



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme for Support Staff

(Level 2)

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1. INTRODUCTION

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

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

Since January till June 2021, there is a total of 224 public officers from various ministries that benefitted from this training programme.

2. OBJECTIVES

The objectives of the programme were to enable participants to:

- ◆ Improve your communication skills
- ◆ Better deliver customer service
- ◆ Understand why Ethics are important for the smooth running of the organisation

The programme covered the following courses:

- ◆ Communication & Customer Service
- ◆ Public Sector Business Transformation
- ◆ Productivity Management
- ◆ Ethics

3. LEARNING OUTCOMES

By the end of this course participants are able to:

- ◆ Develop communication skills and overcome barriers to communication
- ◆ Better understand the role of internal and external customers
- ◆ Learn how productivity management can lead to better performance
- ◆ Develop an ethical behaviour

4. FEEDBACK

Note: These feedbacks are reported as they were written on the Feedback form.

PART A: The participants were required to assess the effectiveness of the different trainers and their session(s).

Below are some comments on the trainers:

COMMUNICATION & CUSTOMER SERVICE

I. Dr Vandita LADKOO

- ❖ *Amazing;*
- ❖ *An excellent teacher. She made the training session very fun and enriching;*
- ❖ *Average;*
- ❖ *Best trainer I ever encountered in CSCM. She is very enthusiastic and full of life. A full day training could be allotted to her.*
- ❖ *Cheerful and make her audience at ease;*
- ❖ *Class was very entertaining and lively;*
- ❖ *Excellent trainer;*
- ❖ *In my opinion, Durant tous les jours que j'ai reçu, cette trainer nous a bien impressionner, pas de mots pour remercier Dr. Vandita Ladkoo. Elle est trop professionnelle et superbe. Thank you so much;*
- ❖ *It was an interactive learning and related to everyday life;*
- ❖ *Nice, interactive and helpful;*
- ❖ *Recommendable;*
- ❖ *She is very learned person and uses practical presentation methods;*
- ❖ *The subject was so well taught that it could have last longer. Believe that we could have learnt much more;*
- ❖ *The trainer is very keen and diligent towards her work. She is motivated towards her job which consequently encourages us;*
- ❖ *The trainer knows her subject really well;*
- ❖ *The trainer was very friendly and she explained her topics very well;*
- ❖ *Trainer is very friendly and uses good examples;*
- ❖ *Very lively and caring person. Motivates trainers to learn more and participate fully to the session.*

II. Mrs Nazia ABDOULA

- ❖ *Class very lively;*
- ❖ *Efficient and very active;*
- ❖ *Excellent;*
- ❖ *Full day course on communication and customer care by Mrs Abdoula would be most welcomed;*
- ❖ *Highly appreciate trainer;*
- ❖ *Impressive;*
- ❖ *Knows her subject well and very interesting training;*
- ❖ *Mrs Abdoula is very knowledgeable about her subject. Her course was helpful and likely to improve our work performance. She was approachable and fun to learn with;*
- ❖ *One of the best, well organised and has good approach and good personality;*
- ❖ *Open minded trainer, humble and very good explanation;*
- ❖ *Outstanding;*
- ❖ *She is amazing, friendly and created a very good atmosphere to follow;*
- ❖ *She is knowledgeable about the training;*

- ❖ *She is well motivated and caring;*
- ❖ *She makes me feel at ease in group discussion and possess good skills;*
- ❖ *Smart and fun;*
- ❖ *the trainer is self-motivated and devoted. The trainer has a clear view on the subject and topic to discuss on;*
- ❖ *The trainer is well conversant to her subject and encourage every participant to participate actively;*
- ❖ *Very energetic;*
- ❖ *Very friendly;*
- ❖ *Very helpful and informative session;*
- ❖ *Very interactive training. The trainer was well versed on the topics, definitely one amongst the best trainers I've met in my career;*
- ❖ *Very interactive. Learning of materials was efficient. Examples given were practical and could be applied to day to day activities at work. Highly appreciated the trainer and her training skills. Thumps up to the trainer!*
- ❖ *Very knowledgeable;*
- ❖ *Very motivated and provided very interesting explanations;*
- ❖ *Very motivating person and energetic;*
- ❖ *Very nice approach, builds up trust with everyone and encourages everyone. Class is very lively;*
- ❖ *Very well informed of her topic. Strong ability to engage her audience. Imparts the correct information to her topic and consequently motivates me to improves;*
- ❖ *Well conversant, well approach, well minded and explained very well.*

