



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme in Performance and Public Service Excellence for Workmen's Group (July – December 2019)

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1. INTRODUCTION

The four-days training programme has been devised to provide employees operating at the frontline level, in the manual category, to understand their roles and responsibilities and how they contribute in the organisational structure. Everything that we do comes down to customer service, hence this course will empower manual grades workers to work towards a service and performance excellence organisation.

At a stage where Ministries will be involved in Public Sector Business Transformation Implementation, this course will help manual grades workers to understand how it is important to motivate themselves and be more engaged in what they do.

2. OBJECTIVE

The objectives of the course were as follows:

- ◆ Understand how their communication is important
- ◆ Understand why employee engagement is important so as to embrace change
- ◆ Define their involvement in the organisation and how much they can contribute
- ◆ Apply techniques for self-motivation performance

The programme covered the below:

- ◆ Introduction to Public Sector Transformation
- ◆ Communication & Personal Grooming
- ◆ Motivation & Work Commitment
- ◆ Customer Service
- ◆ Productivity Management

3. LEARNING OUTCOME

By the end of this course participants will be able to:

- ◆ Better understanding how their communication skills affect them and people around them;
- ◆ Understand what are their responsibilities in the organisation and how each one should contribute in delivering excellent service;
- ◆ Understand why motivation plays an important role in performance;
- ◆ Commit to employee engagement and make it a reality.

4. FEEDBACK

A. Below are some comments on the trainers:

➤ Mrs Auchoybur:

- *She was very affirmative and live;*
- *Very talkative;*
- *She is well-versed, knows her subject well, explanation very clear, her voice reached all corners of the class;*
- *The trainer did her class well;*
- *She's a good trainer and can be recommended for further training programme;*
- *I extremely like your training because your explanation was so clear. I really appreciate your style you talk to us. The class was not boring and you make me feel comfortable.*

➤ Mrs Kaleechurn:

- *She is well versed on the topics which she trains and gives good examples to support her points;*
- *Learning about Public Sector Transformation is a satisfied class. We learned more about reform. Thanks for the classes which we learn with Civil Service College;*
- *The way the trainer delivered and described the topics, were very good and gave practical example. I was able to understand very clearly;*
- *Good presentation, well prepared, easy to follow, useful at work and very helpful for our career;*
- *The trainer made everyone feel very comfortable to participate. Learnt a lot and empowering.*

➤ Miss Mewa:

- *She is young and has a very friendly approach & got excellent presentation skills;*
- *Very at ease on her job. Did well;*
- *She was just perfect. An excellent trainer. She knows how to deliver and entertain the class at the same time;*
- *The trainer has well prepared for the session and her class is very interesting as well;*
- *She's a very good trainer. She was well-prepared for the training session. Every participant was enthusiastic. Highly recommended for further training sessions;*
- *Best trainer.*

➤ Mrs Jodhun:

- *She is well versed on the topics she trains and gives good examples to support her points;*
- *The speeches and practical examples given by the trainer were very nice;*
- *Very good presentation, well prepared, easy to follow, useful at work and very helpful for our career;*
- *Very interesting;*
- *The trainer has introduced us the 4 powers of communication and has given us so many team work to be well organised and to be aware of our self-esteem;*
- *She was adorable & well prepared.*

➤ Mr Govind:

- *Mr Govind is a very good trainer, knowledgeable and well prepared;*
- *Good examples given;*
- *Communicate well.*

➤ Mrs Millien:

- *Mrs Millien is a very good trainer, knowledgeable and well prepared;*
- *Friendly, good;*
- *Prolific;*

