



سروس سائپوٽ ٽريننگ انسٽيٽيوٽ
Civil Service Training Institute

CSTI

TRAINING DIRECTORY

ٽريننگ ڊائريڪٽري

2022



سروی سہولتوں کے ادارے
Civil Service Training Institute

TRAINING DIRECTORY

2022

قائمہ سہولتوں کے ادارے



**ECONOMIC ANALYSIS & FINANCIAL
MANAGEMENT DEPARTMENT**



GOOD GOVERNANCE DEPARTMENT



**HUMAN RESOURCES 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
▲	ALL LEVELS	

EX - EXECUTIVE LEVEL
MS - MANAGER LEVEL

GS - GENERAL SERVICE
SS - SUPPORT SERVICE

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MESSAGE FROM THE COMMISSIONER INCHARGE OF CIVIL SERVICE TRAINING INSTITUTE

I am highly honored to extend a very warm welcome to the civil service community for the new year 2022. I wish to congratulate all the dedicated staff of the Civil Service Training Institute and our external trainers for a very successful training year 2021 despite the challenges that was faced due to the Covid pandemic.

While the main focus of training this year is service excellence for all civil servants, the institute also would be focusing on the broader task of expanding its services to cater for the training needs of all the government staff of public service institutions.

His Excellency the President of Maldives, Ibrahim Mohamed Solih has inaugurated the trainings for the Senior Political appointees on the 27th of December 2021. I take this opportunity to thank His Excellency the President for his keen interest and for his vision for service excellence in all the public service institutions.

I would also call upon all the civil service institutions to focus in implementing the civil service training policy and to reap the full benefit of the trainings that are scheduled in this training directory.

Finally, I wish to convey my best wishes to all the civil servants and I hope that you will make the optimum use of the opportunities available. I wish you all a very prosperous and successful year.



Fathimath Amira
MEMBER,
Civil Service Commission

MESSAGE FROM THE DIRECTOR OF CIVIL SERVICE TRAINING INSTITUTE



Fathimath Habeeba
DIRECTOR,
Civil Service Training
Institute

It is with immense pride that I present to you, Civil Service Training Institute's Directory for 2022. This directory encompasses a collection of tailored training programs which cater to the distinct job categories of Maldives Civil Service.

CSTI is dedicated to develop the human capital of Maldives Civil Service. In this regard, the programs planned for this year has been designed with an enhanced focus on the specific competencies required for employees.

A great emphasis will be placed on service excellence and building a value-based culture in the workplace. Furthermore, a comprehensive collection of training programs have been specifically designed for executives to champion them as agile leaders who can lead their teams to achieve the strategic goals and objectives of the organization.

CSTI will be working with the Public Service Division of the President's Office as a collaborative effort to improve service delivery and supporting mechanisms of all civil service institutions. As a new normal, the training programs will be delivered remotely and in-person to make our training programs accessible to all civil service employees.

It is with great aspiration that I hope CSTI's programs enable Civil Service officials to thrive in their roles leading to a proficient and competent workforce.

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 Maldives.

MISSION

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

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



INTERGRITY



DISCIPLINE



COMPETENCE



DEDICATION



TIMELINESS

Job Specific Trainings

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Essential Skills for Financial Administrator						3-7			2-6	
Essentials of Service Excellence	6-10			8-12			7-11			6-10
HR Essential Skills Training Program	27th FEB- 3rd MAR			29th MAY- 2nd JUN				4-8		
Management Development Program			10-14			31st JUL- 4th AUG				
Support Service Program		6-10			5-9			11-15		13-17

CS Essential Trainings

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Induction Phase 2	23-27		27-31			26-30			18-22		20-24
Induction Mentor Training		10				9				6	
Performance Appraisal		1st FEB- 31st MAR									
E- Performance Appraisal system		1st FEB- 31st MAR									
Gavaaidhu Awareness					22					16	
Recruitment Training / Usoolu Training	Conduct sessions every other week- throughout the year										
VIUGA Trainings											
Training Policy Implementation	27				26				29		

SHORT TERM TRAININGS- CLASSROOM/ PHYSICAL SESSIONS



Economic Analysis & Financial Management Department

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Bid Evaluation & Procurement ▲			13-17							
Financial Management ▲						19-23				
Internal Audit ▲					15-19					
Maaliyyathu Gavaaidhu ▲		13-17								9-13
Stock, Record & Data Management ●						12-16				



Good Governance Department

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Civil Service Introductory Program for Schools ●								21st AUG- 1st SEP		
Effective Complaine and Ethics ▲ ■					22-26					
Good Governance in Public Sector ▲ ■ ▼							17-21			
Reform Manual Training		20-24				19-23				