III. Mrs Anjali Boyramboli

- ❖ *Dynamic trainer – full day training would have been wonderful;*
- ❖ *I would have loved to have more sessions to get a whole experience of everything she has to teach us;*
- ❖ *The best trainer;*
- ❖ *The session was a very interactive and fruitful one for me;*
- ❖ *The trainer has well prepared her session.*

IV. Mrs Kavita DOOKHY

- ❖ *A bit hard to concentrate and relate;*
- ❖ *Educative;*
- ❖ *General approach of the trainer not agreeable;*
- ❖ *Good performance;*
- ❖ *Informative session on 10 pillars implemented by government, concrete examples of digital transformations;*
- ❖ *Instructive;*
- ❖ *Interesting;*
- ❖ *Intimidating, a bit too serious;*
- ❖ *Knowledgeable about her topics. Would have welcomed ways in which we can contribute directly to PSBT;*
- ❖ *Need to improve on presentation methods and need to involve more participation and interaction;*
- ❖ *Needs to explain her topic in simple terms. Practical examples given were otherwise self-explanatory;*
- ❖ *Nice topic; reading the slides;*
- ❖ *Nice trainer, very friendly and she is well prepared about her sessions.*
- ❖ *She does well. Too short time. More time needed to understand the subject. She has done her best though;*
- ❖ *She needs to communicate in creole and French also;*

- ❖ *Subjective. Biased. Trainer did not distribute any materials. Presentation methods lacked creativity. Very disappointed with the trainer and her training methods. She was supposed to deliver knowledge through apt communication skills but she seemed absolutely prejudiced about her topic and hardly accepted comments and reactions from the audience;*
- ❖ *The trainer could have used better presentation techniques;*
- ❖ *The trainer gives practical examples;*
- ❖ *The trainer's approach is discouraging. The way she talks is boring since she is not motivated and does not show the enthusiasm about the way and delivering her knowledge;*
- ❖ *The training was good. We have learnt about KPI. Thank you;*
- ❖ *Trainer was very knowledgeable and provides advice to enhance duties and responsibilities;*
- ❖ *Very boring class and not interactive. The trainer was very slow. Uninteresting class;*
- ❖ *Very informative;*
- ❖ *Very interactive;*
- ❖ *Was not too satisfied;*
- ❖ *Well conversant.*

V. Dr Liladevi APPASAMY

- ❖ *Great person with great intelligence. Will highly recommend if a session of work could be scheduled to all head of department, CEOs with her;*
- ❖ *Interesting session. Good practical examples. Positive, interactive and effective session;*
- ❖ *Knowledgeable trainer;*
- ❖ *Participation was encouraged;*
- ❖ *Satisfactory;*
- ❖ *Very informative session with many practical examples;*
- ❖ *Very knowledgeable, interactive and efficient.*

VI. Mr Temen GANOO

- ❖ *Came with expectation to get tools and techniques and was very satisfied to obtain same;*
- ❖ *He knows his subject well and explains very clearly;*
- ❖ *Nice knowledge on productivity;*
- ❖ *Not punctual. Criticising public officers and public service. Demeaning minor grades;*
- ❖ *The trainer ended the course with a fun activity which well represents how simple instructions can be understood differently by different people. It reflects what happens in the workplace;*
- ❖ *The trainer gives practical examples which makes the class interesting;*
- ❖ *The trainer is knowledgeable about the training topics and the trainer uses good presentation methods;*
- ❖ *The trainer is so lively and well professional in her job;*
- ❖ *The trainer is well aware and has deep knowledge about the subject. The lecture he delivers is very useful for our work management and for our future;*
- ❖ *Very experienced trainer. Very knowledgeable and disciplined teacher;*
- ❖ *Very informative and dynamic person;*
- ❖ *Very knowledgeable and friendly. Encourage class discussion;*
- ❖ *Very professional.*

