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# Training Directory 2016

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Civil Service Training Institute  
Maldives





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# Training Directory 2016

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Civil Service Training Institute  
Maldives

# USING THE CSTI TRAINING DIRECTORY

## Department Colours



Economic Analysis & Financial Management Department



Good Governance Department



Human Resource Development and Management



Information Technology and Innovation



Language and Communication



Personal Development

## Levels

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

**Level 5** EX7

**Level 4** EX3 to EX6

**Level 3** MS3 to EX2

**Level 2** GS1 to MS2

**Level 1** SS1 to SS4

02

## ENTREPRENEURSHIP

### CONTENT

- » The entrepreneur
- » Creating an engineering entrepreneurial vision and mission
- » Creating entrepreneurship strategies
- » Entrepreneurial intentions and corporate entrepreneurship
- » Assessment and evaluation of entrepreneurial opportunities
- » Preparing strategic and business plans
- » Financial preparation and seeking business funding for new ventures
- » Managing entrepreneurial growth
- » The dimensions of business growth
- » Leadership, power and motivation in the entrepreneurial venture



**DURATION**  
50 hours



**TRAINING CODE**  
ENTE50



**DESIGNED FOR**  
Level 3 & 4

Training title

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# PROGRAMME DIRECTORY



## MAJOR PROGRAMMES

- |                                                                      |                                                                 |
|----------------------------------------------------------------------|-----------------------------------------------------------------|
| <b>20</b> Diploma in Public Administration & Management              | <b>24</b> Certificate III in ICT for Office Administration      |
| <b>21</b> Certificate III in Office Administration                   | <b>25</b> English Language for Executives                       |
| <b>22</b> Certificate III in Project Management                      | <b>26</b> <i>ޖެނެރަލް ރިސޯސް ޖެނެރަލް ޕްރޮޖެކްޓް ޕްރޮގްރާމް</i> |
| <b>23</b> Certificate III in Accounting and Financial Administration | <b>27</b> Maldives Civil Service Senior Executives Programme    |



## ECONOMIC ANALYSIS & FINANCIAL MANAGEMENT DEPARTMENT

- |                                                                                                                   |                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <b>30</b> - Bid Evaluation and Procurement<br>- Entrepreneurship                                                  | <b>33</b> - Stock, record and Data Management                                                         |
| <b>31</b> - Financial management<br>- Internal auditing                                                           | <b>34</b> <i>ސޯޕްރައިވަޓް ސެކްޓަރުގެ ޕްރޮޖެކްޓް ޕްރޮގްރާމް<br/>- ޕްރޮޖެކްޓް ޕްރޮގްރާމް ޕްރޮގްރާމް</i> |
| <b>32</b> - Preparing financial statement<br>- Public sector financial management & control and measuring results |                                                                                                       |



## GOOD GOVERNANCE DEPARTMENT

- |                                                                                                  |                                                                                                       |
|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <b>36</b> - Managing Reform and Change<br>- Gender Equality and Women's Human Rights in Maldives | <b>39</b> <i>ސޯޕްރައިވަޓް ސެކްޓަރުގެ ޕްރޮޖެކްޓް ޕްރޮގްރާމް<br/>- ޕްރޮޖެކްޓް ޕްރޮގްރާމް ޕްރޮގްރާމް</i> |
| <b>37</b> - Public Policy Formation<br>- Role of Civil Service                                   | <b>40</b> <i>ސޯޕްރައިވަޓް ސެކްޓަރުގެ ޕްރޮޖެކްޓް ޕްރޮގްރާމް<br/>- ޕްރޮޖެކްޓް ޕްރޮގްރާމް ޕްރޮގްރާމް</i> |
| <b>38</b> - Viuga Training 2.0<br><i>ޖެނެރަލް ރިސޯސް ޖެނެރަލް ޕްރޮޖެކްޓް ޕްރޮގްރާމް</i>          |                                                                                                       |



## HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DEPARTMENT

- |                                                                                   |                                                                              |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <b>42</b> - Advanced Leadership Skill<br>- Advanced Project Management            | <b>46</b> - Conducting Interviews<br>- Customer Service                      |
| <b>43</b> - Change Management<br>- Coaching - A Leadership Skill                  | <b>47</b> - Effective Leadership for Supervisors<br>- Employee Relationships |
| <b>44</b> - Conflict Management<br>- Conflict Mediation, Negotiation & Resolution | <b>48</b> - Event Management<br>- General Management & Leadership            |
| <b>45</b> - Conflict Resolution<br>- Coaching Skills                              | <b>49</b> - General Management & Leadership<br>- Interview Panelist Training |



- 50** - Leadership Skills for Executives
- Workplace Ethics for Supervisors
- 51** - Performance Management
- Project Management Skills