Language & Communication Department

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Advanced Communication Skills ▲ ■ ▼									11-15	
Effective Communication Skills ● ▲							17-21			
English Language for Workplace ● ▲			6-10							
Office Dhivehi 1 ▲		13-17						14-18		
Office Dhivehi 2 ▲		20-24						21-25		
Presentation Skills ▲ ■ ▼										16-20
Project Proposal & Report Writing ● ▲			20-24							
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Human Resource Management & Development Department

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Administrative Skills ●			13-17					28th AUG- 1st SEP		
Effective Leadership for Supervisors ▲									18-22	
Employee Relationships ▲							3-7			
Human Resource Management for Supervisors ▲ ■		30th JAN- 3rd FEB				26-30				
Interview Penalist Training ▲ ■ ▼		13-17								
Project Management ● ▲			27th FEB- 3rd MAR					7-11		



IT & Innovation Department

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Advanced Computer Skills	🏠			20-24							
Computer Proficiency	●					15-19					
Cyber Security for Everyone	🏠									4-8	
Graphics Designing	🏠							31st JUL- 4th AUG			
Microsoft Office Excel (Advance)	● ▲					22-26					
Microsoft Office Package	●							17-21			
Social Media Marketing	● ▲		6-10								23-26



Personal Development Department

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Developing a Growth Mindset for Success	▲					29th MAY- 7th JUN					
Increasing Performance with Positive Mindset	▲			6-10							
Motivation, Persuasion & Creativity	● ▲									11-15	
Problem Solving & Decision Making	▲					8-12					
Stress Management	🏠										9-13
Synergy and Professional Development	▲ ■								14-18		
Employee Well-being for a Service beyond Excellence	🏠								3-4		

In addition to scheduled face to face to programs CSTI also offers E-Learning programs. These programs are offered to cater and reach a wider audience. This is also an opportunity for civil servants to complete 6 hours of mandatory training as per Civil Service Training Policy.

Self-Learning Training Pack

These training packs have been designed as a self-learning training program equipped with a guided trainer manual and can be conducted at the convenience of the organization. These programs have been developed to serve as an alternative means to complete which is the mandatory minimum requirement of 6 hours training each civil servant have to fulfil annually. The programs can be accessed once a request is submitted to CSTI by the respective organization.

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.

youtube.com/CSTImaldives

Management Development Program for Health Care Executives

This program has been designed to upskill healthcare professionals to elevate service provision standards in the health sector of Maldives.

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

Organizational Leadership

This program has been designed for senior executives to positively influence the behavior of their employees and guide them towards organizational success.

- Formulate and implement effective leadership strategies
- Develop interpersonal skills and effectively engage with people
- Enhancing organizational performance as a confident and agile leader

Strategic Planning and Implementation

Designed for staff employed at supervisory level and above, this program will give you practical insights into strategic planning and implementation of those strategies in the organization's context.

- 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

Permanent Secretaries Retreat/ ZV Refresher

Specifically tailored for the senior civil service executives, this program will facilitate an environment to create a robust dialogue which addresses key opportunities and challenges faced by their organizations and Civil Service at large.

- 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 help create a network of individuals able to support each other throughout the course of their careers.

SG Orientations

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 appointees to effectively lead their teams and carry out their respective roles.

Induction Phase 2

Induction Phase 2 is a two-year programme designed to build the capacity of the new generation of leaders in the health system. The programme will focus on the following areas: leadership, management, strategic thinking, and innovation. The programme will be delivered through a combination of classroom-based learning, on-the-job training, and experiential learning. The programme will be a requirement for all new leaders in the health system. The programme will be designed to be flexible and adaptable to the needs of the health system.

Induction Phase 2 - Programme Structure

Year 1

- Leadership Fundamentals
- Strategic Management
- Financial Management

Year 2

- Health System Transformation
- Global Health Leadership
- Health Systems Research

Year 3

- Health System Transformation (Continued)
- Global Health Leadership (Continued)
- Health Systems Research (Continued)

2022 Induction Phase 2 Programme Structure

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Induction Phase 2	23-27		27-31			26-30			18-22		

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SHORT TERM TRAININGS- E- Learning Program:

In addition to scheduled face to face to programs, CSTI also offers E-Learning programs.

