



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme in Performance and Public Service Excellence for Workmen's Group (January – June 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:

Good and excellent, experienced trainer; Good examples, very well explained; Good attempt; well-trained trainer; knowledgeable and active; very nice trainer; very interesting class, very useful; well; very helpful; well prepared; very good and friendly; very polite lady; Very Expressive; Best Mrs Auchoybur; Good explanation and presentation; The trainer used appropriate language and she explains clearly how we should be for improving the quality of service; The trainer give a good explanation in our mother tongue so as to facilitate us to understand better; well planned, it is a source of motivation for me to bring excellence to my work; encouraging, helpful, good presentation; satisfied; well prepared.

➤ Mr Ghumaria:

Good; well explained with good examples; satisfy; very good trainer; Excellent; very good skill; Good and nice person; Agree; Very good.

➤ Mr Juwaheer:

Good; well explained with good examples; Excellent; very good, impress; more than satisfy; very good trainer; quite good; very interesting class, very useful; good feedback of our work; very encouraging; good presentation, friendly; Good to better-better to best; The trainer was very interactive and motivated me to be self-confident; well behaved, interesting class; He has well prepared the class. The class was interactive; A professional; Mr Uttam Juwaheer is Best of the best; He was relevant to the topic and it would help us for our work; The topic he explained is very relevant and to increase our knowledge; interesting, well presented; good decision-maker; he knows many problems on work place; very good; Excellent; well-disciplined trainer; Explains well; Agree; Very good; I recommend the trainer to all my colleagues and the management team of the department; very good; The trainer was well prepared and we learned a lot about customer care which will help us; good; The trainer gives practical examples; The trainer well understands the civil servants; Student-focused approach; patient and kind personality; The trainer was interesting and giving good examples. Strongly disagree; The trainer does not have a good manner towards his students; Too much flattery on himself; too much time allocated to explain a subject that can be easy to simplify. Stagnant training; out of subject; aggressive; The trainer is very lazy and very vulgar behaviour; He was a bit tough vis-a-vis some officers; bad body language; Language was a bit rough; Bad language; The class is too boring, presentation not good; is not an inspirational trainer, bad manners, rude person; out of subject; very arrogant person; Too arrogant; Strongly disagree; Not Encouraging and Bad mannered with cheap mind-set; poor; Strongly disagree & disappointing; Arrogant

➤ Mr Ganoo:

Excellent; Good communication and clear explanation; well explained the topic with good examples; more than satisfy; very good trainer; nice trainer; very useful; get satisfaction; friendly; Good general knowledge. Training for drivers; motivate and organise; The trainer was very innovative and resourceful in respect to the examples he gave us; Quite good; Interesting class and can follow the class; Adjust my attitude and awareness. Change way of thinking. Practical examples and good presentation; well-motivated and well planned; Nice consultant; Mr T. Ganoo is Best of the best; The trainer is very helpful to us and we need more time to discuss some issues; Very motivated, gives good example for bringing excellence at our work place; used a lot of examples and I recommend; The trainer uses simple method for explanation and simple language and was well prepared; The trainer has good experience and knowledge. Well prepared; Very helpful; interactive way of teaching; The training session was appreciated and interesting. It will be very useful; The trainer is very active and kind; Nice, explains well. Uses great simple examples; polite. Too strict; Too much emphasis on same thing; should motivate and organise; Leaflet and pamphlets should be provided.

➤ **Mrs Millien:**

Excellent trainer; very interesting class, very useful; good topics; best trainer; friendly; satisfied; nice; good; co-operate well and very good presentation; well impressed; polite; good knowledge; good behaviour and motivation; The trainer was very interactive and gave easy examples to follow the class which was a plus point; Have known more subject that we have learn. The trainer teaches well; very satisfied; good knowledge; Give us useful tips for our work and well organised; knows her topics well; well behaved, interesting class.

➤ **Mrs Abdoula:**

Needy and grateful, motivate, very class interesting; The session was interesting and lively with easy to understand examples. The trainer has a very humble and friendly approach; very helpful; well done and more encourage the communication, have more idea and give more solution to the question we ask; Very good; very satisfied; The trainer knows her training topics. Good presentation and gives us practical examples. We learn a lot of team work and will be useful in my work; wonderful personality, inspirational trainer, role model; well behaved, interesting class; She is well trained; Familiar and open-minded; Mrs Abdoula is the Best; She was an easy going trainer. Did not get bored. She has been able to cover all the topics. And the whole class participated; She has an easy way of talking and we do not get bored and we all participated lively; Excellent trainer; very motivated for her session; Good vivid person; very interactive and caring. Need more coaches like her to eradicate negative spirit in the Civil Service; The trainer was well prepared and give us simple examples to make us understand; very good; She is very good as a trainer. Grateful to Civil Service College for her precious advice. Thanks to the college, we got acquainted to such a nice person. Dedicated to teaching; has been able to create a productive learning environment; The presentation and practical examples were well presented and it was very interesting.

➤ **Mr Ancharaz:**

He has done well; Good communication; The trainer was very down to earth. He gave very easy examples to understand and to follow the session; Good; The training is interesting and can follow the class, more idea and can ask all questions, well done the trainer; very satisfied; Good presentation and well prepared his session. Take his time to explain and make a summary of what we learn; well qualified/good personality/gentleman; well behaved, interesting class; Excellent; Impressed by the examples he shared; Strongly agree; Very good.

➤ **Mrs Kaleechurn:**

Satisfied; good training and speech; Strongly agree; very good.

