REPORT

ON

TRAINING COURSES

ORGANISED

By

THE HUMAN RESOURCE
DEVELOPMENT DIVISION

For period: January - May 2011
<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>TC1</td>
<td>Training Course for Officers <em>(On-going)</em></td>
<td>Public officers who have opted to join the grade of Officer</td>
<td>331</td>
<td>4</td>
</tr>
<tr>
<td>AC1</td>
<td>Award Courses for Higher Executive Officers <em>(August 2010 – May 2011)</em></td>
<td>Higher Executive Officers</td>
<td>16</td>
<td>5</td>
</tr>
<tr>
<td>AC2</td>
<td>Award Courses for Senior Officers/Executive Officers <em>(January – May 2011)</em></td>
<td>Senior Officers/Executive Officers</td>
<td>87</td>
<td>6</td>
</tr>
<tr>
<td>ODL2</td>
<td>Training in Customer Care and Quality Management through Open Distance Learning <em>(September 2010 – March 2011)</em></td>
<td>Officers and above</td>
<td>597</td>
<td>7</td>
</tr>
<tr>
<td>IP1</td>
<td>Induction Programme for Newly recruited Human Resource Officers <em>(January 2011)</em></td>
<td>Temporary Human Resource Officer</td>
<td>38</td>
<td>8</td>
</tr>
<tr>
<td>TP1</td>
<td>Training Programme on Word processing for Officers <em>(On-going)</em></td>
<td>Public officers who have opted to join the grade of Officer</td>
<td>107</td>
<td>9</td>
</tr>
<tr>
<td>T1</td>
<td>Training on Microsoft Outlook and Interpersonal Communication Skills for Confidential Secretaries <em>(February – May 2011)</em></td>
<td>Confidential Secretaries</td>
<td>210</td>
<td>10</td>
</tr>
<tr>
<td>IC1</td>
<td>Induction Course for Newly Appointed Confidential Secretaries <em>(March 2011)</em></td>
<td>Newly Appointed Confidential Secretaries</td>
<td>23</td>
<td>11</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>T2</td>
<td>Training on ICT for Higher Executive Officers (April – July 2011)</td>
<td>Higher Executive Officers</td>
<td>67</td>
<td>12</td>
</tr>
<tr>
<td>W1</td>
<td>Workshop on Principles of Negotiations (April 2011)</td>
<td>Mid career to top level management</td>
<td>30</td>
<td>13</td>
</tr>
<tr>
<td>IC2</td>
<td>Induction Course for New Recruits Employed to give assistance at Officer Level (April – June 2011)</td>
<td>Newly recruited Officers</td>
<td>40</td>
<td>14</td>
</tr>
<tr>
<td>T3</td>
<td>Training on Knowledge Management (April – June 2011)</td>
<td>Senior and middle level management</td>
<td>80</td>
<td>15</td>
</tr>
<tr>
<td>T4</td>
<td>Training on Supervisory Skills (May 2011)</td>
<td>Senior and middle level management</td>
<td>88</td>
<td>16</td>
</tr>
<tr>
<td>OT1</td>
<td>Overseas Training (On-going)</td>
<td>Officers of the Administrative Cadres</td>
<td>18</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td>1732</td>
<td></td>
</tr>
</tbody>
</table>

**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
- Batch 51: 16 & 17 May 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

Batch 13: 7 & 10 February 2011
Batch 14: 8 & 11 February 2011
Batch 15: 15 & 22 February 2011
Batch 16: 16 & 23 February 2011
Batch 17: 24 February & 07 March 2011

Batch 18: 25 February & 08 March 2011
Batch 19: 09 & 14 March 2011
Batch 20: 10 & 15 March 2011
Batch 21: 17 & 21 March 2011
Batch 22: 18 & 23 March 2011

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 11: 29 March & 01 April 2011
Batch 2: 08 & 11 Feb 2011  Batch 12: 30 March & 01 April 2011
Batch 7: 14 & 18 March 2011  Batch 17: 03 & 06 May 2011
Batch 8: 15 & 18 March 2011  Batch 18: 04 & 06 May 2011
Batch 9: 16 & 18 March 2011
Batch 10: 28 March & 01 April 2011

Venue:

Category of officers: Confidential Secretaries

Number of officers trained: 210
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

Number of officers trained: 30
**Course:** Induction Course for New Recruits Employed to give assistance at Officer Level

**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 Organisation
- 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 1: 29 April 2011 & 02 – 05 May 2011

**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:** 40
Aims and objectives:

- helping participants to create and maintain a knowledge base to solve problems and how knowledge best practices can improve service levels to customers;
- managing intellectual capital and intellectual assets with a view to developing the skills and processes to build Knowledge Management solutions that leverage organizational and individual knowledge.

Course contents:

- Introduction to Knowledge Management
- Understanding the Four Dimensions of Knowledge Management
- KM Development
- Implementing Knowledge Management

Duration: 2 day session

Batch 1: 25 & 26 April 2011
Batch 2: 11 & 12 May 2011
Batch 3: 18 & 19 May 2011

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

Category of officers: Senior and middle level management

Number of officers trained: 80
**Course:** Training Programme on Supervisory Skills – (T4)

**Aims and objectives:**

- Provide supervisors with the necessary knowledge, skills and behaviour to increase their effectiveness in their supervisory roles;
- Equip supervisors with the managerial skills necessary for them to adapt to changing demands at their workplace;
- 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
- Planning & Organising
- Effective Management of Safety and Health in the Civil Service
- Performance & Motivation
- Time Management
- Breaking the Delegation Barrier
- Interpersonal Communication Skills
- Leadership Skills

**Duration:** 2 day session

- Batch 1: 09 & 10 May 2011
- Batch 2: 23 & 24 May 2011
- Batch 3: 30 & 31 May 2011