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Bid Evaluation & Procurement	▲							31st JUL- 4th AUG				
Financial Management	▲									24-25		
Internal Audit	▲		27th FEB- 3rd MAR									
Civil Service Introductory Programs for Schools	■								21st AUG- 1st SEP			
Effective Compliance and Ethics	● ▲			13-17								
Maaliyathu Gavaaidhu	■			20-22					14-18			
Reform Manual Training			27th FEB- 3rd MAR					3-7				
Advance Communication Skills	● ▲ ■								7-11			
English Language for Workplace	● ▲		6-10									
Office Dhivehi 1	■					8-12						
Office Dhivehi 2	■					15-19						
Project Proposal and Report Writing	● ▲						12-6					
Administrative Skills	●						5-9					
Effective Leadership for Supervisors	▲								21-25			
Employee Relationships	▲			6-10								
Human Resource Management for Supervisors	▲ ■		20-24									
Interview Panelist Training	▲ ■ ▼					22-26						
Project Management	● ▲		13-17									
Computer Proficiency	●					29th MAY- 2nd JUN						
Cyber Security for Everyone	■			27-31								
Graphic Designing	■						26-30					
Microsoft Office Package	●									11-15		
Social Media Marketing	● ▲	30th JAN- 3rd FEB										
Developing a Growth Mindset for Success	▲								28th AUG- 1st SEP		2-6	
Motivation, Persuasion & Creativity	■						19-23					
Stress Management	■							17-21				
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THEME OF THE YEAR: ACHIEVING SERVICE EXCELLENCE

Service Excellence program for Hospitals

In alignment with the initiative of Vice President Faisal Naseem, this program is specifically designed to improve the healthcare service mechanisms and achieve service excellence in all tertiary hospitals of the Maldives.

February		March	
IGMH	L GAMU REGIONAL HOSPITAL	RAA UN'GOOFAARU REGIONAL HOSPITAL	GDH THINADHOO DR ABDUL SAMAD MEMORIAL HOSPITAL

Service Excellence Program for MDA's

Every service provider is valued and weighed by their capacity to deliver service with excellence. Train and enrich your service delivery team to meet the needs and at times exceed your customer's expectations. Our programme will offer you the core essentials necessary for outstanding service.

Service Charter

In the last quarter of 2021 Service charters of all MDA's were developed and published. This work was carried out to ensure the convenience to the public for easy access to services by the government offices. In 2022 CSTI will continue to review and monitor the implementation of service charters in office, to standardize the quality of the services.

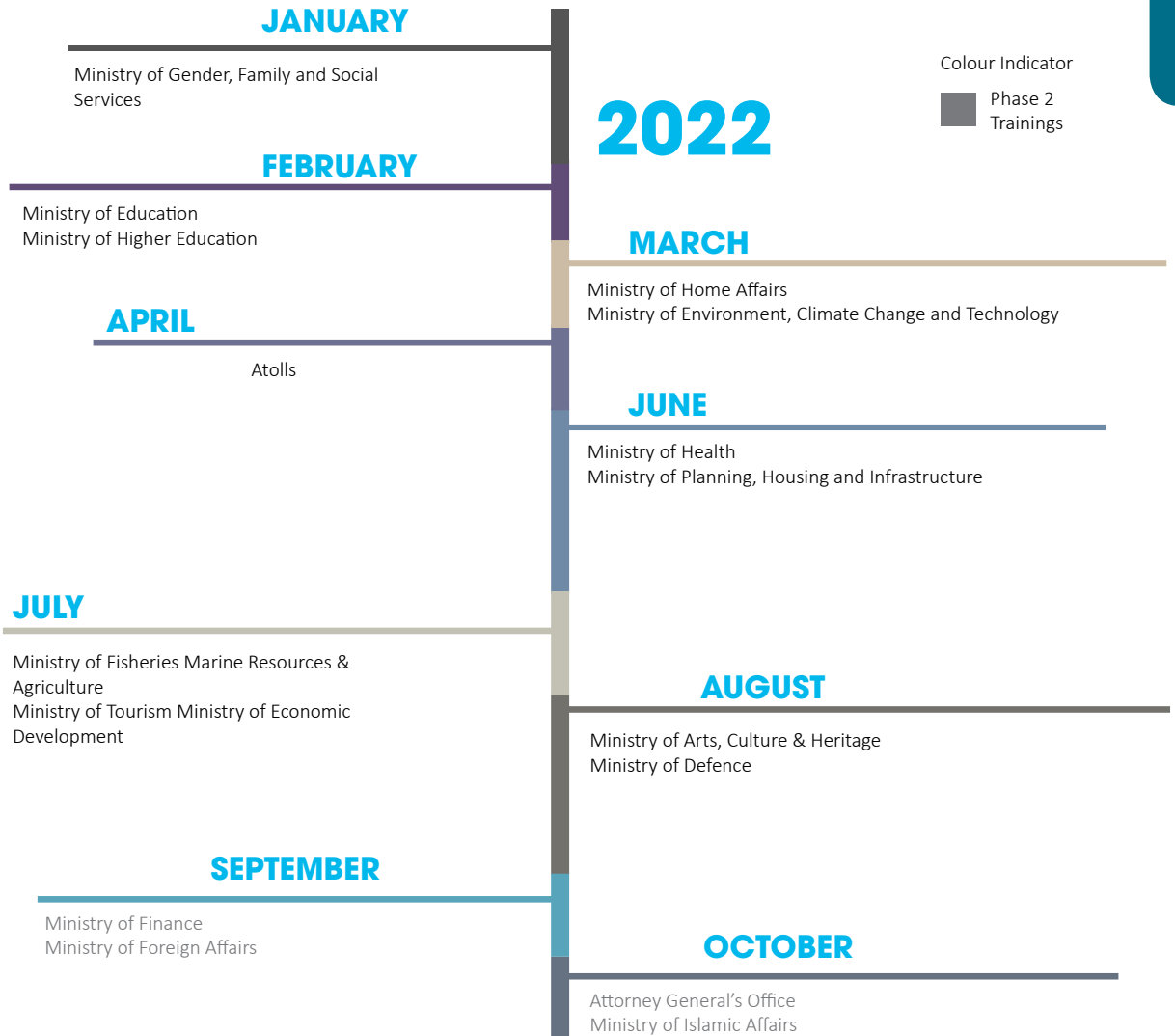
FEB – APR	MAY – JUL
MINISTRIES Departments/ Agencies/ Authorities	SCHOOLS Atoll/ Island/ Male'
HEALTH SECTOR Tertiary Hospital/ Regional Hospital/ Atoll Hospital/ Health Center	COUNCILS Atoll/ Island