VII. Mrs Saroja RAMNAUTH

- ❖ *Amazing and open minded;*
- ❖ *Best;*
- ❖ *Excellent;*
- ❖ *Good example and lecturer;*

- ❖ Good lecture and quality of course;
- ❖ Kept the class lively from start to end;
- ❖ Motivating person;
- ❖ Recommendable and outclass;
- ❖ She is a very nice person and gives her lecture very well;
- ❖ She is very humorous person;
- ❖ Sometimes out of subjects. Speaks this theory and not explaining ethics;
- ❖ The class is lively;
- ❖ The topic was well presented;
- ❖ The trainer has well prepared her lessons and uses good presentation methods;
- ❖ Very cheerful person and knows how to keep her class lively;
- ❖ Very dynamic, enthusiastic and very informative;
- ❖ Very enthusiastic trainer;
- ❖ Very explicit explanation;
- ❖ Very good;
- ❖ Very interactive and pleasant officer;
- ❖ Very interactive, jovial and knowledgeable on the topic;
- ❖ Very interesting and lively session. Practical examples showcased. Thumps up to the trainer;
- ❖ Very lively class;
- ❖ Very nice.

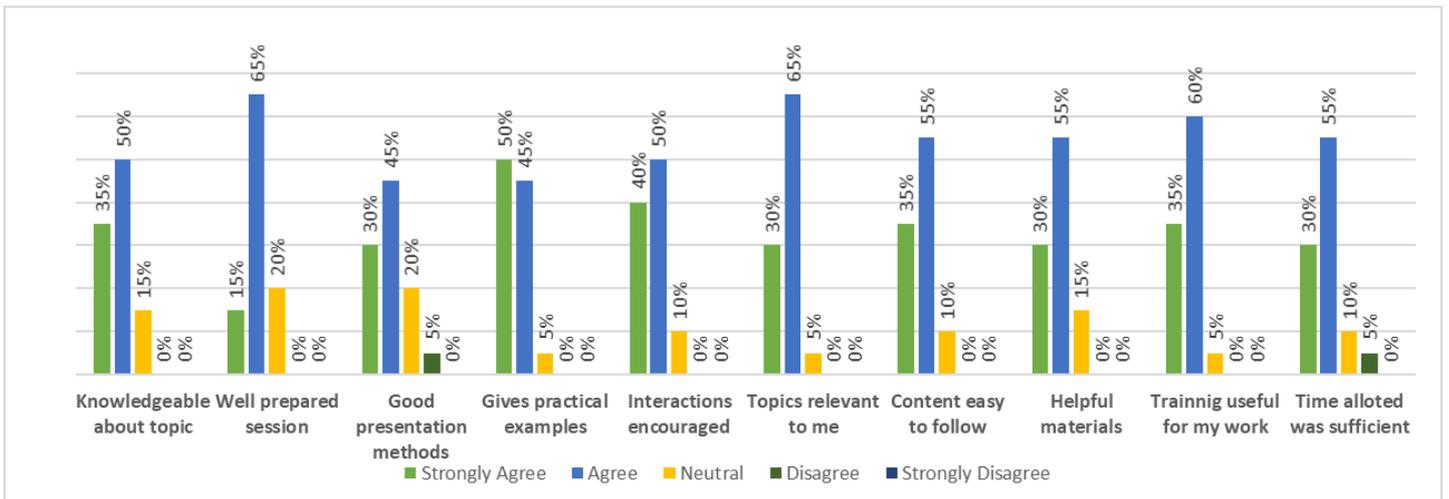


Table 1: Overall assessment of trainer 's effectiveness and session

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

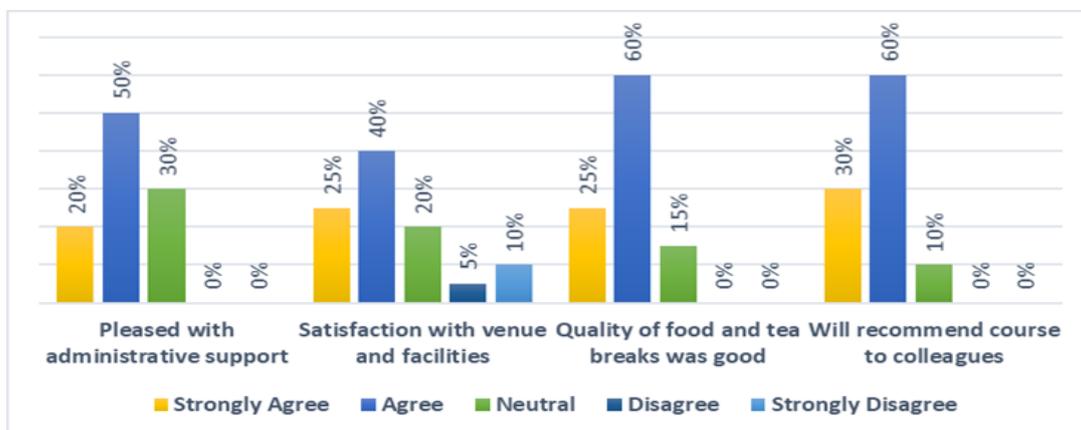


Table 2: Administrative support and catering

Training Programme for Support Staff

January – June 2021

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 the training?

1. *Additional team building activities;*
2. *Brainstorming sessions;*
3. *Broaden my knowledge and vision as a human being and a worker;*
4. *Communication and customer service class;*
5. *Communication and customer service was very interesting and useful;*
6. *Content and presentation of trainers;*
7. *Creating new links with people from other ministries;*
8. *Direct contact with the trainers and face to face discussions;*
9. *Dr. Ladkoo – the communication and customer service session. The topics discussed were more relatable to daily life issues and routine;*
10. *Dr. Ladkoo. She is awesome as a tutor. Really enjoyed her class and will surely follow her advices;*
