

# TRAINING BUZZ

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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.

# 4th Quarter highlights 2014

## October 2014

- Civil Service Annual Conference
- TOT on "Delivering the Finest Customer Service"

## November 2014

- Trip to ADh. Mahibadhoo to review and monitor the Certificate 3 course in office administration
- Trip to ADh. Maamigilli to review and monitor the Certificate 3 course in office administration
- Information session held regarding 2014 Civil Service Regulation

## December 2014

- Graduation Diploma in Public Administration & Management course and Certificate level 3 courses
- Launching of 2015 Training Calendar and Monthly News letter "Training Buzz"
- TOT workshop on Civil Service regulation 2014
- Distribution of Training Directory 2015

## Recent Events

- TOT workshop on Performance Appraisal
- MOU signing with Hdh Atoll to conduct CIII in Office Administration course
- Information sessions on Civil Service Regulation (3 batches)
- "Training on Delivering the Finest Customer Service" programme
- Meeting with CS Offices regarding 2015 trainings
  - Ministry of Finance and Treasury
  - Ministry of Youth and Sports
  - Attorney General's Office
  - Ministry of Defence and National Security
  - Ministry of Tourism
  - Ministry of Home Affairs
  - Maldives Media Council
  - Aviation Security Command
  - Ministry of Foreign Affairs
- MOU signing with L Atoll to conduct CIII in Office Administration course

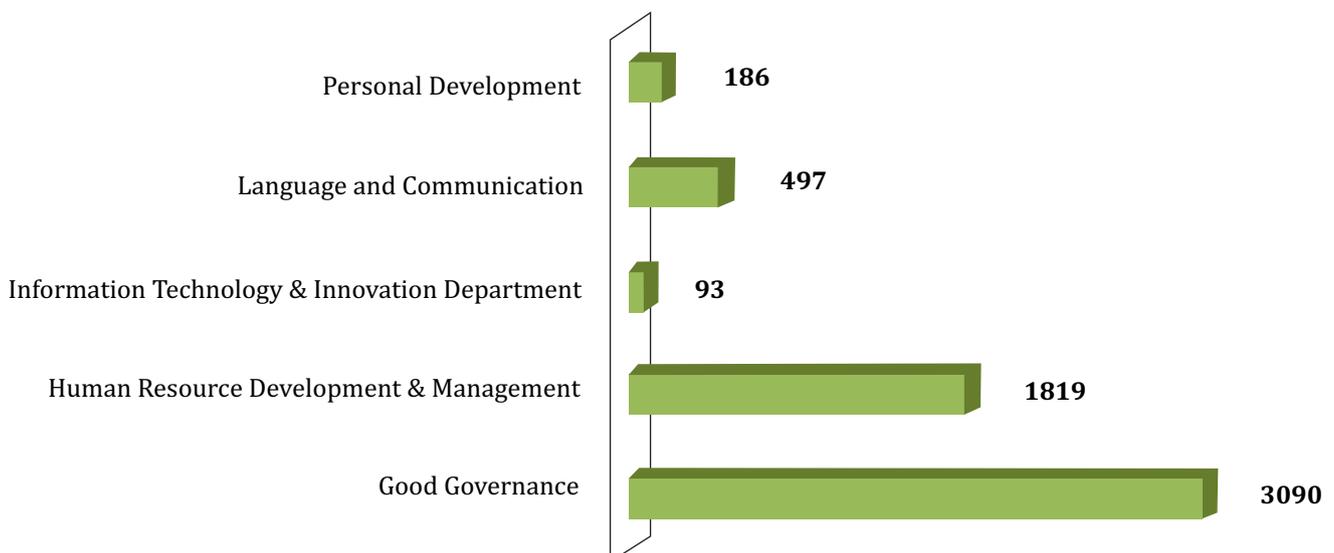
## Upcoming Events

- Orientation Session
  - Diploma in Public Administration & Management-4 & 9 February 2015
  - English upgrading for Executives - 4 & 9 February 2015
  - Certificate III in Office Administration- 4 & 9 February 2015
  - Certificate III in ICT for Office Management- 9 February 2015
  - Certificate III in Accounting & Financial Administration 9 February 2015

Total No of Participants Trained

5685

## Total No of Participants Trained -2014



## Quote of the Month

"Forget about the fast lane. If you really want to fly, just harness your power to your passion."