B. What did you like most about this training?

1. *Information received;*
2. *There was lots of group chat;*
3. *How to deal with the public professionally;*
4. *This training motivates me a lot and I will try to implement the piece of advice in my work;*
5. *The Human Resource person give me their excellent views;*
6. *Everything;*
7. *No one is inferior;*
8. *Interaction and discussions;*
9. *All classes were very interesting;*
10. *It gives an opportunity to express ourselves;*
11. *Meeting new people, new friends and knowledge;*
12. *More ideas gained;*
13. *General knowledge;*
14. *Interesting and helpful;*
15. *Examples from resource person;*
16. *Add to my knowledge;*

17. *Helpful to my work; well organised and easy to follow;*
18. *Both RP and participants shared their views;*
19. *Was well prepared;*
20. *Learnt new things which will be useful in my career;*
21. *How to communicate well;*
22. *The way we did our group work;*
23. *Learn more and know new people of different department;*
24. *The knowledge and self-confidence we get from this training;*
25. *The breakfast and the lunch and friends;*
26. *About communication skill;*
27. *Interaction and practical exercises; Participation and interaction among participants;*
28. *Team spirit and group work and learn about other Ministries. All topics we covered will be useful in our work;*
29. *It motivates me to upgrade my existing skills, personal grooming, concentrate on positive talks.*
30. *Trainers are well versed on the topics;*
31. *All the trainings were very good;*
32. *Enhances your personality;*
33. *The trainers well prepared their course. The examples given by the trainers were helpful. The atmosphere was good;*
34. *Dynamic and motivational environment; effective learning strategies;*
35. *Open-minded training;*
36. *It is a new point of vision and perspective in the public sector;*
37. *Team work;*
38. *Examples set by Trainers;*
39. *The last day was interesting and helpful.*

C. What aspects of the training could be improved?

1. *Increase team work;*
2. *How to improve our service to public demand and their satisfaction;*
3. *Quality of foods provided;*
4. *More days for training; to have more training;*
5. *Videos as examples;*
6. *Very interesting courses which should be extended to all the head of sections;*
7. *The training should be prolonged;*
8. *By giving training course every year; more Refreshment training in the future to upgrade us;*
9. *I think there should be more presentations and must change table arrangements;*
10. *The duration of the course will be half day;*
11. *Must classify categories of workers who mostly need course e.g. Administration;*
12. *To improve my colleagues, how to motivate in work, to solve the problem;*
13. *By improving myself; Motivating myself;*
14. *Incorporate technology into teaching would have been a great way to promote active learning;*
15. *The training experience will be useful in my work;*
16. *More explanation;*
17. *By giving this course to our Head of section first;*
18. *Resource person should be improved.*

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

1. *To offer more customer service;*
2. *How to be more helpful to public;*
3. *By applying all the views which I have received;*
4. *To be more helpful;*

5. *To be more confident and responsible;*
6. *Self-motivation;*
7. *To implement and share among colleagues;*
8. *By communicating more and team work;*
9. *With proper approach to people; with good behaviour and communication;*
10. *Work more professionally, more motivation;*
11. *Become more efficient;*
12. *I am more self-motivated and more focused about my tasks;*
13. *I will be more positive;*
14. *Implement what have been covered during the 4 sessions;*
15. *Organise my work, by not breaking the rules;*
16. *Need to view work from a different angle from now;*
17. *I wish all public officers shall apply the training honestly and me too will do same;*
18. *It will help me in my daily work and in my family also;*
19. *A motivated person at work place;*
20. *More work conscious;*
21. *Develop a more customer-focused approach Be proactive. Enhance communication skills;*
22. *As all my colleagues have already done this course; Let us implement it;*
23. *Give maximum;*
24. *Work with positive mind.*

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

1. *Stress management or health care;*
2. *First Aid;*
3. *Road safety;*
4. *More computer training;*
5. *conditions of work;*
6. *IT; The training programmes on technology as it is becoming a worldwide tool;*
7. *Computer side;*
8. *Management course;*
9. *New technology and management;*
10. *More communication methods;*
11. *On customer service, management;*
12. *Need to have more courses for auxiliary and more practical class needed;*
13. *Scheme of duties;*
14. *Driving vehicles;*
15. *Telephonist;*
16. *Safety in place of work;*
17. *Manners and kind hearted among civil servants;*
18. *Professional Development Program; Business Management;*
19. *Employment Acts and Rights;*
20. *Positive thinking course.*

F. Other comments

1. *Good experience;*
2. *Personally, I got lots of General Knowledge through trainer's experience;*
3. *Fruitful;*
4. *Training was easy to follow;*
5. *Nice service;*
6. *Pleasant atmosphere;*

7. *Tissue in the toilet;*
8. *All the sessions were done very well;*
9. *Friendly environment;*
10. *Very happy with the courses;*
11. *Training to be conducted more often;*
12. *Good service; pleasant atmosphere and facilities is good. But can be improved and innovate;*
13. *Problem with parking;*
14. *I think we should get more training so that we can keep climbing the ladder;*
15. *It was good. It gives us opportunity to express ourselves;*
16. *Good, suitable, interesting, encouraging;*
17. *The course was very interesting. Learning something new;*
18. *The course should be given to top management of every ministry and department;*
19. *The course should be for a fortnight so as to get more knowledge;*
20. *Due to weather condition, Civil Service should release trainees living far from the centre;*
21. *Food are often tasteless with poor flavour of freshly cooked;*
22. *Very satisfied with this course;*
23. *Head of section should be given the training programme. They most needed it;*
24. *To encourage more of workers about the training.*

5. 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 newly recruited MSOs the opportunity to follow the recommended training programmes in the future so as encourage continuous progress in their workplace.