11. *Everything;*
12. *Examples given and group work;*
13. *Feeling at ease, good listening and acquiring utmost knowledge of subjects discussed;*
14. *Gain new knowledge that can be applied while dealing with indoor and outdoor stakeholders;*
15. *Good environment. Friendly I also learn a few things that I did not know;*
16. *Good topics and good resource person;*
17. *I have really appreciated the way the trainers provide us these training. Now we are more aware about our work;*
18. *I like the session communication and customer service the most;*
19. *Interaction and it was face to face. It was very lively and fruitful to our working place;*
20. *Interaction with officers of different ministries and departments and being updated with new measures being implemented by Govt. (public sector business transformation);*
21. *Interactive training;*
22. *It helps to improve my personality and my professional career;*
23. *It helps us understand the content of all courses;*
24. *It was very informative and I have learnt a lot;*
25. *Know new things;*
26. *Knowing other participants from other department and ministries;*
27. *Knowledge on self and work;*
28. *Lots of group work;*
29. *Most of the resource persons were nice and explained well, class was lively;*
30. *Most of the trainers were encouraging and the training given is beneficial for my work and for the future;*
31. *Mrs Ladkoo and Mrs Ramnauth class;*
32. *New and interesting topics have been introduced. The tutors are also very knowledgeable about their subjects;*
33. *New skills;*
34. *New things that we do not take into consideration;*
35. *Participation and interactive session;*
36. *Productivity management;*
37. *The ability to learn new concept;*
38. *The classes were interactive;*
39. *The content;*
40. *The first class/lecture on communication and customer service was very interesting. It will help to work on myself;*
41. *The information specific to my needs provided in the 1st session by Mrs Abdoula;*
42. *The interaction and knowledge received about the different topics;*