- 52** - Supervisory Skills
- Team Building

**53** - *دستورنامه، دستورالعمل و دستورالعمل*



### INFORMATION TECHNOLOGY & INNOVATION DEPARTMENT

- 56** - Computer Proficiency
- Graphics Designing Basics
- 57** - Installing, Configuring and Optimizing Operating System
- Introduction to Windows 7
- 58** Microsoft Office 2010 Excel
- Microsoft Office 2010 Word

- 59** - Microsoft Office 2010, MS PowerPoint, Outlook and OneNote
- Networking Basics
- 60** - Understanding the Personal Computers



### LANGUAGE AND COMMUNICATION DEPARTMENT

- 62** - Advance Communication Skills
- Communication Strategies
- 63** - Effective Communication Skills
- English for Workplace 1
- 64** - English for Office Administration
- Interview Skills

- 65** - Listening Skills
- Media Presentation Skills
- 66** - Presentation Skills
- Report Writing

- 67** 1 - *چیزیں* - *تعمیر*
- 2 - *چیزیں* - *تعمیر*



### PERSONAL DEVELOPMENT DEPARTMENT

- 70** - Advanced Emotional Intelligence
- *Interpersonal Skills*
- Advanced Time Management
- 71** - Anger Management: *Understanding Anger*
- Emotional Intelligence
- 72** - Life Skills
- Meeting Skills
- 73** - Motivation Training
- Motivation, Persuasion & Creativity

- 74** - Positive Thinking and Positive Attitude
- Problem-Solving and Decision Making
- 75** - Simplify Your Time
- Stress Management

# Message from the Vice President of the Civil Service Commission



**Jameela Ali Khalid**

Commissioner In-charge of CSTI

It is my pleasure to say a few words of gratitude and appreciation to the hardworking team of the Civil Service Training Institute for their compilation of the new Training Directory 2016.

It is interesting to highlight the major improvements CSTI has achieved in 2015, and their expansion to include more courses, both short term and long term. I am satisfied that the CSTI team together with their focal points in the Ministries, Departments, Agencies and the Atolls have collaborated well to accomplish their target trainings with the understanding that there is still more to be done.

There is enormous value in organising proper training and development sessions for employees. Training allows employees to acquire new skills, sharpen existing ones and perform better. It increases the morale of the employees, and less chance of making mistakes. Organisations should do everything in their power to ensure that each and

every employee receives the required training.

The Training Directory will be a good guide that gives a whole year glimpse of what the Institute offers and CSTI is prepared to accommodate requests from the organisations. I hope that the trainings will be given due importance by the organisations and include as much staff as possible and in particular practice inclusion in their selection for the trainings.

The Civil Service Commission is preparing to launch their second Civil Service Strategic Action Plan 2016 – 2020, which gives major emphasis on human capital management. I wish hope to see more employees being trained in 2016 and with their collective effort for the organizations to become more productive and successful.

## Message from the Director of CSTI



**Fathimath Habeeba**

Director, CSTI

I am delighted to present Training Directory - 2016 of Maldives Civil Service Training Institute (CSTI). This directory comprises of a comprehensive portfolio of training programmes, workshops and seminars all planned based on job related competencies.

The main focus of CSTI is to provide training and development programmes suited to the identified and prioritised needs of the Civil Service. In this regard, Training Need Assessment (TNA) was done for the Ministries, Departments and Agencies (MDAs) and the competency studies were carried out for the different ranks and job categories of civil servants. Therefore, I trust that the programmes outlined would be beneficial to supplement your competencies.

We are pleased to inform you that all the pre-planned programmes detailed in this directory are carefully selected to cater to the needs of all individuals of the government institutions with our maximum capacity.

CSTI takes great pleasure in being the leading training provider for the Maldives Civil Service, which delivers quality programmes and trainings to government officials across the Maldives ever since the inception of CSTI in December 2009. Till date, we have strengthened partnership with various local and foreign organisations and institutions to venture into developments so as to achieve our goals.

CSTI strive to develop and empower a Civil Service workforce that will be ready to support Maldives to a greater development.

# About CSTI

## 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 of different ministries and other government offices throughout Maldives.

The primary functions of CSTI, in line with those of similar institutes are to:

1. Identify the skills and knowledge required in different posts and conduct training programmes to equip employees with knowledge and skills relevant to their posts.
2. Conduct training needs assessments on an on-going basis to identify and validate the training needs referred to above.
3. Build leadership skills, through development programmes based on identified needs and on civil service values.
4. Customize management development curricula focused on the prior assessment of the specific supervisory tasks of target individuals and groups.
5. Equip civil servants to respond rapidly to new government priorities, both nationally and internationally.
6. Inculcate in civil servants a culture of political neutrality and professionalism in implementing the policies and programmes of the government.
7. Organize and conduct seminars and workshops on relevant public administration topics in conjunction with overseas training institutions.
8. Promote and sustain a culture of continuous learning in the civil service to improve the performance of civil servants and reinforce the basic principles and core values of the civil service.
9. Plan and organize induction and orientation programmes.
10. Encourage a global consciousness in civil servants by promoting international exchange activities based on joint learning and benchmarking of best practice.

