



CIVIL SERVICE  
COLLEGE  
MAURITIUS

*Enabling Public Service Excellence*

## Feedback Report

# **Training Programme on Performance and Public Service Excellence for Support Staff**

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## INTRODUCTION

This course has been devised to provide you with a better understanding of your roles and how you contribute in the organisational structure. With the implementation of the Public Sector Business Transformation Strategy, this course will help you to better understand how it is important to motivate yourself and be more engaged in what you do.

The topics which have been designed will help you to be more conscious about your communication skills and how to deliver service to both internal and external customers effectively. Furthermore, motivation is another aspect which you will learn during this four-day programme which will help you to motivate your team towards achieving organisational goals.

The course covers the following topics:

- ❖ Ethics & Good Governance
- ❖ Motivation
- ❖ Delivery of E-Services
- ❖ Quality Management
- ❖ Productivity Management
- ❖ Communication & Customer Service

## OBJECTIVE

The objectives of the course are to enable you to:

- ❖ Improve your communication skills
- ❖ Understand why motivation is important for better performance
- ❖ Better deliver customer service
- ❖ Understand why Ethics are important for the smooth running of the organisation
- ❖ Apply techniques of quality management

## LEARNING OUTCOME

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

- ❖ Develop communication skills and overcome barriers to communication
- ❖ Better understand the role of internal and external customers
- ❖ Know how quality management can be an innovation in the public sector
- ❖ Learn how productivity management can lead to better performance
- ❖ Develop an ethical behaviour

## FEEDBACK

**PART A:** The participants were required to assess the effectiveness of the different resource persons and their session(s). Below are some comments on the resource persons:

- ❖ Very good – well versed on the topic;
- ❖ Very well aware of the topic – good ways to approach people;
- ❖ Very encouraging – she has the ability to influence people to positive thinking – one of the most interesting class;
- ❖ Knowledgeable about her topic;
- ❖ Motivational speaker;
- ❖ Class was very interactive and lively;
- ❖ Interesting class;
- ❖ Best resource person;
- ❖ Outstanding and very interactive;
- ❖ She is a motivation for trainees and she is well versed with the topic. I think the Civil Service College needs more trainers like Mrs Abdoula;
- ❖ Does not finish on time;
- ❖ Interesting communication technique (Name plates);
- ❖ He was clear and straightforward - he explained in detail;
- ❖ She had a methodical; approach to the presentation of the subject;
- ❖ Great and dynamic trainer;
- ❖ Very good trainer;
- ❖ Good interaction;
- ❖ Professional trainer;
- ❖ Superb training – very fruitful;
- ❖ Mrs Nazia is very friendly- her class is excellent; she is an open minded teacher and professional;
- ❖ Class was very lively and excellent interaction;
- ❖ Good teaching – he wants to change the mentality of civil servants. He is doing a good job. I appreciate him;
- ❖ She has a different way of teaching. She knows how to catch the attention of the audience.
- ❖ Excellent training capacity;
- ❖ she was a very lively person. Her session was very interesting. Her efforts in sharing her knowledge were much appreciated;
- ❖ her way of doing the class is outstanding. She gives real life examples with some real happenings and with a funny twist that keeps our attention throughout;
- ❖ Entertaining and enriching sessions;
- ❖ Simple way of explaining things;
- ❖ Great work – very significant subject; a must for everyone to learn.

