



سرویو سہولتہ تعلیماتہ  
Civil Service Training Institute



سرویو سہولتہ تعلیماتہ  
CIVIL SERVICE COMMISSION

# CSTI 2024

## TRAINING DIRECTORY

تعلیماتہ سہولتہ سرویو



# CSTI 2024

TRAINING DIRECTORY

سروی سہولت ادارہ 2024



**ECONOMIC ANALYSIS & FINANCIAL MANAGEMENT**



**GOOD GOVERNANCE**



**HUMAN RESOURCES MANAGEMENT & DEVELOPMENT**



**INFORMATION TECHNOLOGY & INNOVATION**



**LANGUAGE & COMMUNICATION**



**PERSONAL DEVELOPMENT**

## 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
	ALL LEVELS	

EX - EXECUTIVE LEVEL  
MS - MANAGER LEVEL

GS - GENERAL SERVICE  
SS - SUPPORT SERVICE

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## MESSAGE FROM THE PRESIDENT OF CIVIL SERVICE COMMISSION

The Training Directory 2024, consistent with the past practice, has been compiled by the Civil Service Training Institute (CSTI) with due consideration to addressing the specific needs of the civil service entities nationwide. I encourage all civil service community to make the best use of the training opportunities available.

Delivery of the training to a wider audience in the MDAs and local councils across the country has always been a priority. As such, efforts to deploy all available training methodologies and technologies have been adopted by the CSTI to fulfill our objective.

Mindful of the innovative changes taking place across the whole spectrum of workforce, our focus has been to provide a platform for continuously updating and upgrading the skills of the civil servants to help them serve our citizens with professionalism, efficiency, dedication, and care. Emphasis is given to preparing our staff for the modern workplace with the relevant skillset needed to cater for customer expectations.

I am confident that this prospectus will serve as a useful guide to the training opportunities available in 2024. Our proficient CSTI team will be always there to provide tailor-made solutions to address specific requirements of the organisation while rolling out the training programs over the year.

While wishing you all a successful year ahead, I look forward to your active participation in our capacity building efforts to collectively achieve our common goals.



**Mohamed Nasih**  
PRESIDENT,  
Civil Service Commission

## MESSAGE FROM THE DIRECTOR OF CIVIL SERVICE TRAINING INSTITUTE



**Fathimath Habeeba**  
DIRECTOR,  
Civil Service Training  
Institute

I am thrilled to introduce CSTI's Training Directory for 2024, a comprehensive guide that embodies our commitment to providing professional development opportunities to the Maldives Civil Service (MCS).

As the apex training provider for MCS, our efforts are targeted towards mobilizing talent and developing the human capital. One of our utmost priorities for the upcoming year is creating and sustaining a value-based organizational culture in the civil service administrations. Through our training programs, we aim to not just emphasize values but proactively practice it in the workplaces so that it can be ingrained in the actions and behaviour of all CS employees. Furthermore, our Job Specific Programs have been designed to enhance the specific skills and competencies required for diverse job needs and requirements of the MCS to further enhance efficiency.

It has always been a challenging task to provide trainings to the civil service employees located away from Male' due to the geographical dispersion of islands but similar to previous years, we aim to reach out to all employees of MCS through digital learning and development platforms. We are committed to explore various training methodologies to provide the most impactful yet accessible training experience for our target audience.