## **Vision**

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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**

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

# Training Calendar 2016

## Male' Trainings

Major Programmes											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Diploma in Public Administration	Jan 31 - Nov 17										
C3 In Accounting and Financial Administration	Jan 31 - May 26										
C3 in ICT for Office Administration							Jul 17 - Nov 17				
C3 in Office Administration	Jan 31 - May 26										
C3 in Project Management							Jul 17 - Nov 17				
English Language for Executives	Jan 31 - Jun 2										

Economic Analysis & Financial Management Department											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Accounting and Finance			22-26							9-13	
Bid Evaluation and Procurement				10-14	May 29 - Jun 2			Aug 28 - Sep 1			13-17
Financial Management				10-14							
Internal Audit			6-10							16-20	20-24
Maaliyathu Gavaidhu		Feb 28 - Mar 1			May 29 - Jun 2				25-29	16-20	20-24
Stock, Record and Data Management					May 29 - Jun 2					9-13	
Quantity Surveying								7-11			



## Good Governance Department

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Civil Service Gavaaidhu			27-28 30-31				24-25		7-8		13-17
Good Governance					22-26				4-6		
Viuga 2.0 Training			20-24	3-7					4-6	Oct 30 - Nov 2	



## Language and Communication Department

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Advanced Communication Skills				3-7			24-25				
Effective Communication Skills			20-24				Jul 31 - Aug 4			4-6	6-10
English Language for Workplace 1			27-31				Jul 17 - Aug 11				20-24
English for Office Administration					1-5						
English Language for Professionals					1-5						
Office Dhivehi 1			6-10		8-12			22-25			
Office Dhivehi 2			13-17		15-19			Aug 28- Sep 1			
Office Dhivehi for Administrative Staff											
Presentation Skills				3-7					25-29	3-6	
Project Proposal Writing											20-24
Public Speaking										16-20	
Report Writing (Dhivehi)											6-10
Report Writing (English)				3-7				14-18		23-27 Oct 20 - Nov 2	



# Human Resource Management and Development Department

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Administrative Skills					14 - 30				18-22		
Change Management				24-28					18-22		
Conducting Interviews											
Conflict Management				24-28			17-21				
Customer Service								14-18	4-6		
Essential Skills for Human Resource Officers				17-21	15-19						
Effective Leadership for Supervisors		21-25					21-25 Jul 31- Aug 4				
Executive Leadership				24-28				21-25			
Employee Relationship				10-14			17-21				
Event Management											
Strategic Human Resource Management								Aug 28-Sept 1		Oct 30 - Nov 2	
Human Resource Development for Supervisors				17-21							
Induction			2-3		8-12			7-11		23-27	20-24
Interview Panelist Training		21-25		3-7				Aug 28-Sept 1			20-24
Leadership Skills for Executives					May 29 - Jun 2						
Microsoft Project											6-10
Performance Appraisal					22-26				4-6	23-27	20-24
Perfect Receptionist										9-13	
Performance Management							24-25				
Project Management Skills					8-12						
Public Relations					May 29 - Jun 2					9-13	

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Reform Manual Training				17-21					25-29	Oct 30-Nov 10	
Supervisory Skills				17-21							
Vazeefaage Masooliyyathu Dhenegathun				3-7	May 29 - Jun 2			14-18			
Workplace Ethics for Supervisors				24-28							

 **ICT and Innovation Department**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Advanced Computing Skills										23-27	
Computer Proficiency				10-14							
Creativity and Innovation								14-18			
Dhivehi Typing Skills											
Graphics Designing Basics			13-17	10-14				21-25		4-6	13-17
Microsoft Office Package					22-26						

 **Personal Development Department**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Anger Management									4-8		
Emotional Intelligence			27-31								
Interpersonal Skills									18-22		13-17
Motivation				10-14						16-20	
Positive Thinking and Positive Attitude		Feb 28 -Mar 3					17-21				20-24
Problem-Solving and Decision Making					15-19				25-29		
Simplify Your Time				17-21					Aug 28 -Sept 1		
Stress Management							24-25		18-22		
Women Empowerment					1-5			21-25			