As this is a continuous process, Service charters should be revised to align with the customer feedbacks, internal policies and practices.

MONTHLY SPECIAL PROGRAM

SHAPING AN ETHICAL WORK PLACE CULTURE

In alignment with the Strategic Action Plan of the government, this program has been designed to emphasis on transforming work cultures and to instill ethics and values in the daily work of all civil servants. As such the Following timeline provides the schedule of how the program will be conducted this year.



PUBLIC LECTURE SERIES

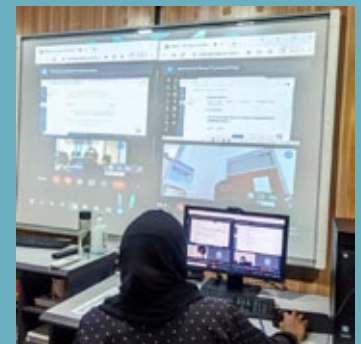
Public lecture series open to the public are part of the regular range of events offered by CSTI. These lectures are designed to offer the audience with an inside view of cutting-edge research topics and important days marked in Maldives. The individual lectures are held by different speakers, who approach the topic from different perspectives. Scheduled topics for 2022 public lectures are:

- Value driven thinking towards organizational transformation
- Public Lecture, on the occasion of Maadharee Bahuge Dhuvas
- HR forum



WEBINAR SERIES

Our Webinar Series was developed to address the different areas we as civil servants need to keep in mind during a pandemic. It is our plan to continue the series with more interesting topics to engage the civil service staff.



MALDIVES CIVIL SERVICE CONFERENCE 2022

Maldives Civil Service Conference was introduced with the purpose of providing a platform for sharing ideas, research results and experiences which will contribute to the development of Maldives Civil Service. The Civil Service Conference is a biannual event conducted by CSTI and 2020's conference is now scheduled to be held in 2022. The theme for the conference is "Individual Accountability and Transformation".



CSTI offers variety of corporate trainings to all interested government organizations. The trainings can be conducted upon request via mail 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: How to Manage People- 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.

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 staffs.

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.

Shaping an Ethical Workplace Culture - This program has been designed to emphasis on transforming work cultures and to instill ethics and values in the daily work of all employees.

Essentials of Service Excellence (Job Specific): This programme will offer you the core essentials necessary for outstanding service by doing the right thing and giving the customers and clients what they want and need.

Employee Well-being for a Service Beyond Excellence (6 Hr): This training will provide knowledge on how to maximize productivity by emphasizing on employee well-being to enable the employees to provide service at their best.

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**Good
Governance
Dept.**

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

**Language
and
Communication
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

**Financial
Management
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. Maaliyathu Gavaaidhu

**Human
Resource
Management
and
Development
Dept**

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. Work Place Investigation *NEW
10. Perfect Receptionist
11. Public Relations
12. General Management and Leadership
13. Work Place Ethics
14. Team Building

**IT & Innovation
Dept.**

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

**Personal
Development
Dept.**

1. Developing a Growth Mindset for Success *NEW
2. Increasing Performance with a Positive 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 Meditation, Negotiation & Resolution

Others

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







CSTI TRAINING DIRECTORY 2022

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CIVIL SERVICE TRAINING INSTITUTE

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