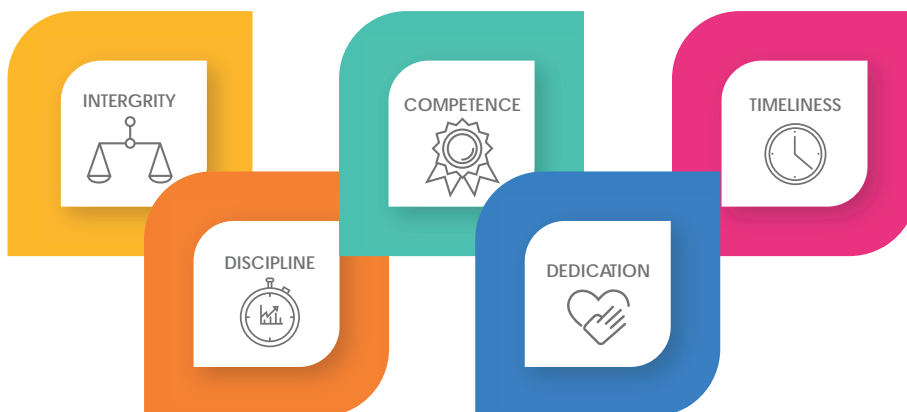
I am confident that along with my hardworking team, CSTI is well-prepared for the upcoming year with a plethora of professional development initiatives. I encourage all civil service employees and administrations to embrace these opportunities and collaboratively work together with us to achieve our collective vision of a competent and dynamic Civil Service in the Maldives.

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.



Our main aim is to build a cadre of potential workforce that has instilled the core values of civil service when providing result - focused service to the public to achieve service excellence.

## CORE VALUES OF MALDIVES CIVIL SERVICE



# TRAINING CALENDAR 2024

## JOB SPECIFIC PROGRAMS

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Management Development Program (For SG's Physical program)			21-25				25-29			
HR Essential Skills Training Program		3-7			30 JUN- 4 JUL					
Essential Skills for Financial Administrator					2-6				6-10	
Essentials of Service Excellence	18-22				2-6					
Support Service Program		3-7				14-18				17-21

## CS ESSENTIAL PROGRAMS

	JAN - FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Induction Phase 2	28 JAN-1 FEB		28 APR-2 MAY			28 JUL-1 AUG				24-28 NOV
Induction Mentor Training	25 JAN					25 JUL				
Performance Appraisal (General)				28-30		9-11				
Performance Appraisal for Supervisors				26-27		8-9				
E- Performance Appraisal system		3			27					
Gavaaidhu Awareness	28-29 JAN	To be conducted upon request								
Recruitment Training / Usoolu	To be conducted upon a new or change in policy implementation									
Usoolu Training (Refresher Training) Monthly every Wed 1300 – 1500 hrs	28 JAN 1 FEB	27 MAR	24 APR	29 MAY	26 JUN	31 JUL	28 AUG	25 SEP	30 OCT	24- 28 NOV
VIUGA Trainings	7 FEB	6 MAR		2 MAY	5 JUN	3 JUL	7 AUG	5 SEP	2 OCT	4-7 NOV
Training Policy Implementation	14-18 JAN	To be conducted upon request								



## Economic Analysis & Financial Management

	LEVEL	FEB	MAR/ APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Bid Evaluation & Procurement	▲ ■		3-7 MAR				11-15			
Internal Audit	▲					21-25				
Maaliyyathu Gavaaidhu	■			12-16				8-12		
Stock, Record & Data Management	●				23-27					
Preparing Financial Statements	▲ ■ ▼	18-19								13-14
Public Sector Financial Management	▲ ■ ▼				9-11					



## Good Governance

	LEVEL	JAN/ FEB	MAR/ APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Effective Compliance and Ethics	▲ ■	18-22 FEB								
Good Governance in Public Sector	▲ ■ ▼					8-9				
Service Charter Aligning	▲ ■ ▼	21-25 JAN						18-19		
Civil Service Introductory Program for Schools			1- 2 APR							



## Personal Development Department

	LEVEL	JAN/ FEB	MAR/ APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Increasing Performance with Positive Mindset	▲				30 JUN- 4 JUL					
Interpersonal Skills	▲ ■						18-22			
Motivation, Persuasion & Creativity	● ▲							16-19		
Problem Solving & Decision Making	▲								13-17	
Stress Management	■	28 JAN- 1 FEB								
Emotional Intelligence	▲ ■			26-30						
Enhancing Employability with Health and Safety (NEW* 2024)	● ▲ ■			5-9					27-31	
Life Skill	■					9-11				
Meeting Skill	● ▲ ■		28-30 APR							
Positive Thinking and Positive Attitude	● ▲ ■									17-21
Conflict Mediation Negotiation	▲ ■ ▼								6-10	



