



CSTI

TRAINING DIRECTORY

دائرہ عملہ کی تربیتی سرگودھا

2019



سروسز سیکورس ٹریننگ انسٹیٹیوٹ
Civil Service Training Institute



TRAINING DIRECTORY

سرویو سٹریٹنگ انسٹیٹیوٹ

2019

USING THE CSTI TRAINING DIRECTORY



**FINANCIAL MANAGEMENT
DEPARTMENT**



GOOD GOVERNANCE DEPARTMENT



**HUMAN RESOURCE MANAGEMENT &
DEVELOPMENT DEPARTMENT**



**INFORMATION TECHNOLOGY &
INNOVATION DEPARTMENT**



PERSONAL DEVELOPMENT DEPARTMENT



**LANGUAGE & COMMUNICATION
DEPARTMENT**

LEVELS

Civil Service Training Institute (CSTI) offers a comprehensive suite of programs for people working at different job categories of Maldives Civil Service. To aid your search for appropriate programs we have classified the programs, into five levels and further tagged them to relevant designations or job levels.



LEVEL 5 EX7



LEVEL 4 EX3 - EX6



LEVEL 3 MS3 - EX2



LEVEL 2 GS1 - MS2



LEVEL 1 SS1 - SS4

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MESSAGE FROM THE COMMISSIONER IN CHARGE OF CIVIL SERVICE TRAINING INSTITUTE



UZ. ZAKARIYYA HUSSAIN
COMMISSIONER, CSC

I am greatly honored to take this opportunity to extend my heartfelt gratitude to the hardworking and dedicated team of CSTI for undertaking the huge responsibility of developing the Civil Service of the Maldives. As such, this prospectus of 2019, would guide you to a kaleidoscope of training opportunities available at CSTI.

However, CSTI would only be able to successfully carryout the responsibilities with help of Ministries, Departments, Authorities and Councils. Therefore, I request all the MDAs and Councils to continue providing the support and cooperation in disseminating the responsibilities to create a more reformed organization.

I wish the dynamic and energetic team of CSTI, prosperity, success and perseverance to strive harder to cater the needs of the target audience to create a more successful and productive Civil Service in the year 2019.

MESSAGE FROM THE DIRECTOR OF CIVIL SERVICE TRAINING INSTITUTE

It gives me great pleasure to proffer the Training Directory 2019 of CSTI. As we face the commencement of a new academic year, CSTI aims to enhance the value of training and development initiatives.

Therefore, job specific programs will be conducted with greater emphasis to hone the specific competencies required for distinct job categories of the Maldives Civil Service.

Along with elevating the quality of training programs, CSTI's supporting functions will also be strengthened in the upcoming year. Collaboration with relevant national and international institutions will be further extended to provide greater range of knowledge sharing options to civil servants across Maldives. In addition evaluation mechanisms of post-training results will be consolidated to further assess the impact of programs carried out by CSTI.

It is our collective goal as Team CSTI, we are able to reach new heights in provision of training and development which will empower civil service administrations to be more efficient.



FATHIMATH HABEEBA
DIRECTOR, CSTI

CIVIL SERVICE TRAINING INSTITUTE

Civil Service Training Institute (CSTI) is dedicated to help shape the public service by establishing a mechanism to train and develop the government employees and establish a career based system for the Civil Service.

VISION

To be a training and development institute of international standards, leading to the development of a modern world class civil service in the Maldives.

MISSION

To deliver high quality programs based on identified human resource needs, resulting in a cadre of civil service officers committed to delivering high quality service in the Maldives.

CSTI STRATEGIC PLAN 2016-2020

- 1 Provide training policy and training plan for the Maldives Civil Service.
- 2 Conduct on-the-job training & mentoring / coaching program for existing staff and new recruits in Ministries, Departments & Agencies.
- 3 Develop and institutionalize the function of leadership, management and professional advancement program within CSTI.
- 4 Encourage continuous knowledge seeking and knowledge generation.
- 5 Establish and introduce digital and distance learning solutions for outreach training programs through e-learning programs for the Maldives Civil Service.
- 6 Strengthening work ethics, dedication and integrity through all training programs.
- 7 Promote and inculcate a civil service culture that is courteous and respectful.
- 8 Build capacity of a research team through international assistance.
- 9 Identify institution of common interest and establish partnership.