# Atoll Trainings

Atoll	Programme	Training dates
<b>Sh</b> Atoll	Performance Appraisal Microsoft Office Package - Word, Excel, PPT, Outlook Problem Solving and Decision Making Skills Presentation Skills Time Management	<b>14-25</b> <b>February</b>
<b>R</b> Atoll	Internal Audit Performance Management Effective Leadership for Supervisor Accounting and Financing Performance Appraisal	<b>13-24</b> <b>March</b>
<b>B</b> Atoll	Internal Audit Performance Management Effective Leadership for Supervisor Accounting and Financing Performance Appraisal	<b>17-29</b> <b>April</b>
<b>A-A</b> Atoll	Office Administration Accounting and Finance Bid Evaluation and Procurement Training Performance Management Office Dhivehi 1	<b>02-12</b> <b>July</b>

Atoll	Programme	Training dates
<b>A-Dh</b> Atoll	Stock, Record and Data Management Computer graphics Customer Service Training Awareness Session on CS Regulation Performance Appraisal	<b>12-21</b> <b>July</b>
<b>G-A</b> Atoll	Time Management Internal Audit Motivation, Positive Thinking and Positive Attitude Communication Skills Training Public Relations	<b>16-26</b> <b>March</b>
<b>S</b> Atoll	Performance Appraisal Internal Audit Customer Service Training Communication Skills Training Interpersonal Skills	<b>18-28</b> <b>August</b>
<b>Gn</b> Atoll	Accounting and Finance Motivation, Positive Thinking and Positive Attitude Stock, Record and Data Management Computer graphics Customer Service Training	<b>02-17</b> <b>April</b>





## MAJOR PROGRAMMES

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Civil servants are daily exposed to new situations and circumstances and managing such situations require new knowledge and innovative approaches. Civil Service Training Institute offers long-term training programmes for in-service staff to bridge the gap between the newly trained and the long-serving employees, to pace with the new technologies and to retain and develop existing talent. These programmes also provide the staff with an opportunity to study further and achieve more advanced qualifications. In this regard, CSTI currently offers Certificate level 3 courses in Accounting and Financial Administration, Information Communications Technology, Office Administration and Project Management. A diploma level course in Public Administration and Management is also offered to the executive staff of Civil Service who do not hold a Diploma or above in a management field.

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### For more info



CSTI : 3309978



[csti@csc.gov.mv](mailto:csti@csc.gov.mv)



<http://csti.gov.mv/>



[facebook.com/cstimv](https://www.facebook.com/cstimv)



[@CSTImv](https://twitter.com/CSTImv)

# DIPLOMA IN PUBLIC ADMINISTRATION & MANAGEMENT

## DESCRIPTION

The field of Public Administration needs competent practitioners who have the knowledge and skills needed to improve quality standards, increase productivity levels and address performance requirements. CSTI in collaboration with Management Development Institute of Singapore (MDIS) offers Diploma in Public Administration and Management programme at CSTI. This programme will provide you with the range of managerial and administrative skills that will allow you to grow in the public sector.

## CONTENT

- » Public Policy Formation
- » Role of Civil Service
- » General Management & Leadership
- » Conflict Mediation, Negotiation and Resolution
- » Public Sector Financial management and control and the measuring results
- » Media/Presentation Skills
- » Entrepreneurship
- » Managing Reform and Change



### DURATION

1 year



### DESIGNED FOR

Level 3 & 4



### COURSE COORDINATOR

T: 3307304

E: yaameen@csc.gov.mv

**DESCRIPTION**

This course aims to offer participants hands-on experience and an integrated set of concepts and tools for administrative staff. This course also aims to enable participants to develop modern effective administrative skills to enhance growth of their organization. The content covers, the importance of professional presence in the job, how to self-manage to become more productive and efficient, ways to improve communication skills, including listening, questioning, and being more assertive. The course also increases the participants' effectiveness in recognizing and managing conflict, and dealing with difficult people.

**CONTENT**

- » Introduction, Fundamentals of Administration and General Office Procedures
- » English Language Proficiency for Administrative Officers
- » Office Dhivehi
- » Computer proficiency
- » Customer Service, Telephone Skills and Communication Strategies
- » Individual Excellence; Secrets of Career Success

	<b>DURATION</b> 3 months
	<b>DESIGNED FOR</b> Level 2
	<b>COURSE COORDINATOR</b> T: 3307321 E: zarana@csc.gov.mv

**DESCRIPTION**

This course provides a foundation in Project Management and is designed for Project Managers, aspiring Project Managers, Managers, Systems Analysts and Line staff who want to better understand the management of projects. Project Management skills prepare the student for taking up a career in the profession of Project Management. This course teaches the basic skills needed to put together a good project plan, and how to help make sure you can follow it. This course also covers the tasks project managers perform during project execution/control and closeout.

