Category of Officers:**

- Senior Human Resource Officers, Human Resource Officers

**Number of officers trained:** 115
**Course:** 2 Half-Day Training on Excel and PowerPoint for Confidential Secretaries (T4)

**Aims and objectives:**

- familiarising the participants with Excel to enable them to accomplish different tasks in Excel like formatting of cell/worksheet/workbook, creating charts and graphs, using pivot tables and data analysis tools, filtering and sorting data, working with functions/formulas and macro-recording;

- enhancing their knowledge and providing them with hands-on technical skills in making an optimum use of PowerPoint by enabling them to create slide presentation, inserting drawing/clip art, adding sound effects and navigating during slide show;

**Course contents:**

- Excel
- PowerPoint

**Duration:** 2 Half-day session

- Batch 1: 28 & 30 September 2010
- Batch 2: 05 & 07 October 2010
- Batch 3: 12 & 14 October 2010
- Batch 4: 19 & 21 October 2010
- Batch 5: 26 & 28 October 2010

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

**Category of Officers:** Confidential Secretaries

**Number of officers trained:** 48
**Course:** Induction Course for Office Care Attendant (IC2)

**Aims and objectives:**

- To sensitize the new recruits on their roles, functions and responsibilities;
- To help them develop the right mindset, positive attitude and ethical behavior in order to perform their job with a customer and performance oriented approach;
- To enhance their knowledge of government set-up and communication skills for the provision of better quality services;
- To promote good housekeeping habits among the participants by helping them understand housekeeping responsibilities and at the same time, recognize the importance of proper hygiene at the workplace.

**Course contents:**

- Scheme of Duty and Conditions of Service
- An overview of Performance Management Systems (PMS) in the Civil Service
- Housekeeping and Hygiene
- Ethics and Good Governance in the Public Service
- An overview of the structure of government institutions
- Customer Care/Public Relations
- Occupational Safety & Health Issues in the Public Service
- Communication Skills

**Duration:** 2 day session

Batch 1: 07 & 08 October 2010  
Batch 2: 11 & 12 October 2010  
Batch 3: 20 & 21 October 2010  
Batch 4: 25 & 26 October 2010  
Batch 5: 08 & 09 November 2010

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

**Category of Officers:** Temporary Office Care Attendant

**Number of officers trained:** 170
Course: Training Programme on Word Processing for Officers- (TP6)

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>
<th>Dates</th>
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</thead>
<tbody>
<tr>
<td>Batch 1</td>
<td>20 &amp; 22 October 2010</td>
<td>Batch 06</td>
<td>15 &amp; 17 November 2010</td>
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<td>Batch 02</td>
<td>22 &amp; 27 October 2010</td>
<td>Batch 07</td>
<td>17 &amp; 19 November 2010</td>
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<td>Batch 03</td>
<td>08 &amp; 09 November 2010</td>
<td>Batch 08</td>
<td>24 &amp; 26 November 2010</td>
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<tr>
<td>Batch 04</td>
<td>08 &amp; 10 November 2010</td>
<td>Batch 09</td>
<td>06 &amp; 08 December 2010</td>
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<tr>
<td>Batch 05</td>
<td>10 &amp; 12 November 2010</td>
<td>Batch 10</td>
<td>07 &amp; 09 December 2010</td>
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</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: 113
**Course:** Training Programme on Personal and Interpersonal Skills for HR Cadre

**Aims and objectives:**
- Help officers of the HR cadre 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;
- Facilitate the flow of information within the organization.

**Course contents:**
- Leadership
- Coaching and Mentoring
- Communication and Interpersonal Skills
- Customer Care
- Stress Management
- Team Building & Team Work
- Emotional Intelligence
- Managing Safety and Health in the civil service

**Duration:** 2 day session
- Batch 1: 13 & 14 October 2010
- Batch 02: 18 & 19 October 2010
- Batch 03: 18 & 19 November 2010
- Batch 04: 25 & 26 November 2010

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

**Category of Officers:** Human Resource Officer and Senior Human Resource Officers

**Number of officers trained:** 99
<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Position</th>
<th>Ministry/Office</th>
<th>Course Name</th>
<th>Programme/Institution</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Mrs. Phoolranee RAMPADARUTH</td>
<td>Assistant Secretary</td>
<td>Ministry of Women’s Rights, Child Development and Family Welfare</td>
<td>Training Course “Advanced Certificate in Human Resource Development”</td>
<td>under the ITEC/SCAAP Programme, National Institute of Technical Teachers Training and Research, Chennai, India from 20 January 2010 to 17 March 2010</td>
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</tr>
<tr>
<td>2.</td>
<td>Mrs. Ushalini SHEWRAJ</td>
<td>Assistant Secretary</td>
<td>Ministry of Information and Communication Technology</td>
<td>Training Course “Advanced Certificate in Human Resource Development”</td>
<td>under the ITEC/SCAAP Programme, National Institute of Technical Teachers Training and Research, Chennai, India from 20 January 2010 to 17 March 2010</td>
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<tr>
<td>3.</td>
<td>Mr. Rajkumar NURSING</td>
<td>Assistant Secretary</td>
<td>Prime Minister’s Office</td>
<td>Training Course “Executive Post Graduate Diploma in Management”</td>
<td>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>4.</td>
<td>Mrs. Geetawantee RAMNAUTH</td>
<td>Assistant Secretary</td>
<td>Ministry of Education, Culture and Human Resources</td>
<td>Training Course “General Management Programme for Senior Executives”</td>
<td>under the ITEC/SCAAP Programme Administrative Staff, College of India, Hyderabad, India, from 11 January 2010 to 05 February 2010</td>
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<tr>
<td>6.</td>
<td>Mr. Tamanah APPADU</td>
<td>Principal Assistant Secretary</td>
<td>Ministry of Civil Service and Administrative Reforms</td>
<td>“Séminaire de L’Administration Publique pour les pays Africains”</td>
<td>by the Government of China at the University of Beijing, China, from 01 June to 21 June 2010</td>
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<td>7.</td>
<td>Mrs. Catherine AH SUE</td>
<td>Assistant Secretary</td>
<td>Ministry of Labour, Industrial Relations and Employment</td>
<td>Training Course “Public Governance and Administration”</td>
<td>under the SIDSTEC Programme at the Civil Service College of Singapore, from 21 June to 02 July 2010</td>
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<td>8.</td>
<td>Mrs. Hansa Devi BEDACEE - DINDOYL</td>
<td>Assistant Secretary</td>
<td>Ministry of Local Government and Outer Islands</td>
<td>Training Course “Productivity Management for Government Officials”</td>
<td>under the SIDSTEC Programme at the Civil Service College of Singapore, from 29 June to 09 July 2010</td>
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<td>Officer Name and Designation</td>
<td>Training Course Details</td>
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</table>
| 9. | Mrs Shakuntala Devi GUJADHUR-NOWBUTH  
Ag Principal Assistant Secretary  
Ministry of Finance and Economic Empowerment | Training Course “Managing Change in the Public Service” under the SIDSTEC Programme at the Civil Service College of Singapore, from 6 to 15 July 2010 |
| 10. | Mr Mohammad Yaaseen HANSROD  
Second Secretary  
Ministry of Foreign Affairs, Regional Integration and International Trade | Training Course “Cycle International Court 2010 – 2011” at L’Ecole Nationale d’Administration in France, from 02 November 2010 to end of July 2011 |

**Category of Officers:**
- Officers of the Administrative Cadre

**Number of officers trained:** 10