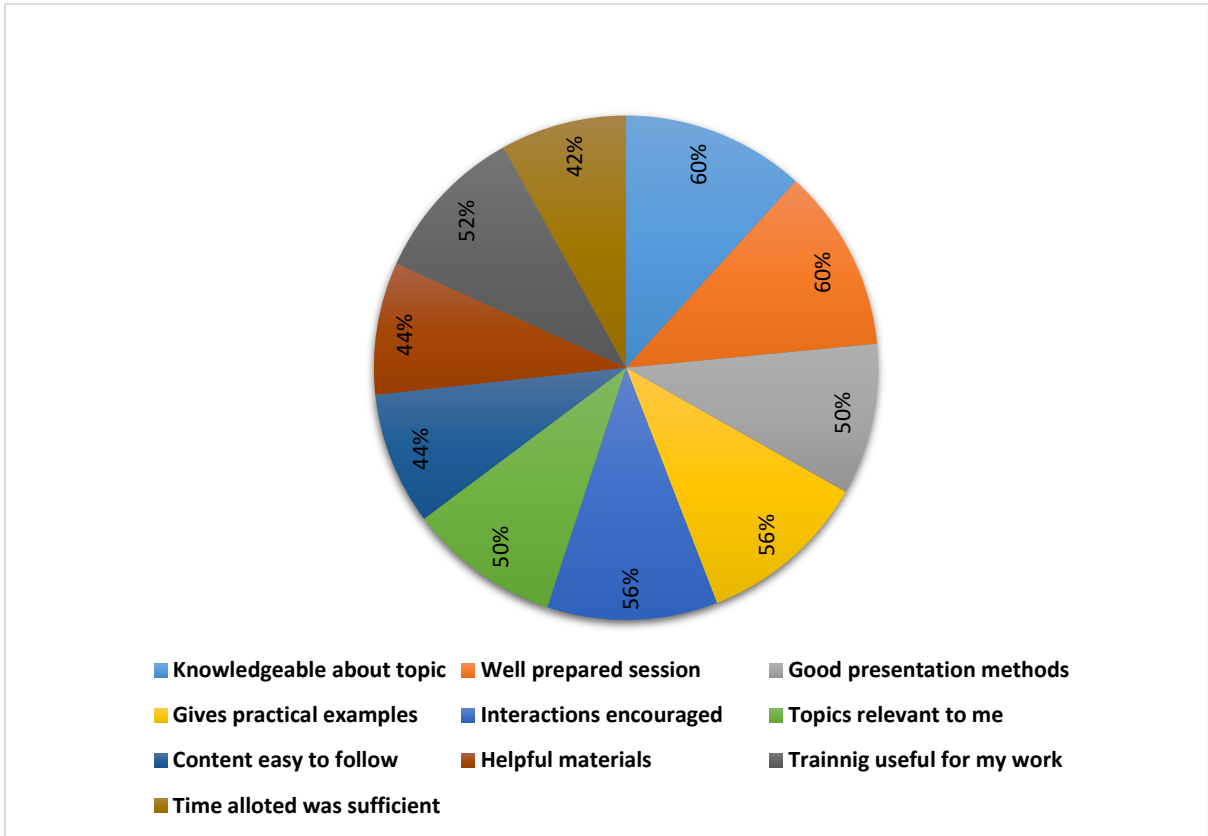


Table 1: Assessment of trainer’s effectiveness and session

**PART B:** The participants were required to give their views on the administrative support received and catering.

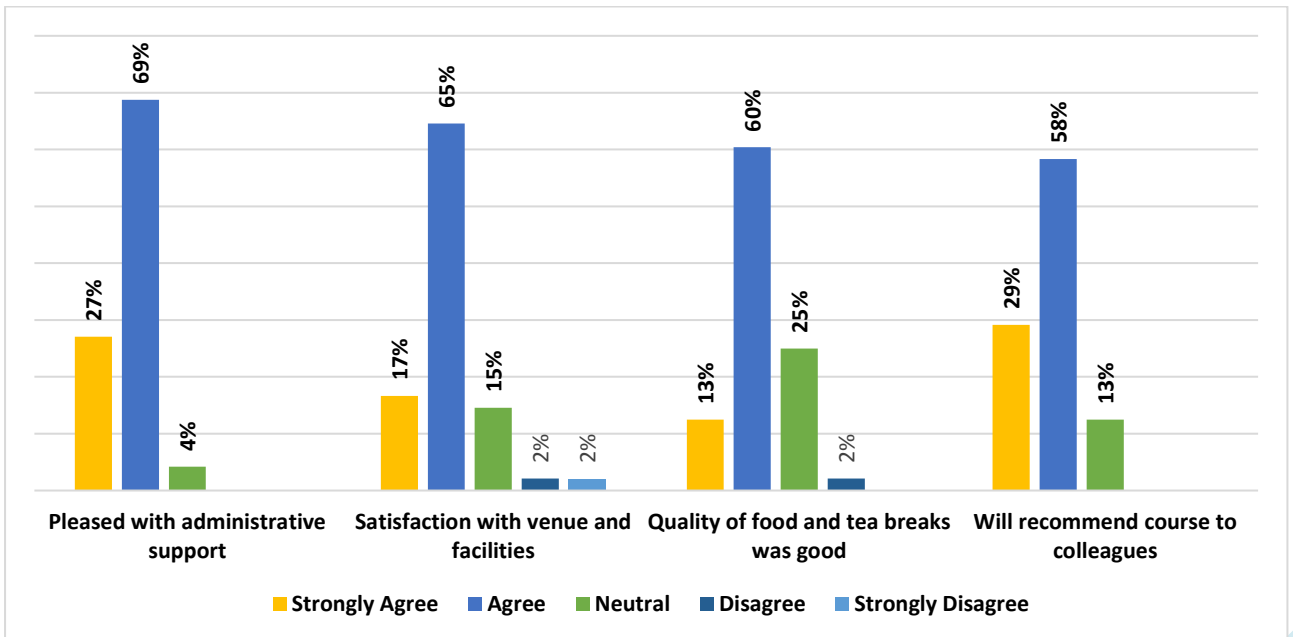


Table 2: Administrative support and catering

**PART C:** The participants were required to give their feedback on the session, what they think can be improved and how they will apply what they have learnt.

A. What did you like most about this training?

- ❖ Career Building
- ❖ Learning new things that will be of great importance in our job;
- ❖ Communication and customer service will help me to change my way of seeing things at work;
- ❖ The lecturers were interacting;
- ❖ The group works;
- ❖ Training was enjoyable and very enriching;
- ❖ Ethics and good governance was very well discussed;
- ❖ This training was motivating. It is very helpful at work as well as in our day to day life;
- ❖ Delivery of e-services;
- ❖ The food;
- ❖ Not only theory but practical sessions were also included – group discussions;
- ❖ Knowledgeable trainers;
- ❖ A break from routine work schedule;
- ❖ A break from routine work schedule;
- ❖ Very much connected with our working environment;
- ❖ Good environment;
- ❖ The way the resource person explains or train us with simple examples;
- ❖ The interactive session helped a lot to understand the subject area more;
- ❖ It comes at a better moment when I was discouraging about civil service. The teachers have reboots my morale;
- ❖ It has motivated me and taught me how to give a better performance and be well organised at my workplace;
- ❖ I have learned things that I was not aware before which will motivate me for better performance;
