

TRAINING BUZZ

IN THIS ISSUE

- | FEBRUARY HIGHLIGHTS
- | UPCOMING EVENTS
- | FEBRUARY SPECIAL
- | PUBLIC LECTURE
- | TOPIC OF THE MONTH
- | TRAINING GALLERY



FEBRUARY HIGHLIGHTS

Male' Trainings

Feb-02	CS Reform Manual	no. of participants: 39
Feb 12-16	Induction Phase II	no. of participants: 31
	Emotional Intelligence	no. of participants: 15
	Interview Panelist Training	no. of participants: 22
Feb 19-23	Event Management	no. of participants: 32
	Graphic Designing Batch 1	no. of participants: 19
	Introduction to Admin English Proficiency	no. of participants: 20



Diploma in Public Administration and Management (Batch 7)

Public Policy Formation

General Management and Leadership

CIII in Office Administration (Batch 18)

English Language Proficiency for Admin Officers



Session on Motivation (Addu City) – Feb

Training Requests

Feb-02	Performance Appraisal (Majeedhiyya School)	no. of participants: 92
Feb-12	CS Training Policy	no. of participants: 39
Feb-27	Customer Care, Telephone Skills & Public Relations	no. of participants: 12



PA session (Majeedhiyya School)



Induction Phase 2- session on Maaliyyathu Gavaaidhu



March
MONTHLY SPECIAL

1300-1530

12-16
 March

12 hrs

Up Coming Events

Training on Gender Equality and Women Empowerment

The program aims to promote gender equality, increase awareness on breaking the gender stereotypes and empower women.

The program aims to;

- Encourage gender parity in workplaces
- Advocate the promotion of gender equality in civil service
- Foster progress of women in public administration
- Inspire women to work for goal achievement

Session will be held @

Civil Service Training Institute



3309978
 cstl@csc.gov.mv
 cstl.gov.mv
<https://www.facebook.com/cstim>

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Training Requests

- o Iskandhar School (PD Session) – March 9th
- o MIRA (Time Management) – March 11 – 12
- o Housing Ministry (Computer Proficiency)
- o Maldives Customs Service (Instructor Training)
- o Education Ministry (Reform Manual)

Short Term Programs- March

Emotional Intelligence	12th - 16th
English Language for Workplace 1	12th - 16th
Understanding My Job	12th - 16th
Civil Service Gavaaidhu	19th - 23rd
Induction Program (Mentor Training)	19th - 23rd
Viuga 2.0 Training	19th - 23rd
Bid Evaluation and Procurement	26th - 30th
Reform Manual Training	26th - 30th
Good Governance	26th - 30th
Civil Service Awareness Program For School Students	26th - 30th
Induction Program (Phase 2)	26th - 30th

What kills Kings,



What Makes Mountains crumble,



and makes all life come to an end?



Answer: Time

February Special

Professional Development Programme for Support Staff



Monthly special programme for the 1st issue of “Training Buzz” is the training designed for Support Service Staff known as “Professional Development Programme for Support Staff” which commenced on February 19, 2017. The programme is based on the tasks and the responsibilities of Support Service (SS-Level) staff, and a total of 20 participants from different civil service institutions and other government offices participated in the 18 hour training programme. The programme is aimed at developing knowledge and skills of the support staff currently employed at civil service institutions.

The main objectives of the programme in particular, are to ensure that:

- the relevant knowledge and skills specific to job responsibilities are developed
- the relevant soft skills such as stress and anger management, time management and conflict management are being instilled
- the relevant knowledge and skills explicit to house - keeping skills and food preparation skills in office environment are developed

The training programme was facilitated by trainers of Civil Service Training Institute (CSTI) in collaboration with Maldives Institute of Technology (MIT).

“Immorality, no less than morality, has at all times found support in religion.”