43. *The interaction;*
44. *The knowledge we were given;*
45. *The lectures, the room and the time allocated;*
46. *The opportunity to learn new things;*
47. *The resource persons know well their subject and the class was very lively;*
48. *The session on communication and customer service was dynamic and it has also help me to change my perspective when entertaining a customer;*
49. *The subject taught is very useful for better work;*
50. *The teaches – means of sharing knowledge;*
51. *The topic on personal grooming during the training of communication and customer service was very interesting;*
52. *The topics covered;*
53. *The topics discussed was really interesting and good presentation;*
54. *The trainers give practical examples on the topics and interaction were encouraged;*
55. *The training is very informative and up to the level;*
56. *The training materials and knowledge of the lectures;*
57. *The training was a two-way traffic – lecturer and student. All of us participated during the training;*
58. *The training was knowledgeable and well organised;*
59. *The training with Dr Anjali Boyramboli;*
60. *The way the trainer or the lecturers explained. The gave good examples;*
61. *The whole class and more specifically the communication skills;*
62. *The whole;*
63. *Things I did not know at all, I got to learn;*
64. *This training will help me in my daily work;*
65. *Trainers use very good examples when explaining;*
66. *Trainers were beyond level of expectation;*
67. *Training tools;*
68. *Training was well prepared and easy to follow;*
69. *Use of real examples to understand the topics;*
70. *Very informative on all aspects, personal and professional;*
71. *Very informative training will apply at the work place;*
72. *Very informative;*
73. *Very interesting and relevant;*
74. *Very interesting training class;*
75. *We were given the opportunity to interact with each other.*

B. What aspects of the training could be improved?

1. *Better resource persons for modules like PSBTS and Productivity management;*
2. *Better temperature in room;*
3. *Every officer should have a chance to come in front to talk and say something about the topic;*
4. *Food lunch is not good at all;*
5. *If more time could be allocated;*
6. *If the public sector business transformation session could be explained more in a simple manner as well as provide some time into this session;*
7. *In one-day assimilating everything is difficult, should be done only for half days;*
8. *It could have been more pro-active and interactive;*
9. *Materials;*
10. *More group work should be encouraged. Participants should be given sometime to socialise amongst them;*
11. *More interaction is needed to avoid boredom;*
12. *More interaction will help concentration;*
13. *More lively visual examples;*

14. *More practical sessions;*
15. *More session and time to programmes;*
16. *More time needed;*
17. *N/A - I am fully satisfied with the training for the moment;*
18. *New equipment;*
19. *Nil;*
20. *No improvement;*
21. *Nothing in particular;*
22. *Participants could be assessed;*
23. *Performance;*
24. *Seating arrangements. We need to be comfortable to be able to enjoy the training. Many of us definitely suffer from neck pain;*
25. *Some interactive and fun exercises;*
26. *Some lecturers were just reading slides; a bit boring;*
27. *The amount of information to grasp at one go is too much;*
28. *The communication skills shall be for a full day course;*
29. *The historical background and the interaction with teacher and pupils;*
30. *The interaction and interaction can be made;*
31. *The length of training;*
32. *The sessions could be more practical to better explain the topics given the short period of time it pans out;*
33. *The time is too little for each subject.*
34. *The training sessions should have been regionalised. I live in the south of the island and very hectic to reach on time;*
35. *The trainings have a good output;*
36. *The way the trainer presents the topic;*
37. *Time allocation;*
38. *Toilet aspects;*
39. *Ways of presenting the lectures and to make use of microphones;*
40. *We will be more vigilant as from now on. We will make the productivity to be up.*

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

1. *Anger management;*
2. *Apply the principles;*
3. *Applying management skills;*
4. *As from now on after attending the course, I am well-groomed and concerned about my work;*
5. *Be more responsible;*
6. *Being more productive at work;*
7. *Better planning and organisation of work;*
8. *Better work practice;*
9. *Bring more positive attitudes at the workplace;*
10. *By a 360 turn;*
11. *By acting more professional and ethical;*
12. *By adopting proper communication skills;*
13. *By applying techniques learnt;*
14. *By applying the principles learned;*
15. *By implementing the good things learned;*
16. *By implementing what I have learnt at my workplace;*
17. *By practicing the tips gained from this course;*
18. *By trying to apply them in workplace;*
19. *Change in communication skills and techniques;*
20. *Communication skills and customer service makes me more conscious I want to improve my performance;*
21. *First to prepare a checklist;*