- ❖ The different lecturers from private sector background and their up to date knowledge;
- ❖ The lecturers are well structured and lecturers are very professional;
- ❖ Lecturers were very helpful;
- ❖ A platform to think of a change for sustainability;
- ❖ This training was very well organised;
- ❖ Topics of discussions;
- ❖ Some moral principles; communications;
- ❖ The zeal of the trainers in class;
- ❖ The training delivers good courses in regards to the working environment and how the government transforming our island for a better future and an efficient government workforce;

B. What aspects of the training could be improved?

- ❖ Example must be based on public sector;
- ❖ Better air ventilation;
- ❖ More space;
- ❖ More team work to break sleepiness;
- ❖ It was up to our expectation; in fact, it boosts up staff;
- ❖ There is a need to adapt the training more to the public service context;
- ❖ Markers used by the tutors were of poor quality;
- ❖ More interactive and encouragement of participants;
- ❖ The setup of the class could be done in a way to avoid getting backache and neck ache for trainees;
- ❖ The room should be better ventilated and it should be more spacious;
- ❖ It could have started at 9.30;
- ❖ Already good;
- ❖ Use of less slides and more lively examples;
- ❖ All was perfect;
- ❖ Cleaner toilets;
- ❖ Already good;
- ❖ Need to provide better IT equipment for example microphone;
- ❖ Infrastructure and food quality;
- ❖ The theoretical aspect could be enhanced;
- ❖ Quality management;
- ❖ More videos should be included;
- ❖ Audio-visual training;
- ❖ A better and digital whiteboard;
- ❖ A flip over board could be available;
- ❖ Catering;
- ❖ Maybe some more innovative ways to make the presentations;
- ❖ Be more lively and less formal;