**CONTENT**

- » Introduction to project management
- » Project management methods
- » Project planning and project control
- » Tools and techniques
- » Project management reports
- » Project estimating techniques
- » Managing project change
- » Global project management

**DURATION**

15 weeks

**DESIGNED FOR**

Level 2 &amp; 3

**COURSE COORDINATOR**

T: 3307321

E: zarana@csc.gov.mv

## CERTIFICATE III IN ACCOUNTING AND FINANCIAL ADMINISTRATION

### DESCRIPTION

Certificate III in Accounting and Financial Administration is a course offered by the Department for Economic Analysis and Financial Management at Civil Service Training Institute.

This course is designed to enhance the basic accountancy skills and managing the administrative works for the staffs working in different ministries offices and councils at atolls.

This course is designed to enhance the staffs working in accounting technical department and will provide the opportunity to form the professional as well as personal development to know the understanding of applying these techniques and knowhow at office. This programme also is a guide to provide the vital skills to speed their work in the department.

### CONTENT

- » Internal auditing (general)
- » Financial management
- » Preparing financial statement
- » Leadership skills
- » Microsoft office system
- » *މުވައްމަލުގެ ފަންނުގެ ފަންނު*
- » *މުވައްމަލުގެ ފަންނުގެ ފަންނު*

	<b>DURATION</b> 15 weeks
	<b>DESIGNED FOR</b> Level 2 & 3
	<b>COURSE COORDINATOR</b> T: 3307311 E: aishath.shareef@csc.gov.mv

## CERTIFICATE III IN ICT FOR OFFICE ADMINISTRATION

### DESCRIPTION

Computer Skills is referred to the modern digital technology communication tools to create, manage and evaluate information in order to function in a knowledge society. Gaining the communicative skills of this digital technology tool allows the measurement of various aspects of literacy from the skills used in everyday life such as processing documents, record keeping and filling in an online form to the transformative benefits of ICT competencies. The ICT modules included in this programme provide a vendor-neutral language that is ready to use in tendering documents. This programme is also a way to reduce the risk of project failure by building expertise about ICT deployments into a set of predefined tasks.

This Certificate 3 level course is designed to equip civil servants with to solve work related problems in a systematic manner, thereby improving basic computer knowledge applicable to office environment in order service delivery. Upon successful completion of the course, participants will acquire adequate knowledge and skills necessary to effectively perform IT related work.

### CONTENT

- » Understanding personal computers
- » Installing, configuring and optimizing Operating Systems
- » Networking Basics
- » Introduction to Windows 7
- » Microsoft Office System 2010 Word
- » Microsoft Office System, 2010 Excel
- » Microsoft Office System 2010 Power point/outlook/OneNote
- » Introduction to E-government – Application Software



#### DURATION

15 weeks



#### DESIGNED FOR

Level 2 & 3



#### COURSE COORDINATOR

T: 3307311

E: aishath.shareef@csc.gov.mv

**DESCRIPTION**

CSTI conducts a special English language training based on FCE – First Certificate in English for interested participants who want to enhance English Language skills, which is essential to possess as a prerequisite to join other training programmes conducted in English medium at CSTI. The course is scheduled for six months and CSTI offers only the content delivery of the course.

FCE is one of the examinations available at University of Cambridge ESOL Examinations in England. A pass in the FCE Examination indicates one's adequacy in English Language, and its successful completion means that one can interact socially efficient.

**CONTENT**

- » Communicating effectively face-to-face
- » Expressing opinions and presenting arguments
- » Following the news
- » Writing clear, detailed English, expressing opinions
- » Explaining the different points of view
- » Writing letters, reports, stories
- » Writing other text types

**DURATION**

6 months

**DESIGNED FOR**

Level 2 &amp; 3

**COURSE COORDINATOR****T:** 3307354**E:** [niam@csc.gov.mv](mailto:niam@csc.gov.mv)



## MALDIVES CIVIL SERVICE SENIOR EXECUTIVES PROGRAMME (MCSSEP)

### DESCRIPTION

Maldives Civil Service Senior Executive Programme (MCSSEP) is a compulsory training programme for those who are joining top most civil service jobs in the ministries or institution. In that regard, this programme is particularly designed for Permanent Secretaries (PS) and Secretary Generals (SG). MCSSEP is 66 hours of intensive training programme designed to help civil service senior executives advance their leadership skills and build their capacity to lead successful change in their organizations.

### CONTENT

- » Rules and regulations of Maldives Civil Service
- » Maldives Financial Act
- » Essentials of leadership
- » Executing strategy for Results
- » Strategic human resource management
- » Advanced emotional intelligence



#### DURATION

66 hours



#### DESIGNED FOR

Level 4



#### COURSE COORDINATOR

T: 3307315

E: [afiya@csc.gov.mv](mailto:afiya@csc.gov.mv)





## ECONOMIC ANALYSIS & FINANCIAL MANAGEMENT DEPARTMENT

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Economic analysis and financial management focuses on planning, organizing, controlling and monitoring financial and economic resources in order to achieve organizational objectives.