TRAINING CALENDAR 2019

MAJOR PROGRAMS

MQA accredited Certificate and Diploma level courses conducted to develop specific competencies required for distinct job categories of Maldives Civil Service.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Diploma in Public Administration & Management (Batch 11)	27 JAN - 30 APR										
Diploma in Public Administration & Management (Batch 13)	16 JUN - 28 Nov										
CIII in Project Management	27 JAN - 30 APR										
CIII in Office Administration						16 JUN - 28 Nov					

JOB SPECIFIC PROGRAMS

Short-term programs conducted to develop specific skill sets required for Civil Service officials working in particular fields such as HR and Customer Service.

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
HR Essential Skills ○▲		3-7	28-2				18-22			10-14
Management Development Program ▲■			21-25				4-8		27-31	
Support Service Program ■		17-21			16-20		25-29		13-17	
Essentials of Service Excellence ●	3-7		14-18		30-4			1-5		
Essential Skills for Financial Administrators ▲■▼						28-1		29-3		

KEYS:

LEVEL 1 2 3 4 5 ALL

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
GOOD GOVERNANCE	Civil Service Gavaaidhu	20-24 TOT	10-14					21-25				
	Induction Mentor Training	27-28	10-14				23-24					
	Induction Program (Phase 2)	29-31		31-4			25-27		4-8		6-10	24-28
	Reform Manual			3-7								
	Effective Compliance & Ethics				10-14							
	Training Policy Implementation (HR)		20-24					16-20				
LANGUAGE & COMMUNICATION	Effective Communication Skills		17-21					7-11				
	English Language for Workplace			31-4					18-22			
	Office Dhivehi 1									29-3		
	Office Dhivehi 2										6-10	
	Presentation Skills				3-7							
	Project Proposal & Report Writing							28-1				
	Introduction to Research and Proposal Writing									15-19		
	Advanced Communication Skills										13-17	
	Media & Public Speech							28-1				
HUMAN RESOURCE MANAGEMENT & DEVEL.	Administrative Skills		24-28									
	Change Management		10-14							15-19		
	Effective Leadership for Supervisors		17-21									
	Employee Relationships					28-2						
	Event Management				10-14						13-17	
	Human Resource Management for Supervisors							21-25			20-24	
	Interview Penalist Training								4-8			
	Performance Appraisal		13-17 20-24					16-20				
	Project Management									22-26		
	Strategic Management					21-25						
	Workplace Investigation									8-12		

			JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
FINANCIAL MANG.	Bid Evaluation & Procurement ▲				14-18						1-5		
	Financial Management ▲		10-14					30-4					
	Internal Audit ▲				28-2							6-10	
	Maaliyyathu Gavaaidhu 📅		24-28					23-27		25-29			
	Stock, Record & Data Management ■										22-26		
PERSONAL DEVELOPMENT	Developing a Growth Mindset for Success 📅			31-1									
	Increasing Performance with Positive Mindset ▲									4-8			
	Interpersonal Skills ●▲										22-26		
	Motivation, Persuasion & Creativity 📅								28-1				
	Positive Thinking & Positive Attitude ▲				21-25								
	Problem Solving & Decision Making ▲		17-21					30-4					
	Simplify Your Time ▲■▼			24-28									20-24
	Stress Management 📅				7-11								
	Emotional Intelligence ▲■▼								7-11				
	Synergy & Professional Development ▲■▼											6-10	
	IT & INNOVATION	Advanced Computer Skills 📅		17-21								1-5	
Computer Proficiency ●					21-25						29-3		
Cyber Security for Everyone 📅													4-7
Graphics Designing 📅				17-21									
Innovation & Creativity 📅				24-28									
Microsoft Office Excel ●				10-14									
Microsoft Office Package ●									21-25				

Programs conducted to provide update information and practical tips focused on relevant professional fields.

