TRAINING BUzZ

IN THIS ISSUE

Civil Service Training Institute

Civil Service Training Institute (CSTI) is dedicated to help shape the public service by establishing a mechanism to train, learn and develop the government employees and establish a career based system for the Civil Service. Our primary focus is on the public service which comprises different ministries and other government offices throughout Maldives.

April Highlights

Male' Trainings

- TOT on Human Resource Management - 8th April 2015
- Induction Mentor Training - 12th April 2015
- Induction 2nd Phase – Batch 1 - 13th - 14th April 2015
- Induction 2nd Phase – Batch 2 - 15th - 16th April 2015
- Awareness Session on Recruitment - 30th April 2015
- Executive Program on Interpersonal Skill Development - 27th – 28th April 2015
- Leadership and Communication Skills Training
  National Career Guidance Centre - 7th, 8th, 12th & 14th April 2015
  National Career Guidance Centre (on Request) - 27th - 30th April 2015

Awareness sessions on Financial Regulation

CS Offices
20th-23rd April 2015

Training on Delivering the Finest Customer Service

HulhuMale' Hospital Staff (Batch 2)
5th April 2015

HulhuMale' Hospital Staff (Batch 3)
11th April 2015

Performance Appraisal

National Drug Agency
1st April 2015

CS Offices
2nd April 2015

Majeedhiya School
11th April 2015

Department of National Registration
25th April 2015

Awareness sessions on CS Regulation

CS Offices
1st April 2015

National Drug Agency
2nd April 2015

Department of National Registration
18th April 2015

Ministry of Education
18th April 2015

Kalaafaanu School
23rd April 2015

Atoll Trainings

Capacity Development Program (N. Atoll)
2nd – 4th April 2015
- Delivering the Finest Customer Service
- Awareness Session on CS Regulation
- Performance Appraisal

Capacity Development Program (Lh. Atoll)
16th – 20th April 2015
- Computer Proficiency
- Excel 2010
- Human Resource Management
- Awareness Session on CS Regulation
- Performance Appraisal

G.Dh. Atoll   15th – 18th April 2015
- Positive Thinking and Positive Attitude
- Delivering the Finest Customer Service
- Awareness Session on CS Regulation
- Creative Skills Training

Capacity Development Program (K. Atoll)
23rd – 26th April 2015
- Delivering the Finest Customer Service
- Human Resource Management
- Leadership Skills
- Performance Appraisal
- Awareness Session on CS Regulation

R. Atoll   3rd April 2015
- Awareness Session on CS Regulation

- ► Commencement of Diploma and C-3 courses in H.Dh. Kulhuffushi
- ► Meeting with H.Dh. Atoll , Atoll Council
- ► Meeting with H.Dh. Kulhudhuffushi Council
- ► Meeting with H.A. Utheem Council
- ► Meeting Civil Servants of H.Dh. Kulhudhuffushi
- ► Meeting trainers and participants of Diploma and C-3 Courses in H.Dh. Kulhudhuffushi
- ► Signing of MoU with G.Dh. Thinadhoo Council
- ► Meeting with G.Dh. Atoll, Atoll Council
- ► Meeting with G.Dh. Thinadhoo Council

UPCOMING EVENTS

2015 **MAY**
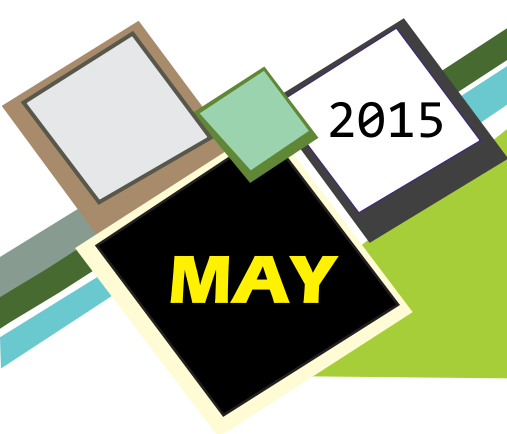
Sun	Mon	Tue	Wed	Thurs	Fri	Sat
26	27	28	29	30	1	2

Sun	Mon	Tue	Wed	Thurs	Fri	Sat
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Sun	Mon	Tue	Wed	Thurs	Fri	Sat
10	11	12	13	14	15	16

Sun	Mon	Tue	Wed	Thurs	Fri	Sat
17	18	19	20	21	22	23

Sun	Mon	Tue	Wed	Thurs	Fri	Sat
24	25	26	27	28	29	30

In addition to these programmes **CIII courses**, **Diploma course** & **"English Upgrading for Executives"** programme classes will continue as per the schedule and **urgent training requests** from Government Offices and **awareness sessions** will be incorporated to the schedule.