--Oprah Winfrey

# PUBLIC SERVICE EXCELLENCE AND THE POST-2015 DEVELOPMENT AGENDA

## WORKSHOP SUMMARY REPORT

(Extracted from the report of the workshop on Public Service Excellence and the Post-2015 Development Agenda – Effective Institutions Platform, UNDP Global Centre for Public Service Excellence. Full report available at: <https://undp.unteamworks.org/node/461037>)

### Introduction

This report summarises the workshop on Public Service Excellence and the Post-2015 Development Agenda attended by the Vice President of Civil Service Commission held in Singapore from 17 to 19 November 2014. Eighty participants from 33 different countries took part in the workshop, which was co-sponsored by the UNDP Global Centre for Public Service Excellence (GCPSE) and the Effective Institutions Platform (EIP).

A key concept of the workshop's consideration concerned the draft SDG 16: "Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels".

### Learning journeys

The workshop kicked off with 'learning journeys' to three of Singapore's public service exemplars. At the Urban Redevelopment Authority (URA), participants found out about the UN's key advisory role in the industrialization and development of Singapore. At the Marina Barrage reservoir the visitors learnt about Singapore's approaches to water usage, recycling and reclamation. At the Housing and Development Board (HDB)

Hub, participants learnt about the centrality of public housing policies to Singapore's socioeconomic development and reflected on whether similar policies could be effected in their countries of origin.

### Agenda

Max Everest-Phillips, Director of the GCPSE opened the workshop, declaring that the purpose of the event was to place public service excellence "right at the heart of international development". Alan Whaites, representing the EIP, explained the genesis and work of the group, and



how EIP had adopted 'peer learning' as an approach to sharing knowledge. UNDP's Patrick Keuleers raised questions about institutional capacity, including what is meant by institutional capacity, what types of

institutional capacity should be focused on, and how to measure progress in institutional capacity. Nick Manning, formerly Head of Governance at the World Bank, questioned why so much public service reform has ended in failure, and if the public sector reform industry could itself be reformed.

### Narratives and foresight sessions

Dave Snowden, the founder and Chief Scientific Officer of Cognitive Edge, started with the proposition that scaling success in development is not about replicating outcomes, but about replicating starting points. He suggested taking a 'narrative approach' to assessing reform effectiveness, which asks, 'why do it' against the traditional approach that asks 'what can we do'. The sessions on foresight were led by Cat Tully, Arndt Husar and Dawn Yip. The sessions introduced foresight-led approaches to public services as a means of transforming them by, for instance, linking long-term planning to scenario building, to try and anticipate future events in order to better manage their impact.



As part of the Foresight sessions the participants engaged in a visioning exercise – taking on the personalities of citizens and government officials in the year 2030 – the target year for achievement of the Sustainable Development Goals (SDGs). After considering governance in 2030 from these standpoints, the participants explored key features and preferred attributes of the public service in 2030 and discussed how such a preferred future could be pursued now.

### The role of leadership

In the closing session Maryantonett Flumian, President of the Institute on Governance, focused on the critical role of leadership in public sector reform. She reflected on “a new type of citizenry for a new type of world”, and using leadership, motivation and foresight to restate a renewed role for government that is relevant to politicians, public servants and citizens.

### Recommendations for action

Areas for future action identified by the GCPSE

#### from discussions are:

1. Explore how the effectiveness of public institutions can be better measured to support the intent of draft SDG Goal 16.
2. Support structured peer learning, through the Effective Institutions Platform.
3. Provide support for the development of technology to present a narrative methodology that can capture both civil service motivation and public perception of it.
4. Build the research/evidence base on what works in public service reform around the GCPSE's four themes.
5. Challenge conventional thinking as seems necessary to improve SDG results.

### Participant's thoughts

“Thanks for organizing such an excellent workshop and having us all engaged for two and half days in Singapore. It was an unforgettable experience.”

**Aliya Yessimseitova UNDP, Kazakhstan**

“I had a great take away from the program. The foresight exercises and the depth of knowledge shared is of immense use to us in the Maldives, where the Civil Service Commission is planning to collect data and gather information for developing its new strategic plan for post-2015. I shall definitely be using the learning experience in this process. Also, we will be working with the relevant institutions to further capitalize on expertise the individuals and institutions have, on further strengthening the policy and delivery of public service.”



**Ahmed Hassan Didi Vice Chairman,  
Civil Service Commission, Maldives**

“We benefited a lot from the discussions and innovations floated in the three workshop days and look forward to participating in exchange groups and learning communities.”

**” Christophoros Politis UNDP, Myanmar**



# Training Gallery



Launching of CSTI News letter "Training Buzz"



MOU Signing with Hdh Atoll Council

## Graduation of "Diploma in Public Administration & Management" Course



Launching of Training Calendar 2015

Civil Service Conference 2014



## This Month's Contributors

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