Thus, Economic Analysis and Financial Management Department aspires to provide the essential financial knowledge and understanding required by staff working in accounting and finance departments.

The trainings mainly revolve around core economic and financial concepts such as budgeting, capital planning, auditing and entrepreneurship

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### For more info



Dept : 3307311



[aishath.shareef@csc.gov.mv](mailto:aishath.shareef@csc.gov.mv)



CSTI : 3309978



<http://csti.gov.mv/>



[facebook.com/cstimv](https://www.facebook.com/cstimv)



[@CSTImv](https://twitter.com/CSTImv)

**CONTENT**

- » Quantifying procurement objectives for the tender process
- » Predict possible future risks or conflicts
- » Ensure robust governance throughout the tender process
- » Combatting potential probity issues while guaranteeing a high response rate
- » Constructing a bid and tender evaluation process that ensures the selection of the best and most salient offer for the good of the organisation
- » Establishing best practices in Public Procurement
- » Evaluation of procurement performance and matrices
- » Procurement preferences
- » Other challenges that policy makers and professionals are concerned with
- » Building bridges among various stakeholders

**DURATION**

15 hours

**TRAINING CODE**

BEPEF 15

**DESIGNED FOR**

Level 3 &amp; 4

**CONTENT**

- » The entrepreneur
- » Creating an engineering entrepreneurial vision and mission
- » Creating entrepreneurship strategies
- » Entrepreneurial intentions and corporate entrepreneurship
- » Assessment and evaluation of entrepreneurial opportunities
- » Preparing strategic and business plans
- » Financial preparation and seeking business funding for new ventures
- » Managing entrepreneurial growth
- » The dimensions of business growth
- » Leadership, power and motivation in the entrepreneurial venture

**DURATION**

15 hours

**TRAINING CODE**

ENTE F 15

**DESIGNED FOR**

Level 3 &amp; 4

## 03

# FINANCIAL MANAGEMENT

### CONTENT

- » Basic principles and fundamentals for good financial management
- » Overview of resource management and budgets
- » Budgetary process
- » Capital planning
- » Role of the central bank

**DURATION**

15 hours

**TRAINING CODE**

FIMEF 15

**DESIGNED FOR**

Level 2 &amp; 3

## 04

# INTERNAL AUDITING

### CONTENT

- » The purpose of an audit.
- » The regulatory framework of auditing
- » The structure of the accounting and auditing profession.
- » Aims of planning and the overall audit plan.
- » Accounting systems and internal controls
- » Audit evidence and documentation

**DURATION**

15 hours

**TRAINING CODE**

INAEF 15

**DESIGNED FOR**

Level 2 &amp; 3

## 05

# PREPARING FINANCIAL STATEMENT (IN ACCORDANCE WITH IPSAS CASH BASIS)

### CONTENT

- » Introduction
- » Structure of the standard
- » Scope of the requirements
- » Presentation and disclosure requirements
- » General considerations
- » Consolidated financial statements
- » Foreign currency
- » Transitional provisions
- » Presentation of budget information in financial statements
- » Recipients of external assistance
- » Encouraged additional disclosures

	<b>DURATION</b> 20 hours
	<b>TRAINING CODE</b> PFSEF 20
	<b>DESIGNED FOR</b> Level 2 & 3

## 06

# PUBLIC SECTOR FINANCIAL MANAGEMENT AND CONTROL AND MEASURING RESULTS

### CONTENT

- » Basic principles and fundamentals for good financial management
- » Overview of fiscal policy and planning
- » Overview of resource management and budgets
- » Budgetary process
- » Capital planning
- » Cash management policy and control
- » Role of the central bank
- » Risk management
- » The role of audit
- » Challenges and current development in the public sector financial management

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> PFMEF 15
	<b>DESIGNED FOR</b> Level 3 & 4

**CONTENT**

- » Defining stock management
- » Stock identification and classification
- » Stock receiving and inspection of
- » Stock issues
- » Stock records, accounting and reporting
- » Stock taking and stock control
- »
- » Defining records and data management
- » Alphabetic indexing rules
- » Electronic file management
- » Alphabetic records management, equipment, and procedures
- » Storing, retrieving, and transferring records
- » Subject, numeric, and geographic records management
- » Electronic and image records management
- » Records and information management

**DURATION**

15 hours

**TRAINING CODE**

SRDEF 15

**DESIGNED FOR**

Level 3 &amp; 4





## GOOD GOVERNANCE DEPARTMENT

The practice of good governance is thought to be efficient, inclusive and responsive towards the entire community. Through the trainings conducted by Good Governance Department, CSTI aims to train, develop and transform civil servants of Maldives into accountable and productive personnel. The trainings mainly address concepts such as regulatory reform, public sector skills and essential competencies for job roles such as knowledge of Civil Service Regulation and Role of Civil Service. This year, a new training programme, Viuga 2.0, has also been included which is an improvised and upgraded version of the software used by Civil Service institutes in Maldives to carry out different HR-related operations.