MOU Signing Ceremony with Lh. Atoll Council

Creative Skills   (H.Dh. Kulhudhuffushi)

Customer Service & Communication   (H.Dh. Kulhudhuffushi)

English for Affice Administration   (H.Dh. Kulhudhuffushi)

Human Resource Management
Awareness Session on CS Regulation   (A.Dh. Dhangethi)

Leadership & Communication Skills Training
                                        (National Career Guidance Centre)

Project Management

Motivation

Awareness Session on CS Regulation
Training on Performance Appraisal   (N. Kudafari)

Human Resource Management
Internal Audit
Project Management
Awareness Session on CS Regulation
Performance Appraisal   (F. Atoll)

Change Management

Interview Panelist Training

Executive Exam

Internship for C-3 in Office Adminsitration

Visioning: Maldives CS 2016-2020

Positive Thinking and Positive Attitude   (Hulhumale' Hospital)

Administrative Skills

Simplify Your Time

Office Dhivehi

MS Office System Excel 2010

TOPIC OF THE MONTH

How Leaders Build Effective Teams through Quality Management and Teamwork

Myron Curry

Leadership is a big word. It means more than what it appears to be and is written about in millions of books around the world. Leading a person or a group of people is an infinite responsibility. Of course, we have different kinds of leaders and people are constantly looking for leaders who can create more leaders than followers. At work, in business, in families and within friends, leaders are important because they just don't show directions but help people identify their strengths and bring out the best in them.

Supreme quality work is one of the main attributes of management or leadership. Quality management is crucial for the people involved as it is for the end result of any work. Managing the quality of the team does not always have to do with work. It also means maintaining a healthy, cheerful, enthusiastic and result-oriented atmosphere within a team. Great managers always focus on creating a code of honor for the team before they get started. It is an excellent, result-oriented and an effective way to lay rules that everybody in the team must play by. It is unspoken on many occasions but firmly agreed by all. It is largely true that when there are no rules, people come up with their own. This is perhaps the most deterring factor between good and great quality management.

Quality management is a vital aspect for any team improvement. Quality management deals with empowering people and encouraging open communication at all times. Of course, the code of honor presets how issues and concerns within the team must be addressed constructively. As for work, clear and sharp communication helps members of the team comprehend the true reason for their presence and how their work affects others' and the team as a whole. No two people are alike in a team and therefore the approach to handle each of them and their work must be different too. Where there are people, there is bound to be friction however here are some basic recommendations for improving quality management within a team.

Consistent Improvement:

Time is more important and valuable than money. This cannot be stressed enough. In the world of finance, a golden rule explains that a dollar today is more valuable than a dollar tomorrow. Similarly, in the team management, the quality of the team's work along with interpersonal relationships must improve on a consistent basis. Everybody appreciates an overnight success but unless it is a consistent story, nobody wants to own it. The dynamics of people, the quality of the commitment towards work and team work must improve at regular intervals. Continuous improvement shows the capacity of the team to withstand pressure.

Customer of the mind:

If it was not for the customer, there would be no business. Without business or work, any of this would not make sense. Quality is a feeling more than it is a tag. Teams need to be made understood that when any customer receives a product or service or even interact with the staff, he or she must feel the quality. Quality is present in all that can be done and all that cannot be done. As long as team members can put themselves in customers' shoes and feel the difference, positive changes are limited. A simple greeting can stand out for quality and get the conversation going. When teams have customers on their mind, accountability and sense of pride helps them deliver only the best.


Get Involved:

Feedback mechanism is one of the best ways to take appropriate actions. When quality work is the focus, it is always beneficial to get all members of the team involved. Typically, the people who interact with the customers are the best to give the feedback about what the customer wants. Customers are always giving feedback with their emails, gestures, attitudes and voices. Only the best trained quality obsessed teams can identify and act on that feedback. Involving everyone will broaden the possibility of getting more solutions and ways to improve quality within a team.

Recognition:

When a member of a team goes out of his/her way to help resolve a customer issue, be present in place of another team member or stand for the mission of the team, recognition is mandatory. Just like businesses appreciate great financial results and reviews by top notch companies, team members also appreciate being recognized for their efforts. Lack of recognition can lead to discouragement and affect the morale of any great bonded team.