22. Give more attention to certain aspect of my work in relation to me;
23. Hope to have a positive change;
24. I shall use the knowledge gained in my department;
25. I will apply all the techniques learned in this training at my workplace;
26. I will apply what I learnt and understand and not to repeat same errors;
27. Implement techniques learned;
28. Improve my communication skills;
29. Increase productivity;
30. Inform my colleagues about the benefits of this training;
31. It will help build my personality and career;
32. It will help me improve my communication skills and productivity level;
33. Managing emotions at work;
34. My communication skill will improve towards my customer both internal and external;
35. Positive attitude at work place;
36. The approach towards clients will be different now;
37. To apply and share whatever new things learnt and improve my work;
38. To apply the communication skills, grooming and customer service;
39. To be more effective in terms of time management and productivity;
40. To be more specific on my work and increase the productivity efficiently;
41. To be more specific;
42. To prepare a checklist as a tool and sharing my knowledge acquired from the training with colleagues;
43. To put into practice what I have learnt;
44. To share my learning of this training to my colleagues;
45. Try to communicate well;
46. Trying to apply whatever I have learned;
47. We will deliver work in a more innovate and effective way.

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

1. Advanced excel;
2. Basic communication skills;
3. Conflict management;
4. Disciplinary (take example from Japan);
5. Emotional Intelligence;
6. Employee motivation;
7. Ethical transformation;
8. Event management;
9. First aid,
10. Good governance;
11. IT and networking;
12. Leadership Skills;
13. Managing Time efficiency;
14. Mastering telephone skills;
15. Microsoft excel;
16. Microsoft word;
17. Protocol and etiquette;
18. Public speaking;
19. Quality management;
20. Registry procedures;
21. Report writing;
22. Risk management;
23. Stress management;

24. *Talent management;*
25. *Trust and building teams;*
26. *Using internet and email;*
27. *Writing effective minutes of meetings;*
28. *Writing skills for parliamentary questions and cabinet documents.*

E. Other comments

1. *Bad smell in toilet room and its floor is not clean;*
2. *By far the best training I have attended;*
3. *Can improve on the lunch and tea snacks;*
4. *Courses should be more frequent;*
5. *Good for lunch and breaks;*
6. *Hopefully such training will be available;*
7. *Interesting course;*
8. *More training in the future;*
9. *More variety of vegetables and not to give bread;*
10. *Moreover, we are thankful that CSCM offers us such training which are beneficial in our work programme;*
11. *No soft drinks or juice served;*
12. *Poor quality of food;*
13. *Quality of snacks and lunch were good;*
14. *Satisfactory;*
15. *Thanks everyone for their help and made it a success;*
16. *The chairs and table arrangements were not good, had to tilt the neck to be able to see the board;*
17. *The quality of food has improved very much. I am very satisfied. Meals were good and tea as well;*
18. *The quality of food was very very very poor. For eg. A piece of bread with something ?? a vegetable biani with paneer would have been ok. Excuse me!!*
19. *The tea, snacks and bread are well prepared and tasty;*
20. *The training was very fruitful it has broadened my knowledge;*
21. *The training was very interesting, motivating and knowledgeable;*
22. *The type of training should be encouraged;*
23. *There should be paper to dry hands in toilet;*
24. *Trainers should follow the time frame set up in the programme;*
25. *Training courses should be held on a half day basis – morning session;*
26. *Very nice and I would like to pursue further courses at civil service college;*
27. *Virtual communication practice as with the case of Covid-19 we are moving more on an online working system and communication style has changed.*

5. ACTIONS TO BE TAKEN BY CSCM

- (i). The Training Manager will have a one-to-one session with the trainers to provide the feedback.
- (ii). Trainers' feedback will also be taken to better understand the training delivery and participation.

6. 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 two-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.