### For more info



Dept : 3307311



[aishath.shareef@csc.gov.mv](mailto:aishath.shareef@csc.gov.mv)



CSTI : 3309978



<http://csti.gov.mv/>



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# 01

## MANAGING REFORM AND CHANGE

### CONTENT

- » Reforms, changes and trends
- » Rethinking public service delivery and government privatization
- » Managing change of strategic nature
- » Managing change in public service organization
- » Managing innovation in public service organization
- » Reforming the public sector
- » Dynamics of change, leadership and resources
- » Change process, drivers and change models
- » Developments in managing change
- » Implementing change and resistance to change

	<b>DURATION</b> 20 hours
	<b>TRAINING CODE</b> MRCGG 20
	<b>DESIGNED FOR</b> Level 3 & 4

# 02

## GENDER EQUALITY AND HUMAN RIGHTS FOR WOMEN IN MALDIVES

### CONTENT

- » Conceptual clarity: Socialisation and gender
- » Situation of women and girls in Maldives
- » Common understanding of concepts of gender, practical needs/strategic interests, equity and equality, empowerment, social inclusion
- » Human rights instruments
- » Human rights based approach to programming
- » Domestic violence act, increasing conservatism and its impact on women's human rights
- » Mainstreaming gender equality, women's human rights
- » Gender sensitive monitoring and reporting

	<b>DURATION</b> 08 hours
	<b>TRAINING CODE</b> GEWGG 08
	<b>DESIGNED FOR</b> Level 2, 3 & 4

## 03

# PUBLIC POLICY FORMATION

### CONTENT

- » Articulate vision and thinking strategically
- » Concepts and practices in strategic management
- » Globalisation and urban policies
- » Policy analysis and implementation
- » Understanding public policy and practice of bureaucracy
- » Weber's theory of bureaucracy
- » Understanding and executing the triangular relationship in public administration
- » Differences between public administration and public management
- » New public management and new public service
- » Policy management, governance and accountability in public management



#### DURATION

15 hours



#### TRAINING CODE

PPFGG 15



#### DESIGNED FOR

Level 3 & 4

## 04

# ROLE OF CIVIL SERVICE

### CONTENT

- » Public administration organisation – its structure and process
- » Public service characteristics and capacity management
- » Public sector as the building blocks of government
- » Political-Legal environment of administration
- » Administrative responsibility and ethics, governance and meritocracy in public sector
- » Managing network relations, and inter-departmental, inter-governmental, and international relations
- » Management of resources: water land, energy, transportation and manpower
- » Management of education and healthcare



#### DURATION

15 hours



#### TRAINING CODE

RSCGG 15



#### DESIGNED FOR

Level 3 & 4

**CONTENT**

- » Introduction to Viuga 2.0
- » Application log-in
- » Home page and navigation
- » Organizational structure
- » Recruitment- application processing, employee selection, direct recruitment
- » Termination
- » Practical exercises, case scenarios, discussions.

	<b>DURATION</b> 05 hours
	<b>TRAINING CODE</b> VITGG 05
	<b>DESIGNED FOR</b> Level 2, 3 & 4

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## HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DEPARTMENT

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Human Resource Management is the umbrella under which all the other HR activities are organized and implemented in an organization. Hence through the various trainings Human Resource Management and Development Department of CSTI develops and conducts, it is ensured that those who handle the HRM resources and responsibilities in the organisations are provided with the most recent information and techniques used in the field, in addition to equipping them with the tips and refreshers in being the most efficient and effective personnel, via whom the organization and the rest of the employees can benefit from.

