



**MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND INSTITUTIONAL REFORMS
MAURITIUS**

Date: 05 April 2024

Circular Letter No. 20 of 2024

E/70/1/01/94

From: Secretary for Public Service

To: Supervising Officers in charge of Ministries/Departments

**Professional Development Programme for Confidential Secretaries of Parastatal and Statutory
Bodies and Local Authorities**


This Ministry, in collaboration with the Civil Service College, Mauritius (CSCM), has mounted a 7-day Professional Development Programme for Confidential Secretaries, following a Training Needs Assessment exercise carried out to identify effective training requirements and improve the performance delivery of officers in that grade.

2. The main objectives of the programme are, *inter alia*, to assist Confidential Secretaries to-
 - (a) enhance their abilities in the use of IT-related tools (such as Microsoft Teams, zoom, e-mail and advanced excel formula) to make themselves more proficient in their day-to-day activities;
 - (b) understand the concept of oral and written communication to facilitate the process of communication with relevant stakeholders;
 - (c) have better management skills in planning and prioritising their work, ensuring that deadlines are met and appointments are honoured; and
 - (d) understand stress management.
3. The modules and sub-topics to be covered in the Professional Development Programme are at **Annex**.
4. The cost per participant is Rs 8,000 and includes two tea breaks, lunch and training kits, which will have to be borne by the respective organisations.

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5. Supervising Officers are requested to liaise with the Parastatal and Statutory Bodies, as well as Local Authorities falling under the aegis of their respective Ministries/Departments, and submit a list of Confidential Secretaries who will follow the course, as per the enclosed **proforma** on email address trainingmcsar@govmu.org or by fax on 212 4168 by **Wednesday 08 May 2024**.

6. You are requested to bring the contents of this Circular Letter to the attention of all Parastatal and Statutory Bodies and Local Authorities falling under the aegis of your Ministry/Department.



K. Conhye
Secretary for Public Service

*Copy to: Secretary to Cabinet and Head of the Civil Service
Director General, Civil Service College, Mauritius*

PROFESSIONAL DEVELOPMENT PROGRAMME FOR CONFIDENTIAL SECRETARIES

SN	Module/Sub topics	Duration
(i)	<p>Using Internet and Email</p> <ul style="list-style-type: none"> • The importance of IT at workplace (1 FD) • Communication tools incl e-communication: Zoom & Teams • Email (email etiquette, create an account, sending and replying mails, make attachment) <p>Using Internet and Email (Practical)</p> <ul style="list-style-type: none"> • Advance Words incl Calendar (1.5 days) • Excel (1.5 days) 	<p align="center">24 hrs (4 Full Days)</p>
(ii)	<p>Essentials of Managerial and Supervisory Skills</p> <ul style="list-style-type: none"> • Meaning/Definitions of Managerial and Supervisory Skills incl. its linkages • Teamwork and Performance Management • Planning tools and techniques • Effective decision-making • 	<p align="center">6 hrs (1 Full Days)</p>
(iii)	<p>An overview of Occupational Health and Safety</p> <ul style="list-style-type: none"> • Welfare of Public Officers • Hazards and Risks (Identification Exercise) • Safe Working Practices • Stress Management • Work Life Balance 	<p align="center">6 hrs (1 Full Days)</p>
(iv)	<p>Communication</p> <p><u>Oral Communication</u></p> <ul style="list-style-type: none"> • Interpersonal Communication Skills • Telephone skills (smart attitude/tones-choice of words/volume of the voice-dynamics and handling difficult calls and callers) <p><u>Written communication</u></p> <ul style="list-style-type: none"> • Confidentiality of documents • Key secretarial skills • Letter writing skills • How to address to senior officials' officers • French writing skills 	<p align="center">6 hrs (1 Full Days)</p>
	Total	<p align="center">42 hrs (7 Full Days)</p>

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Kindly fill in this Form to express your willingness to follow the Professional Development Programme for Confidential Secretaries.

Surname: Mr/Mrs/Miss.....

Other Name:.....

Designation:.....

Parent Ministry/Department:.....

Parastatal Body:.....

Office Address:.....

Tel No. (Office).....*(Mobile):*.....

Fax:.....*E-mail:*.....

Signature:.....

Date:.....

CERTIFIED BY

Name:.....

Designation:.....

Signature:.....

Tel No:.....*E-mail:*.....*Fax:*.....