

**Ministry of Civil Service and Administrative Reforms**  
**Circular Letter No. 13 of 2011**  
**E/70/1/1/100**

03 March 2011

**From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms**

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

**Training on Supervisory Skills**

This Ministry is organizing a two-day training course on Supervisory Skills for public officers having a supervisory role to provide them with the necessary knowledge, skills and aptitude to help them perform their duties more efficiently in their representative organizations. The training sessions will be held for a maximum of 140 officers grouped in 4 batches, as from the last week of April 2011 at the Lecture Room, 6<sup>th</sup> Floor, Fooks House, Bourbon Street, Port Louis. Based on the feedback from trainees, the course may be replicated at a later stage.

2. Copy of the training programme with course content and objectives is at Annex 1.
3. In this context, Supervising Officers in charge of Ministries/Departments are invited to submit, in order of priority as per pro-forma at Annex 2, **the names of officers from the grades of Assistant Secretary, Office Management Executive, senior level officers from technical grades**. The proposed nominations should reach the Ministry of Civil Service and Administrative Reforms, Human Resource Development Division, 4<sup>th</sup> Floor, Atom House, Royal Street, Port Louis, in hard and soft copies **at latest by Monday 14 March 2011**.
4. I rely on your usual collaboration and support in our capacity building initiatives for a modern and efficient public service.

**S. Seebaluck**  
**Senior Chief Executive**

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

## TRAINING ON SUPERVISORY SKILLS

### Course Aims & Objectives

The objectives of the course are, inter alia, to:

- (i) provide supervisors with the necessary knowledge, skills and behaviour to increase their effectiveness in their supervisory roles.
- (ii) equip supervisors with the managerial skills necessary for them to adapt to changing demands at their workplace.
- (iii) improve efficiency and promote team work within the organisation by providing a structured development program which will enable supervisors to fulfill their potential within the organization.

### Target Audience

- First Line Managers, Supervisors or Team Leaders having a supervisory role.
- Assistant Secretaries, Office Management Executives, senior level officers of the technical cadre.
- Anyone who is new to, or will soon be, in a Supervisory or Management role.

### PROGRAMME CO-ORDINATORS

- ❖ Mr. N. LOBIND  
Assistant Secretary  
Ministry of Civil Service & Administrative Reforms  
Tel: 208 7617 Fax: 213 7187  
Email: [nlobind@mail.gov.mu](mailto:nlobind@mail.gov.mu)

#### Proposed Dates:

Batch 01: 28 & 29 April 2011  
Batch 02: 09 & 10 May 2011  
Batch 03: 23 & 24 May 2011  
Batch 04: 13 & 14 June 2011

## DAY ONE

<b>08 45 - 09 00 hrs</b>	<b>REGISTRATION OF PARTICIPANTS</b>
<b>09 00 – 10 30hrs</b>	<p><b><u>The Role &amp; Responsibility of Supervisors</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Roles and responsibilities of supervisors.</i></li> <li>➤ <i>What they do and how they help meeting business priorities.</i></li> <li>➤ <i>Building relationships based on trust.</i></li> <li>➤ <i>Motivating People</i></li> </ul> <p><b>Mrs. P. BEEHARRY</b>  <b>Acting Director, Human Resource Management</b>  <b>Ministry of Civil Service and Administrative Reforms</b></p>
<b>10 30 – 10 45hrs</b>	<b>TEA BREAK</b>
<b>10 45 – 12 00hrs</b>	<p><b><u>Planning &amp; Organising</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Prioritising.</i></li> <li>➤ <i>Allocating work/tasks.</i></li> <li>➤ <i>Planning work of team.</i></li> </ul> <p><b>Mr. D. P. RUHEE, OSK</b>  <b>Former Senior Chief Executive</b></p>
<b>12 00 -1300 hrs</b>	<b>LUNCH</b>
<b>13 00 – 14 30 hrs</b>	<p><b><u>Leadership Skills</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Open or Closed Door?</i></li> <li>➤ <i>Ensuring smooth workflow.</i></li> <li>➤ <i>Developing self and others to meet objectives.</i></li> <li>➤ <i>Maintain safe work environment.</i></li> </ul> <p><b>Mr. P. NOWBUTH</b>  <b>Permanent Secretary</b>  <b>Ministry of Arts and Culture</b></p>
<b>14 30 – 14 45 hrs</b>	<b>TEA BREAK</b>
<b>14 45 – 16 00 hrs</b>	<p><b><u>Performance &amp; Motivation</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Monitoring performance and looking for ways to improve.</i></li> <li>➤ <i>Setting standards/meeting KPI's (Key Performance indicators-related to business targets).</i></li> <li>➤ <i>Achieving results through people.</i></li> </ul>

## DAY TWO

<b>09 00 – 10 30 hrs</b>	<p><b><u>Time Management</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Time Wasters &amp; Added Value.</i></li> <li>➤ <i>Managing their time to meet objectives.</i></li> <li>➤ <i>Prioritising and Meeting targets.</i></li> </ul> <p><b>Mrs. Y. MOORGHEN</b>  <b>Principal Assistant Secretary</b>  <b>Ministry of Finance and Economic Development</b></p>
<b>10 30 – 10 45 hrs</b>	<b>TEA BREAK</b>
<b>10 45 – 12 00 hrs</b>	<p><b><u>Breaking the Delegation Barrier</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Good &amp; Bad Reasons to delegate (S.M.A.R.T.).</i></li> <li>➤ <i>Gain the trust and support.</i></li> <li>➤ <i>Gain awareness of management style, strengths and weaknesses.</i></li> <li>➤ <i>Developing self Assessment Techniques.</i></li> </ul> <p><b>Mr. S. VITHYLINGUM</b>  <b>Former Permanent Secretary</b>  <b>Currently Barrister at Law</b></p>
<b>12 00– 13 00 hrs</b>	<b>LUNCH</b>
<b>13 00 – 14 15 hrs</b>	<p><b><u>Interpersonal Communication Skills</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Empathy.</i></li> <li>➤ <i>Identify resources needed and any potential shortfall.</i></li> <li>➤ <i>The various approaches to deal with conflict and why actions affect others behaviour (Transactional Analysis).</i></li> <li>➤ <i>Help to deal with staff whose performance is unsatisfactory.</i></li> <li>➤ <i>Achieving results through people.</i></li> </ul> <p><b>Mrs. S. K. DOORGAKANT</b>  <b>Principal Assistant Secretary</b>  <b>Ministry of Tourism and Leisure</b></p>
<b>14 15 – 14 30 hrs</b>	<b>TEA BREAK</b>
<b>14 30 – 16 00 hrs</b>	<p><b><u>Emotional Intelligence</u></b></p> <ul style="list-style-type: none"> <li>➤ <i>Importance of emotional intelligence</i></li> <li>➤ <i>Dimensional of emotional intelligence</i></li> <li>➤ <i>Managing of emotional intelligence at work</i></li> </ul> <p><b>Mr. RADHA</b>  <b>Principal Trade Analyst</b></p>