MONTHLY SPECIAL PROGRAMS

Digitalization & Social Marketing	FEBRUARY
Gender Equality & Women Empowerment	MARCH
Finance for Non-Financial Executives	APRIL
Principles of Leadership: How to Inspire, Influence & Achieve Results	MAY
Good Governance in Public Sector	JUNE
Taking on Greater Responsibility: Step-up Skill for Supervisors	JULY
Striking Speech for Executives	AUGUST
Modern HR Management & Development	SEPTEMBER
Success Principles; The Key to High Performance & Personal Renewal	OCTOBER
The Art of Workplace Communication	NOVEMBER

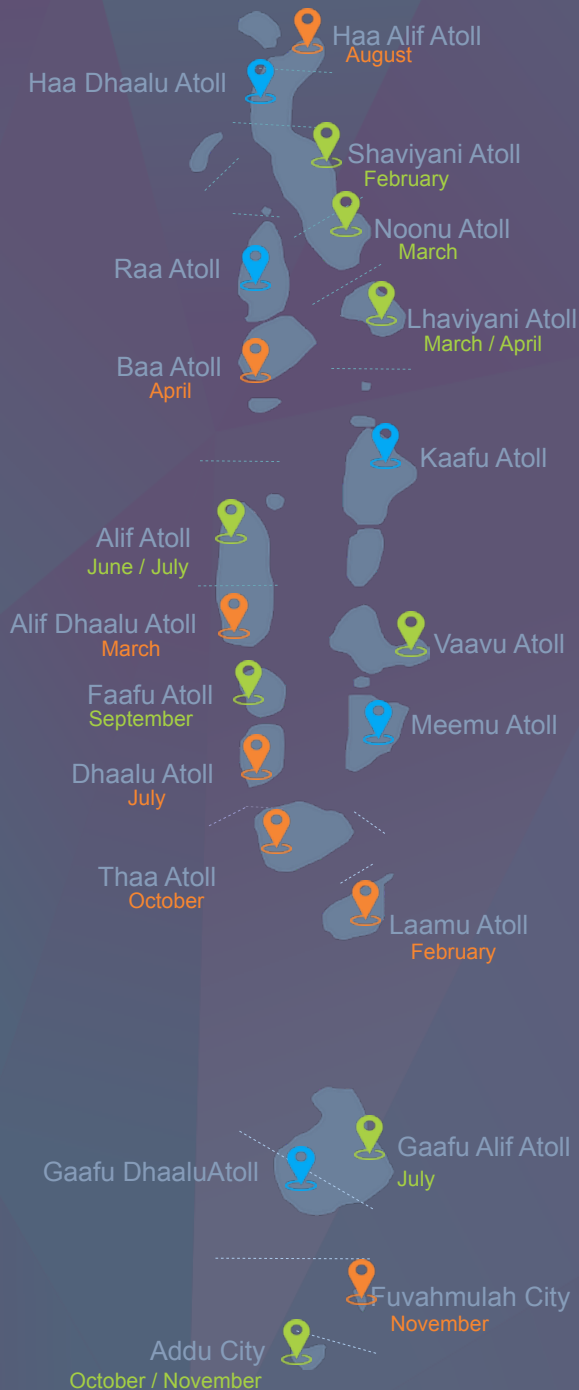
CS RECRUITMENT TRAININGS

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
VIUGA Trainings	3-7		7-11			30-4	18-22		27-31	10-14
VIUGA Forum	24-28							29-3		

E-LEARNING PROGRAMS

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Performance Appraisal (Online)	3-7					21-25				
Civil Service Gavaaidhu		24-28	28-2							

ATOLL TRAININGS



E-LEARNING / VIRTUAL LEARNING

CSTI is moving towards reaching out to the civil servants scattered through out the Maldives via e-learning, and virtual learning. With the introduction of these 2 models of learning, trainings will be more conveniently delivered to the majority of the civil servants working in different parts of Maldives.



CAPACITY DEVELOPMENT PROGRAM

Every year, customized and scheduled trainings are conducted for selected atolls as to develop and transform the Civil Service officials working in the atolls.



OTHERS

Other than the mentioned trainings, CSTI provides varieties of other different trainings and courses. They include:

- Major Trainings / Courses
- Request Trainings
- Customized Trainings

CORPORATE TRAININGS

Our corporate training programs are suited to corporate organizations as well as civil service wishing to develop the skills of their staff.

Before we can lead others with influence and confidence, we must first find the inner qualities and strengths to lead ourselves with conviction.

Discover Your True Leadership Potential

September 15-19

Designed for Human Resource professionals, this program will provide a deeper understanding of employees at individual and group levels, employee productivity, motivating along with creating and sustaining a healthy organizational culture.

Organizational Behaviour: How to Manage People

March 17 - 21

Employees tend to feel more motivated and less stressed out at work, which thereby increases organisations productivity.