## Language & Communication

	LEVEL	FEB	MAR/ APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Effective Communication Skills	● ▲		31 MAR- 4 APR							
English Language for Workplace	● ▲	18-22								4-7
1 <span>دروس</span>	■		21- 25 APR					22-24		
2 <span>دروس</span>	■		28 APR- 2 MAY					29 SEP- 3 OCT		
Advanced Communication Skills	▲ ■ ▼					21 JUL- 1 AUG				
Presentation Skills	▲ ■ ▼				9-13					
Project Proposal & Report Writing	● ▲			19-23						
Media and Public Speaking	▲ ■ ▼	4-8								



## IT & Innovation

	LEVEL	FEB	MAR/ APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Advaced Computer Skills	■					14-18				17-21
Computer Proficiency	● ▲	11-15								
Cyber Security for Everyone	■		16-18 APR							
Graphics Designing	■			5-9						
Microsoft Office 365 Excel (NEW* 2024)	● ▲ ■	25-29								
Microsoft Office 365 Package (NEW* 2024)	● ▲				9-13					
Installing Configuring and Optimizing	● ▲						4-8			
Networking Basics	● ▲								20-24	



## Human Resource Management & Development

	LEVEL	FEB	MAR/ APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Administrative Skills	●					21-25				24-28
Effective Leadership for Supervisors	▲				23-27					
Employee Relationships	▲			12-16						
Human Resource Management for Supervisors	▲ ■		14-18 APR							
Interview Panelist Training	▲ ■ ▼	4-8						8-12		
Project Management	● ▲			19-23						
Team Building	● ▲ ■					2-4				
Public Relations	● ▲ ■	11-14								
Strategic Management	▲ ■ ▼			5-9						
Event Management	● ▲ ■	25-29					11-15			





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 ۲. قیامت کی خبر  
 ۳. قیامت کی خبر  
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**ONLINE TRAINING (atoll & island institutions only)**

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**February**



**March**

**Gender Equality and Women Empowerment**



**May**

**Enhancing Employability with Health and Safety**



**June**

**Managing HR Processes, Culture and Change**



**July**

**The Art of Workplace Communication**



**August**

**Finance for Non - Financial Executive**



**September**

**Digitalisation and Social Marketing**



**October**

**Coaching and Mentoring**



**November**

**Synergy for Productivity**



01

## Management Development Program for CS Organizations

This program has been designed to upskill the civil servants in order to elevate service provision standards.

- Facilitate continuous improvement of service provision through skillful, competent and dedicated team of workers
- Develop managerial and organizational competencies of executives and policy makers
- Streamline organizational operations to create an exceptional service mechanism

02

## Organizational Leadership

This program has been designed for senior executives to impart the knowledge and the skill that would positively influence on the behavior of their employees and guide them towards organizational success.

- Formulate and implement effective leadership strategies
- Develop interpersonal skills for effective engagement with the employees and customers
- Enhance organizational performance as a confident and agile leader

03

## Strategic Planning and Implementation

This program will provide the practical insights into strategic planning and implementation in the organization and is designed for staff employed at a supervisory level and above.

- Instill and use strategic thinking to add value to the organization
- Design, manage and implement innovative strategic initiatives
- Inspire and direct employees towards achievement of the strategic vision of the organization

04

## Permanent Secretaries & Secretary General's Retreat

This program will facilitate an environment to create a robust dialogue which addresses key opportunities and challenges faced by the organizations and Civil Service at large. The program is specifically tailored for the senior civil service executives.