- C. How do you hope to change your work practice as a result of this training?
- ❖ Training was very inspiring – by being more efficient and effective in service delivery;
  - ❖ Enhanced customer service;
  - ❖ Don't waste too much paper;
  - ❖ New person at work with new way of communication and customer service was the one I liked more;
  - ❖ Have a sense of belonging;
  - ❖ Being ethical;
  - ❖ Better understanding of colleagues;
  - ❖ It is not really possible if others do not cooperate though change starts with 1 person;
  - ❖ By trying to apply what I have learned;
  - ❖ Be more positive at work;
  - ❖ Better communication skills;
  - ❖ Sharing knowledge with colleagues and supervisors and come with the action plan;
  - ❖ Be more confident in my workplace;
  - ❖ Customer oriented and quality service as a public officer;
  - ❖ To implement the knowledge obtained in my everyday work practices;
  - ❖ More responsible and more attentive to superiors;
  - ❖ Increased productivity;
  - ❖ Improved communication with colleagues;
  - ❖ By organising my daily work;
  - ❖ To focus on my productivity and to do right even though others are doing wrong; we should continue to bring innovation, focus on our efficiency and effectively do our job on a daily basis;
  - ❖ Discipline and ethics at work;
  - ❖ Be more creative and innovative in our workplace – help to change mind set of colleagues who haven't attended the course;
  - ❖ I have been highly motivated by this course; thus I will motivate my colleagues as well so that together we perform at our best to get excellent results at my workplace;
  - ❖ Positively – more empathy in our service in order to deliver a good service;
  - ❖ Better planning of schedule;



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

- ❖ E-Services
- ❖ Administrative cadres
- ❖ Accounting and auditing
- ❖ Leadership;
- ❖ Business English,
- ❖ Writing effective minutes of meeting;
- ❖ First aid;
- ❖ Team building;
- ❖ Training which is appropriate to my grade;
- ❖ Communication skills;
- ❖ Team building;
- ❖ Handling difficult customers;
- ❖ Time management;
- ❖ Time management;
- ❖ Stress management;
- ❖ Emotional intelligence;
- ❖ Health and safety at work;
- ❖ Personality development;
- ❖ Specific ICT Training;
- ❖ Mental energy at work for health care professionals/paramedics;
- ❖ Grooming;
- ❖ Body language;
- ❖ Positive thinking;
- ❖ Law making and policies;
- ❖ Emotional intelligence;
- ❖ Soft skills training.

## E. Other comments

- ❖ The training should be provided to all public servants in order to change their mind set as in some departments some people are very negative;
- ❖ Very satisfied with this types of training;
- ❖ This type of course should be given to our seniors to enable us to implement;
- ❖ Welcoming staff and proper arrangements;
- ❖ Learned a lot from this training. It was very informative and knowledgeable;
- ❖ Train civil servants so as to improve good human relationship at work and at home;
- ❖ Poor lunch for vegetarians;
- ❖ I would have loved if the tea break could comprise of more snacks;
- ❖ Toilets are of very bad condition;
- ❖ In our working life, we tend to forget our aims and values – having more trainings every year will be beneficial;
- ❖ This training can bring improvement in the service or at our workplace leading to being more efficient;
- ❖ Every subject was super relevant;
- ❖ Most of the lecturers were excellent;
- ❖ Give training to all senior levels about this course and ask them to implement them within 3 months and follow them accordingly on which they will be accessed;
- ❖ The entire course was very interesting and will certainly help at work;
- ❖ The food provided should be well balanced with different type of vegetables;
- ❖ The training was very informative and help me to be more productive at work;
- ❖ Some of the trainers were great;
- ❖ The quality of training was better compared to other training courses that I have followed;
- ❖ Trainers for this training programmes were very interactive and provided lots of real life examples;
- ❖ Great initiatives to educate the public servants for better quality and delivery of work.

## CONCLUSION

In a nutshell, it can be concluded that the objectives have been successfully met. The participants are really keen to learn. Though there was a session on various topics during this four-day training, some of the participants recommended longer duration of the sessions. Overall, it can be said that this made training course did have a very positive impact for the support staff.