Quality management is largely based upon how the leader views it, the team members view it and how the management views it. As long as these three entities are in sync with their definition and belief about quality, the business will continue to thrive under the most severe of circumstances.
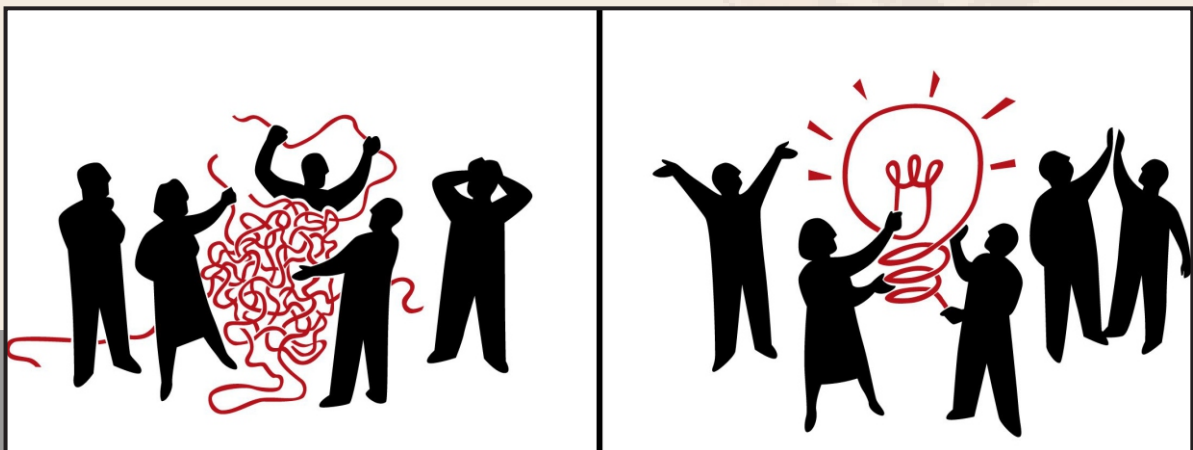
Creative Skills Training Overview

Over 15 participants from 4 offices in GDh. Thinadhoo participated in the Creative Skills Training Program held from 15th to 18th April 2015. The training was conducted by an expert in the field of Graphic Designing with over 17 years of experience. The main objective of this program is to train the relevant staff of these offices how to standardize visual communication in a professional manner. A total of 25 hours of training was conducted in this three day program. The key areas covered are blow;
- Make a habit of searching for creative ideas
- Set priorities and create objectives in alignment with the priorities
- Learn how to move from concept to idea to tangible outcome
- Make decisions and identify required resources
- Implement with quality, speed, respect and value
- Execute work plans on time and within budget
- Optimize resources

In addition to the above key areas, the participants also learned the fundamentals of Graphic Design where they explored the theory of design and learned the key tools used to execute visual communication projects.

Students from different areas of Civil service compared a variety of samples brought during the class and discussed about the lack of existing methods and technology to create different design related materials and events for a given target audience. Students also learned how to identify good and bad designs from the collection of samples.

The participants were given three different lecture session on how to create and generate creative ideas for a design task on any given medium while each lecture session was followed by a respective tutorial session,

where all the students got involved with activities given specifically to explore and learn the basic of aspects of creative idea generation such as selecting a proper target audience, having a strategy, a research and finally the process of executing an idea to any given topic. Students also practiced how to create sketches.

The workshop concluded with an Exhibition where all the students had to attend the class in their sleeping cloths as part of the final assignment. The aim of coming to class in sleeping cloths was to understand and give an idea of design psychology. Students also learned how to manage time and work in teams on the final assignment. All the students were divided in to four groups and executed their work well to eventually exhibit their work. Sleeping cloths idea gave the students a very striking message of design psychology and took the overall workshop as a fun and exciting training to become a successful designer.

Training Gallery

K. Atoll Trainings

Executive Training on Interpersonal Skill Development

2015 - 4 - 30

Commencement of Diploma & C-3 Courses

HRM TOT

CREATIVE SKILLS TRAINING

This Month's Contributors

Aminath Shahma Haleem
Shahida Khalid
Fathimath Sudha
Fathimath Habeeba

Layout & Design

Shahida Khalid
Fathimath Sudha