- Create a context in which senior civil service executives are able to share their unique experiences (personal and jurisdictional), best practices, insights, and challenges in an interactive environment
- Establish links between senior civil service executives within the system, in order to assist in creating a network of individuals who are able to support each other throughout the course of their careers

05

## SG Orientation Program

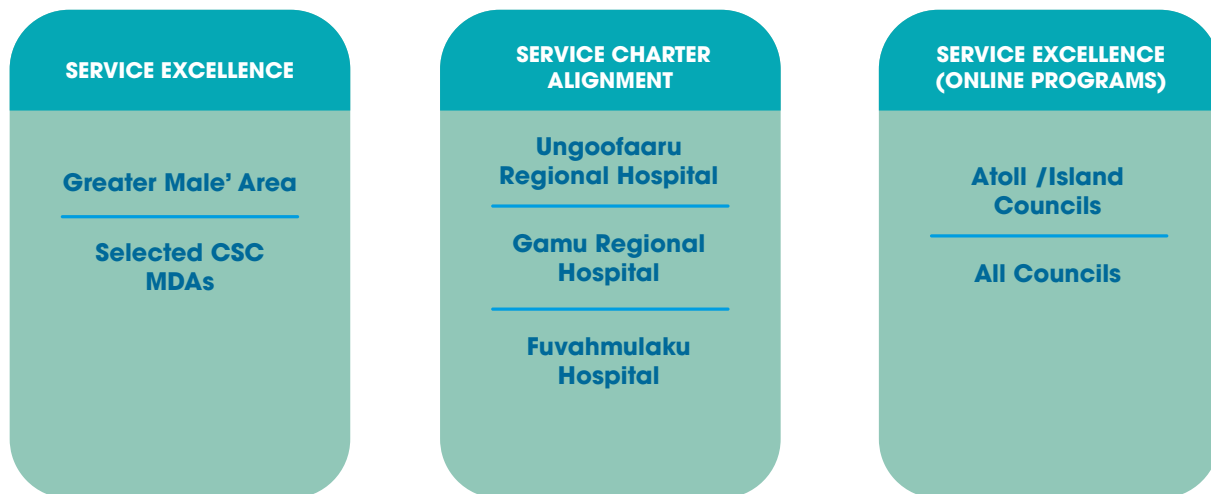
This program has been designed for newly recruited Secretary Generals of City, Atoll and Island council administrations to provide essential information required to execute their roles and responsibilities.

- Provide a concise understanding of Civil Service regulations, policies and procedures
- Prepare the appointed Secretary Generals to effectively lead their teams and carry out their respective roles

# THEME OF THE YEAR: ACHIEVING SERVICE EXCELLENCE

## Service Excellence Program for MDAS and Local Councils

This is a series of program designed to improve the service mechanism of MDAs and local councils of Maldives.



This program is a continuation of SERVICE EXCELLENCE FOR FRONTLINERS training conducted in the year 2023, under the program Government Experience Exchange Program (GEEP) aimed to train the frontliners to take up the task of conducting training to their respective offices at an organizational level. A total of 45 organizations completed the task by imparting the knowledge and skill that they have learnt and presented plans to reform the frontline service delivery.

### Service Excellence Program for MDA's

Every service provider is valued by their capacity to deliver service with excellence. Train and enrich their service delivery team to meet the needs and at times exceed their customer's expectations. This program is also offered within our Capacity Development Trainings.

MDA's may approach us to conduct this training or CSTI may conduct this training to selective offices as a collaborative effort.

### Shaping an Ethical Workplace Culture

In alignment with the Strategic Action Plan of the government, this program has been designed to emphasize on transforming work cultures and to instill ethics and values in the daily work of the civil servants. This training is conducted upon request.

# SERVICE CHARTER ALIGNMENT

Service Charter alignment program will facilitate to analyze the challenges in the implementation of Service Charters and provide necessary trainings and assistance for service excellence.

