



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS  
MAURITIUS

Ministry of Civil Service and Administrative Reforms  
Circular Letter No. 41 of 2011  
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From : **Supervising Officer, Ministry of Civil Service and Administrative Reforms**

To : **Supervising Officers i/c Ministries/Departments**

**Training Programme on Effective Communication Skills**

This Ministry is resuming the Training Programme on Effective Communication Skills for officers of the Administrative/Human Resource/Analyst cadres and General Services from the level of Senior Officers and above.

2. The objectives of the course are, inter alia, to enable participants to:
  - (i) communicate effectively using simple, concise and direct language;
  - (ii) enhance active listening skills to anticipate and avoid common misunderstandings;
  - (iii) foster cross-cultural understanding at the workplace;
  - (iv) eliminate the roadblocks that undermine the ability to communicate effectively; and
  - (v) use French language effectively in communication.
3. Please note that officers who previously followed this training programme (in 2009 and 2010 cohorts) should **not** be re-nominated.
4. It would be appreciated if you could submit a list of your nominees in order of priority for this training as per pro-forma at Annex. The list, in soft copy, should be sent to **trainingmcsar@mail.gov.mu** at latest **by Wednesday 10 August 2011**.
5. Relying on your usual support in our capacity building initiative.

***I.M. Oree (Mrs)***  
***Supervising Officer***

***Copy to: Secretary to Cabinet and Head of the Civil service***

***Enc.***