Work-life Balance; Professional & Personal Well-being

April 14-18

A well tailored language training for the corporate sector, combined with both Dhivehi and English Language that will provide the participants an opportunity to refresh some of the most essential language components required in the work life of the corporate managers and their staffs.

Corporate Language Training

July 14 - 19

Making the most of your employees' competencies means more than simply motivating them.

Pathway to Peak Performance

August 25th - 29th

Often it is our choices that leads us to success or failure. Mastering the right tactics helps deciding a choice for your pathway to success.

Success is a Choice

October 20 - 24

**FOR CUSTOMIZED TRAINING
PROGRAMS CONTACT US AT**

+960 3307370 csti@csc.gov.mv

PROGRAMS OFFERED

1. Diploma in Public Administration & Management
2. CIII in Office Administration
3. CIII in Project Management
4. CIII in Accounting and Financial Administration
5. CIII in ICT for Office Administration
6. English Language Proficiency for Executive
7. Maldives Civil Service Senior Executives Program

MAJOR PROGRAMS

1. Civil Service Gavaaidhu
2. Induction Mentor Training
3. Training Policy Implementation
4. Effective Compliance and Ethics **NEW*
5. Good Governance in Public Sector **NEW*
6. Role of Civil Service
7. Civil Service Introductory program for schools (awareness)
8. Reform Manual

GOOD GOVERNANCE DEPT.

1. Effective Communication Skills
2. English Language for Workplace
3. Office Dhivehi 1
4. Office Dhivehi 2
5. Presentation Skills
6. Project Proposal and Report Writing
7. Introduction to Research and Proposal Writing **NEW*
8. Advanced Communication Skills
9. Media and Public Speech

LANGUAGE AND COMMUNICATION DEPT.

1. Bid Evaluation and Procurement
2. Entrepreneurship
3. Financial Management
4. Internal Auditing
5. Preparing Financial Statements
6. Public Sector Financial Management, Control and Measuring Results
7. Stock, Record and Data Management
8. Maaliyyathu Gavaaidhu

FINANCIAL MANAGEMENT DEPT.

PROGRAMS OFFERED

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DEPT.

- 1. Administrative Skills
- 2. Change Management
- 3. Effective Leadership Skills for Supervisors
- 4. Employee Relationships
- 5. Event Management
- 6. Human Resource Management for Supervisors
- 7. Interview Panelist Training
- 8. Performance Appraisal
- 9. Project Management
- 10. Strategic Management **NEW*
- 11. Work Place Investigation **NEW*
- 12. Perfect Receptionist
- 13. Public Relations **NEW*
- 14. Coaching Skills
- 15. Customer Service
- 16. Change Management

IT & INNOVATION DEPT.

- 1. Advanced Computer Skills
- 2. Computer Proficiency
- 3. Cyber Security for Everyone **NEW*
- 4. Graphics Designing
- 5. Innovation and Creativity **NEW*
- 6. Microsoft Office Excel
- 7. Microsoft Office Package
- 8. Installing, Configuring and Optimizing Operating System
- 9. Introduction to Windows7
- 10. Networking Basics

PERSONAL DEVELOPMENT DEPT.

- 1. Developing a Growth Mindset for Success **NEW*
- 2. Increasing Performance with a Postive Mindset **NEW*
- 3. Interpersonal Skills
- 4. Motivation, Persuasion and Creativity
- 5. Positive Thinking and Positive Attitude
- 6. Problem Solving and Decision Making
- 7. Simplify Your Time
- 8. Stress Management
- 9. Emotional Intelligence
- 10. Synergy and Professional Development **NEW*
- 11. Anger Management
- 12. Life Skills
- 13. Meeting Skills
- 14. Conflict Mediation, negotiation & Resolution

OTHERS

- 1. Induction Program
- 2. Civil Service Entrance Exam
- 3. Civil Service Recruitment Exam
- 4. Maldives Civil Service Conference
- 5. Hybrid Skill set Training Program



PUBLIC LECTURE SERIES 2019

SERVICE EXCELLENCE - WORLD CLASS SERVICE

PUBLIC LECTURE (ON THE OCCASION OF
MAADHAREE BAHUGE DHUVAS)

HR FORUM

ORGANIZING PERSONAL DEVELOPMENT



MALDIVES CIVIL SERVICE CONFERENCE 2018 HIGHLIGHTS



UPCOMING: MALDIVES CIVIL SERVICE CONFERENCE 2020

CSTI TEAM



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GALLERY







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