## Phases of Service Charter Alignment



MDA's	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Ministry of Higher Education	Pilot Training				21-25				25-29			
Other Ministries				3-7	Mass Trainings							

**Online Resources  
will be available  
from CSTI YouTube  
Channel**

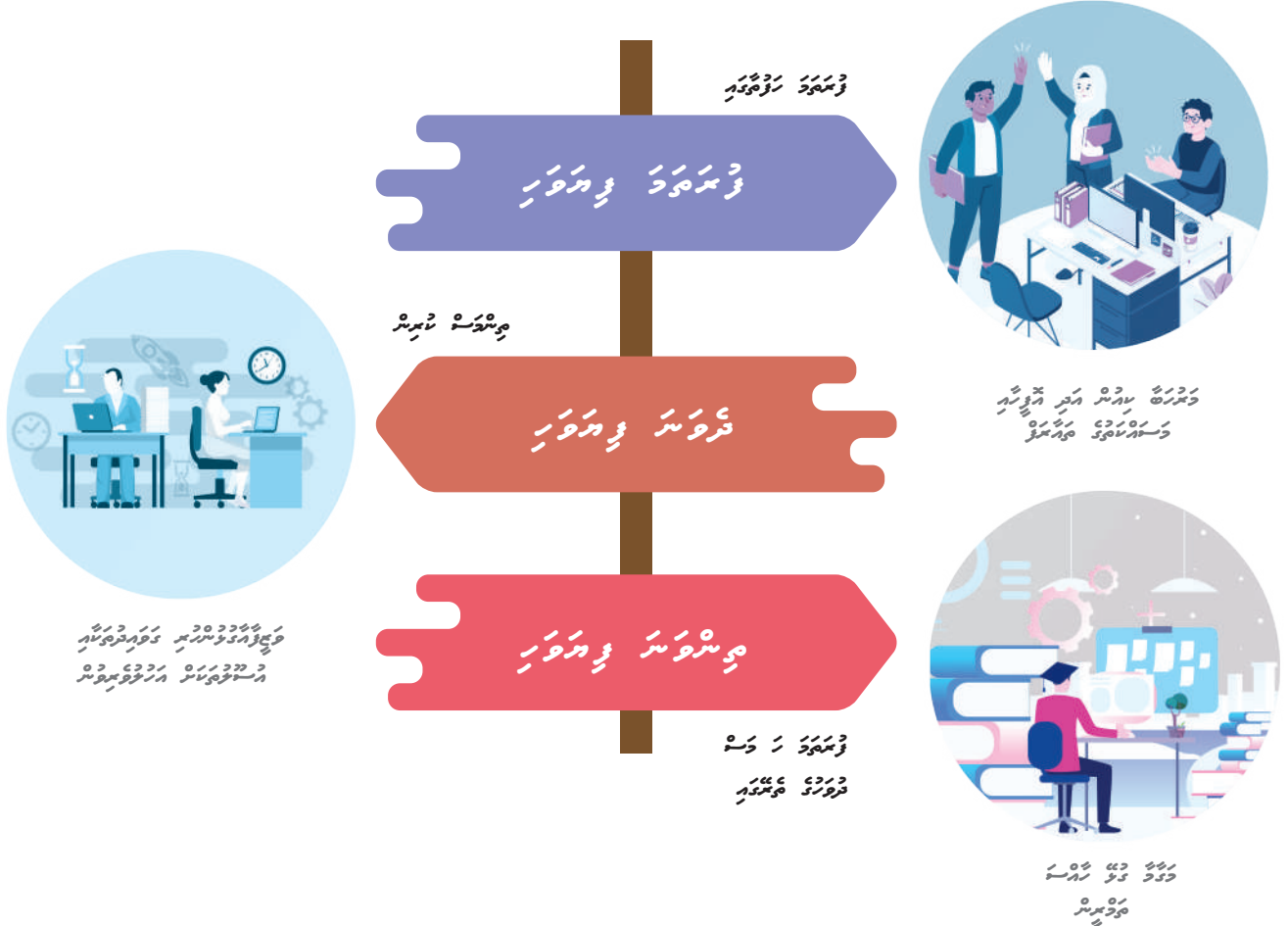
Our YouTube channel is dedicated to cater civil service employees with short term trainings, webinars and information sessions which are conducted online. With the use of a live broadcasting software, our trainers will go live with the participants. Special short trainings such as Performance Appraisal and Recruitment Policy are available for viewing on our channel.