- *I was very impressed by your training. You were organised with materials and presentation. You gave me useful ideas how to motivate myself at work. Thank you;*
 - *Mrs Millien was perfect and she must continue her courses with us. She boosted our encouragement and we were keen to learn more about our duties;*
 - *Best trainer.*
- **Mr Ghumaria:**
- *He is quite informative but presentation skills quite neutral;*
 - *Fairly well;*
 - *He is well versed and knows his subject;*
 - *Subject was too bulky, felt sleepy, difficult to assimilate;*
 - *The trainer has given many beautiful quotes;*
 - *Good topic/ theme chosen. Will surely help on my working environment;*
 - *The trainer was very friendly and the explanation given was very cleared;*
 - *Mr Ghumaria has given us so many aspects in general knowledge, work commitment and our lifestyle;*
 - *thanks for teaching me some principle of life;*
 - *I personally really appreciated his class and his communication skills was very good.*
- **Dr Ancharaz:**
- *He is a very good trainer. He gives lots of examples as he has experience as an employee;*
 - *He is motivated to train the participants well;*
 - *The trainer was very friendly and the explanation given was very excellent;*
 - *Very good presentation, well prepared, easy to follow, useful at work and very helpful for our career;*
 - *Dr Ancharaz has given us the opportunity to develop skills in team group. His training is very useful in our workplace with determination, motivation and to be a leader along with smart thinking;*
- **Dr Nuckchady:**
- *Best trainer;*
 - *Very interesting. Good teaching skills;*
 - *Very good. Easy to understand/ learn.*
- **Dr Abacousnac:**
- *He uses lots of examples to simplify things for us to understand. He is very informative;*
 - *Knows his subject very well but sometimes so out of subject;*
 - *The trainer has shared his personal experiences with us, which I really appreciate, it was quite interesting;*
 - *A very good trainer. Well prepared training session. Well explained with good examples. Highly recommended for further training sessions.*
- **Mr Ganoo:**
- *He uses lots of examples & is statistically very good & informative;*
 - *Fairly well;*
 - *The trainer has managed the class very well;*
 - *A very good trainer. Well prepared training session. Well explained with good examples;*
 - *Highly recommended for further sessions;*
 - *A good worker should be promoted.*

B. What did you like most about this training?

- 1. We get to know more colleagues & friends from other Ministries & share experiences;*
- 2. The notes given were very interesting;*
- 3. Make us more motivated about our work and very interesting course;*
- 4. Meeting of new people and sharing of opinion;*
- 5. The atmosphere, the theme chosen, the trainers and the way the training sessions were conducted;*
- 6. The training itself is quite interesting and the way we are trained by the trainers;*
- 7. The fact that most of the trainers used good examples to support their points;*
- 8. I like mostly the way of explanation given by trainers which is very useful for me in my family life and at work;*
- 9. Excellent course and also the food;*
- 10. Very good interaction;*
- 11. It is an open-minded training;*
- 12. It increases my knowledge and will surely improve my performance at work;*
- 13. Very instructive and interesting to follow;*
- 14. The training was very prolific.*

C. What aspects of the training could be improved?

- 1. If can get at least 2 different tutors per day, else with one tutor whole day, it becomes monotonous;*
- 2. To reduce the number of hours of the course and let the participants concentrate on less content;*
- 3. Improve the table setting so that the participants can follow the class;*
- 4. To provide more time if possible for each topic. To have more trainers like Miss Mewa and Mr Ganoo;*
- 5. Number of training days should be increased from 4 to 6 or 7 days;*
- 6. Freelance trainers are perfect teachers while explaining and giving examples, whereas civil servants trainers first of all the lack training and formation themselves;*
- 7. All high officers of all the departments are strongly advised to follow the training;*
- 8. The setting of the table should be face to face, in front of the trainer;*
- 9. The course must be done every year to upgrade work place.*

D. How do you hope to change your work practice as a result of this training?

- 1. Handling things and public patiently & positively;*
- 2. Implement it;*
- 3. To share the experience with my colleagues;*
- 4. To be more conversant to my colleagues/ clients;*
- 5. By helping and distributing information to my colleagues;*
- 6. I will apply all the techniques given during the courses in my daily activities and at work;*
- 7. Every day do something better and better.*

E. What additional training programmes would you wish to have from the Civil Service College in the future?

- 1. About our schedule precisely and if we can refuse doing personal jobs of highly posted officers;*
- 2. Workers' Rights;*
- 3. Condition of Service;*
- 4. Receptionist;*
- 5. ICT is highly recommended;*
- 6. Tea Making;*
- 7. I will appreciate something new because Education (new Technologies) is going very fast.*

F. Other comments

1. *Courses are too long;*
2. *more than 2 lecturers per day;*
3. *Training was well organised;*
4. *Thank you for giving the opportunity to attend the training;*
5. *Good setup and pleasant atmosphere;*
6. *Good food served on 2 days. Other days food was not as expected;*
7. *Very good initiative from the Civil Service College. Training is an ongoing process & must be continued;*
8. *Special thanks for administrative support and catering;*
9. *A humble request to provide more tables and chairs to have our meal;*
10. *Training should be provided every 6 months or every year;*
11. *The training room was very clean and comfortable;*
12. *Superior and general worker should be in same class, same course (important);*
13. *It is advisable to run this course at workplace to meet all minor grade and changes to be brought at workplace;*
14. *The training was very interesting, also the lecturers were well prepared, the examples were practical and simple to understand.*

CONCLUSION

Overall the objectives have been achieved. The participants have found the training programme very useful and beneficial to their growth.

Civil Service College, Mauritius will follow up with the different liaison officers from different Ministries to give the workmen's group the opportunity to follow the recommended training programmes in the future so as encourage continuous progress in their workplace.