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

**Category of officers:** Senior and middle level management

**Number of officers trained:** 88
## Course: Overseas Training

<table>
<thead>
<tr>
<th>SN</th>
<th>Name, Designation &amp; Ministry</th>
<th>Description of Course</th>
</tr>
</thead>
</table>
| 1. | Mr. Rajkumar NURSING  
Assistant Secretary  
Prime Minister’s Office | 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 |
| 2. | 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 |
| 3. | MOTEEA Leesta (Ms),  
Cooperation Analyst  
Ministry of Foreign Affairs, Regional Integration and International Trade | Training Course “Master of International Business” under the Australian Development Scholarships 2011 at the University of Melbourne, from 17 Jan to 31 July 2012 |
| 4. | NIOLE Noel Evans Norbert,  
Customs Officer  
Mauritius Revenue Authority | 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 |
| 5. | PURMANUND Pravass,  
Second Secretary  
Ministry of Foreign Affairs, Regional Integration and International Trade | Training Course “Master of International Relations” under the Australian Development Scholarships 2011 at Monash University, from 04 Jan to 31 July 2012 |
| 6. | SOOKUN Rajkumar,  
First Secretary  
Ministry of Foreign Affairs, Regional Integration and International Trade | Training Course “Master of Diplomacy” under the Australian Development Scholarships 2011 at Australian National University, from 12 Jan to 30 June 2012 |
| 7. | SUBRATTY Mohammud Al-Ishaad,  
Head in Planning Department  
Municipal Council of Curepipe | Training Course “Master in Town & Country Planning / City Planning Transport Planning” under the Australian Development Scholarships 2011 at the Curtin University of Technology, from 02 Jan 2011 to 01 Feb 2012 |
<table>
<thead>
<tr>
<th>SN</th>
<th>Name, Designation &amp; Ministry</th>
<th>Description of Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.</td>
<td>SUBRUN Vishalsingh, Survey Officer Pay Research Bureau</td>
<td>Training Course “Master in Public Policy and Management” under the Australian Development Scholarships 2011 at Monash University, from 03 Jan 2011 to July 2012</td>
</tr>
<tr>
<td>9.</td>
<td>TARSOO Khalid, Mechanical Engineer Waste Water Management Authority</td>
<td>Training Course “Master of Facilities Management” under the Australian Development Scholarships 2011 at the University of Sydney, from 17 Jan 2011 to 25 July 2012</td>
</tr>
<tr>
<td>10.</td>
<td>Chansraj PUCHOOA, Senior Manager Road Development Authority</td>
<td>Training Course “Master in Transport Management” under the Australian Development Scholarships 2011 at the University of Sydney, from 08 March 2011 to 31 July 2012</td>
</tr>
<tr>
<td>11.</td>
<td>Mohenee NATHOO, Principal Assistant Secretary Ministry of Agro-Industry and Food Security</td>
<td>Training Course “Training of Trainers Programme on Strategic Negotiations” under the aegis of the Commonwealth Secretariat and the Kenya Institute of Administration in Nairobi, from 21 March to 01 April 2011</td>
</tr>
<tr>
<td>12.</td>
<td>Nityanand LOBIND Assistant Secretary Ministry of Civil Service and A.R.</td>
<td>Training Course “Training of Trainers Programme on Strategic Negotiations” under the aegis of the Commonwealth Secretariat and the Kenya Institute of Administration in Nairobi, from 21 March to 01 April 2011</td>
</tr>
<tr>
<td>13.</td>
<td>Damyantee TAKOORY Assistant Secretary Ministry of Agro-Industry and Food Security</td>
<td>Training Course “Seminar - Administration Publique pour les Pays Francophones” under the aegis of the Chinese Authorities and the Peking University, China, from 26 April to 16 May 2011</td>
</tr>
<tr>
<td>14.</td>
<td>Marielle Grace Kathleen NOEL-DABEECHARUN Assistant Secretary Ministry of Housing and Lands</td>
<td>Training Course “Seminar - Administration Publique pour les Pays Francophones” under the aegis of the Chinese Authorities and the Peking University, China, from 26 April to 16 May 2011</td>
</tr>
<tr>
<td>15.</td>
<td>Shalini BULDAWOO Assistant Secretary Prime Minister’s Office</td>
<td>Training Course “Seminar - Administration Publique pour les Pays Francophones” under the aegis of the Chinese Authorities and the Peking University, China, from 26 April to 16 May 2011</td>
</tr>
<tr>
<td>SN</td>
<td>Name, Designation &amp; Ministry</td>
<td>Description of Course</td>
</tr>
<tr>
<td>----</td>
<td>------------------------------</td>
<td>-----------------------</td>
</tr>
</tbody>
</table>
| 16. | Mr Mamode Assad JOOMUN  
Assistant Secretary  
Ministry of Agro Industry and Food Security | Training Course “Seminar - Public Administration for Anglophone African Countries” under the aegis of the Chinese Authorities and the Peking University, China, from 31 May to 20 June 2011 |
| 17. | Mrs Zakeeah EL-BAYATI GAUNGOO  
Assistant Secretary  
Ministry of Tertiary Education, Science, Research and Technology | Training Course “Seminar - Public Administration for Anglophone African Countries” under the aegis of the Chinese Authorities and the Peking University, China, from 31 May to 20 June 2011 |
| 18. | Mrs Nalini Brinda Vanessa PAYNEEANDY  
Assistant Secretary  
Ministry of Agro Industry and Food Security | Training Course “Seminar - Public Administration for Anglophone African Countries” under the aegis of the Chinese Authorities and the Peking University, China, from 31 May to 20 June 2011 |

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

**Number of officers trained:** 18