~ Sigmund Freud, The Future of an Illusion

Thought of
the Month

SUPPORT YOUR SUPPORT STAFF, SO THEY CAN SUPPORT YOU

They usually do the most repetitive job tasks. They answer the phones, keep things organized, keep track of finances, make sure you have what you need when you need it, and are often the first contact a customer or member of the public has with your organization. They are also often the lowest paid people in your organization and often not completely involved or included in many events that happen in your office. Oddly, they may be the most knowledgeable people in your organization about what really goes on, and, because of their contact with clients, can have great insight into their needs, wants and expectations.

Sadly, support and administrative staff are often under-used and under included, and that creates several problems. Staff turnover can be higher than for other positions because the work may not be made satisfying enough, or interesting enough, since it is often repetitive. Support/administrative staff tend to have less formal authority and can become frustrated and less effective. But as important as the costs associated with turnover, administrative staff who are marginalized in the workplace cannot contribute their unique knowledge to the health of the organization. And then everyone loses. Who best, for example to be involved in improving an organization than the people who are involved in many of the processes and functions in an intimate way? Who best to suggest ways to improve service than those people directly providing that service?



We are going to suggest a number of ways to support your support staff so that they can function as full, integral and critical parts of your organization and team.

Job task rotation is one way of removing the tedium of repetitive administrative job tasks, while providing staff with the opportunity to learn new skills and exercise new responsibilities. This may be particularly important for people who answer the phone in high call volume offices, and have little sustained contact with people who call. Job task rotation can help avoid burnout from the high volume and allow recharging of batteries.



Providing personal and professional development opportunities is very important. These opportunities can help support staff contribute more fully in organizational life by developing skills that have sat dormant as a result of restrictive job tasks. For example, a person who does a great deal of regular typing or keyboarding might be a good candidate to learn desktop publishing skills that the organization may need to produce brochures and printed material.

Inclusion is very important. Staff meetings for example should, at minimum allow support staff to attend if they wish, even if the issues to be discussed are not directly germane to their specific jobs. Their involvement serves several purposes. First, it helps them understand their jobs within the larger context of what the organization is to achieve, and how their jobs relate to others in the department. Second, support staff can provide valuable insight from a different perspective; a perspective that may be very useful to decision-makers who have a different set of experiences in the workplace.

Information flow is very important. It is not uncommon for information about issues to bypass support staff. If staff do not have the information equally, they cannot choose to participate in decision-making functions. Even when information does not directly affect administrative staff, they should have equal access to the information. Restricting the flow of information restricts contributions.



It is important that management create a climate of respect for support and administrative staff. There is still a legacy attitude that support staff are meant to be told what to do, and sometimes this attitude can result in excessive demands made upon administrative staff in disrespectful ways. Management has a role in making it clear that ALL staff (and their work) is important, and that all staff must be treated politely and with respect.

Support staff (like any other staff) have different contributions to make, and different preferences as to how they might like to contribute. Some staff will not want to be involved in issues not directly related to their job tasks. Some will jump at the chance. It is important that these preferences be understood and taken into account. Forcing people to attend every meeting when they would rather be doing the formal aspects of their jobs can be counter-productive. Participation should be negotiated, and managers and supervisors can begin the dialogue during regular meetings with individuals. Two questions that might be useful:

Is there anything you can think of that would make your job more interesting or satisfying?

How do you feel about being more involved in [areas, processes, and other tasks]?

Finally, and perhaps most importantly, look for areas where decision-making can be delegated. One of the difficulties with support staff positions is that they may have little involvement in any decision-making, even decision-making that directly affects them and their work. However, delegation of decision-making needs to be done so that staff have the tools and information to make good decisions. Expecting people to act in an empowered way without providing them with the information they need to do so successfully is unfair, and very harmful.

The difficulties in keeping support staff healthy and contributing arises in part from the nature of the job tasks. However, another major part of it is how support staff are treated and perceived. Step out of the box. Consider administrative and support staff as untapped resources that often have a different set of insights about the work that needs to be done. Organizations can benefit by tapping this resource, and increase innovation, by helping support staff become better integrated into the total functioning of the department.



Training Gallery



Contributors: Jadulla, Niam, Shahida, Aisha

Layout & Design: Shiura



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csti@csc.gov.mv



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