**CSTI Maldives - YouTube**

## Ինքնակրթությունը և օգնությունը

Ինքնակրթությունը: Ինքնակրթությունը կապերի և կրթության համակարգում, որտեղ ուսանողները ինքնուրույն կերպով սովորում են, որոնք կարող են օգնություն ստանալ ուսուցիչներից և ուսանողներից: Ինքնակրթությունը կապերի և կրթության համակարգում, որտեղ ուսանողները ինքնուրույն կերպով սովորում են, որոնք կարող են օգնություն ստանալ ուսուցիչներից և ուսանողներից:



Ինքնակրթությունը և օգնությունը

Ինքնակրթությունը և օգնությունը



## PUBLIC LECTURE SERIES

A series of mass lectures open to the general public are conducted annually. Featuring local and international expert speakers, these lectures are aimed to share knowledge and contribute positively towards the development of the community and working pool of the country. These lectures are designed to offer the audience with an understanding of relevant topics and also to commemorate significant days marked in Maldives.

Areas of focus: Human Resource, Leadership, Strategic Management, Language Proficiency

## WEBINAR SERIES

The webinar series of CSTI is an initiative that was introduced due to the global pandemic of Covid-19 and has been successfully conducted ever since. The main objective of this series is to extend the knowledge sharing mechanisms of CSTI towards employees located away from Male' or are unable to attend lectures physically. Webinars usually feature a panel of two to three renowned speakers and the sessions provide fruitful discussions and best practices by the speakers that will be of immense value to the participants.



## MALDIVES CIVIL SERVICE CONFERENCE 2024

Maldives Civil Service Conference is a one-of-its-kind 2-day conference held with the purpose of providing ideas, research results and experiences which will contribute to the development of Maldives Civil Service. High-ranking government officials from Ministries, Departments, Agencies and Council Administrations along with other relevant stakeholders take part in this conference. With representation from local and international paper presenters, the conference facilitates a dialogue between key decision makers and policy implementers of the Maldives Civil Service.



CSTI offers variety of corporate trainings to all interested government organizations. The trainings can be conducted upon request via email to CSTI and they can be customized according to the client's need.



### **Discover Your True Leadership Potential**

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



### **Organizational Behavior**

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.



### **Work-life Balance; Professional & Personal Well-being**

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



### **Corporate Language Training**

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 staff.



### **Pathway to Peak Performance**

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

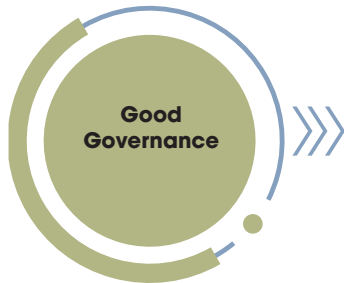


### **Success is a Choice**

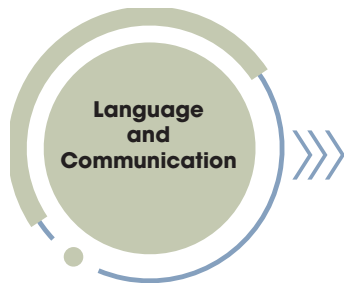
Often it is our choices that leads us to success or failure. Mastering the right tactics helps deciding a choice for your pathway to success.



# PROGRAMS OFFERED



1. Induction Phase 2
2. Civil Service Gavaaidhu
3. Induction Mentor Training
4. Training Policy Implementation
5. Effective Compliance and Ethics \*NEW
6. Good Governance in Public Sector \*NEW
7. Role of Civil Service
8. Civil Service Introductory program for schools (awareness)
9. VIUGA Trainings
10. Performance Appraisal
11. Interview Panelist



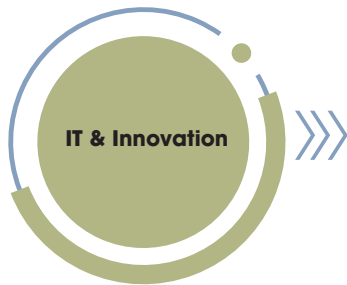
1. Effective Communication Skills
2. English Language for Workplace
3. Office Dhivehi 1
4. Office Dhivehi 2
5. Presentation Skills
6. Project Proposal and Report Writing
7. Introduction to Research and Proposal Writing \* NEW
8. Advanced Communication Skills
9. Media and Public Speech



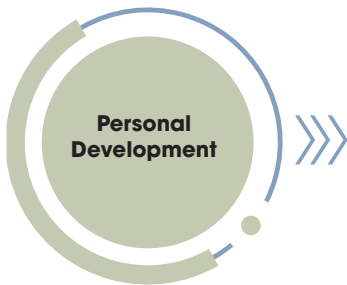
1. Bid Evaluation and Procurement
2. Entrepreneurship
3. Financial Management
4. Internal Auditing
5. Preparing Financial Statements
6. Public Sector Financial Management, Control and Measuring Results
7. Stock, Record and Data Management
8. Maaliyathu Gavaaidhu



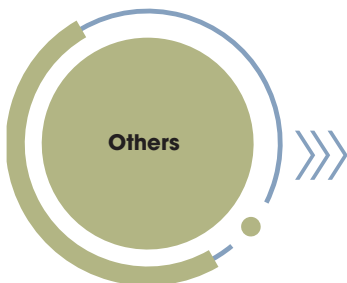
1. Administrative Skills
2. Change Management
3. Effective Leadership Skills for Supervisors
4. Employee Relation
5. Event Management
6. Human Resource Management for Supervisors
7. Project Management
8. Strategic Management \*NEW
9. Public Relations
10. General Management and Leadership
11. Work Place Ethics
12. Team Building



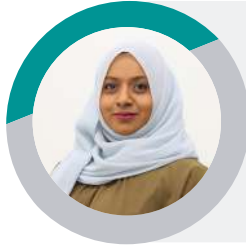
1. Advance Computer Skills
2. Computer Proficiency
3. Cyber Security for Everyone \*NEW
4. Graphic Designing
5. Auto CAD for Beginners
6. Innovation and Creativity \*NEW
7. Microsoft Office 365 Excel
8. Microsoft Office 365 Package
9. Installing, Configuring and Optimizing Operating System
10. Introduction to Windows 7
11. Networking Basics
12. Social Media Marketing



1. Developing a Growth Mindset for Success \*NEW
2. Increasing Performance with a Positive Mindset \*NEW
3. Interpersonal Skills
4. Motivation, Persuasion and Creativity :working with passion
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 Meditation, Negotiation & Resolution
15. Enhancing Employability with Health & Safety (NEW)

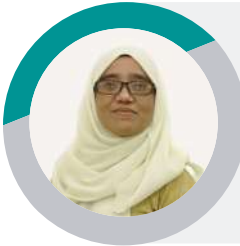


1. Induction Program
2. Civil Service Entrance Exam
3. Civil Service Recruitment Exam
4. Maldives Civil Service Conference
5. Self-Learning Training Pack
6. Corporate Training Programs
7. Hybrid Skill Set Training Program



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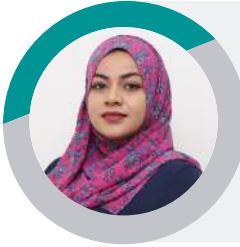
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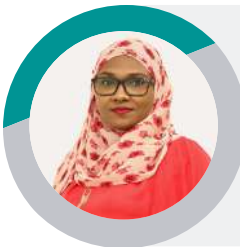
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# CSTI TRAINING DIRECTORY 2024

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## CIVIL SERVICE TRAINING INSTITUTE

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