---

### For more info



Dept : 3307315



[afiya@csc.gov.mv](mailto:afiya@csc.gov.mv)



CSTI : 3309978



<http://csti.gov.mv/>



[facebook.com/cstimv](https://www.facebook.com/cstimv)



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# 01

## ADVANCED LEADERSHIP SKILLS

### CONTENT

- » Your team's aspirations
- » Systematic planning
- » Giving a speech
- » Crisis management
- » Managing people
- » Forgiving people
- » Delegation skills
- » Optional end-of-course exercise



**DURATION**  
09 hours



**TRAINING CODE**  
ALSHR 09



**DESIGNED FOR**  
Level 3 & 4

# 02

## ADVANCED PROJECT MANAGEMENT

### CONTENT

- » Choosing the project team
- » Building a winning team
- » Nine easy ways to reward your team
- » Developing a communication plan
- » Communicating with sponsors and executives
- » Dealing with problem team members



**DURATION**  
15 hours



**TRAINING CODE**  
APMHR15



**DESIGNED FOR**  
Level 2 & 3

## 03

## CHANGE MANAGEMENT

## CONTENT

- » Defining change
- » The change cycle
- » The human reaction to change
- » The pace of change
- » The pyramid response to change
- » A four room apartment
- » Dealing with resistance
- » Adapting to change
- » Strategies for dealing with change
- » Managing anger and stress

	<b>DURATION</b> 09 hours
	<b>TRAINING CODE</b> CHMHR 09
	<b>DESIGNED FOR</b> Level 3 & 4

## 04

## COACHING - A LEADERSHIP SKILL

## CONTENT

- » Define coaching
- » Interpersonal communication skills
- » Self-disclosure
- » Critical coaching skills
- » More on communication
- » Learning styles and principles
- » Benefits/consequences
- » Skills involved in coaching
- » The coaching model
- » Feedback
- » Coaching problems

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> CLSHR 15
	<b>DESIGNED FOR</b> Level 3 & 4

## 05

## CONFLICT MANAGEMENT

## CONTENT

- » Anatomy of a conflict
- » Handling conflicts
- » Manage your emotions
- » Conflict resolver
- » Negotiation
- » Organisational conflict

	<b>DURATION</b> 06 hours
	<b>TRAINING CODE</b> COMHR 06
	<b>DESIGNED FOR</b> Level 2, 3 & 4

## 06

## CONFLICT MEDIATION, NEGOTIATION AND RESOLUTION

## CONTENT

- » Introduction to conflict
- » Conflict resolution and stimulation methods
- » Competitive and cooperative conflict approaches
- » Workplace conflict and conflict assessment
- » Anger, apology, forgiveness and reconciliation
- » Seeking mediation and arbitration
- » Types of negotiation
- » Conflict, power and politics
- » Conflict and society

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> CMNHR 15
	<b>DESIGNED FOR</b> Level 3 & 4

## 07

## CONFLICT RESOLUTION

## CONTENT

- » Definition and types of conflict
- » Spontaneous and reflective action
- » Johari windows
- » Stages of conflict
- » Conflict resolution style questionnaire
- » The role of communication in conflict resolution
- » Seven steps to ironing things out
- » The conflict/opportunity test
- » Conflict and its resolution
- » Facilitating conflict
- » Setting norms
- » Making an intervention



**DURATION**  
15 hours



**TRAINING CODE**  
CORHR 15



**DESIGNED FOR**  
Level 2 & 3

## 08

## COACHING SKILLS

## CONTENT

- » What is coaching
- » The GROW model
- » The GROW model: the coaching circles exercise
- » How to ask questions
- » How to motivate
- » Feedback and assessments



**DURATION**  
10 hours



**TRAINING CODE**  
COSHR 10



**DESIGNED FOR**  
Level 2 & 3

## 09

## CONDUCTING INTERVIEWS

## CONTENT

- » Overall interview strategy
- » Preparing for an interview
- » Interview style
- » Interview structure
- » Asking questions
- » Interview techniques
- » Handling interviews

	<b>DURATION</b> 06 hours
	<b>TRAINING CODE</b> COIHR 06
	<b>DESIGNED FOR</b> Level 3

## 10

## CUSTOMER SERVICE

## CONTENT

- » The fundamentals of customer service principles
- » Getting information
- » Communication strategies
- » Confronting difficult people
- » Managing difficult situations assertively
- » Reaching solutions

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> CUSHR 15
	<b>DESIGNED FOR</b> Level 2, 3 & 4

# 11

## EFFECTIVE LEADERSHIP FOR SUPERVISORS

### CONTENT

- » Need of leadership qualities for a supervisor
- » Identify characteristics of an effective leader
- » Identify one's personal leadership style
- » Adapt approach to fit the situation or person
- » Need of motivation in an organization and application of motivation theories
- » Enhancing team performance
- » Conducting effective meetings
- » Preparing agenda notes



**DURATION**  
15 hours



**TRAINING CODE**  
ELSHR 15



**DESIGNED FOR**  
Level 3 & 4

# 12

## EMPLOYEE RELATIONSHIPS

### CONTENT

- » Define interpersonal relationships
- » How to develop interpersonal relationships
- » Ways of developing interpersonal relationships
- » Building and strengthening teams
- » Developing and improving communication skills



**DURATION**  
15 hours



**TRAINING CODE**  
EMRHR 15



**DESIGNED FOR**  
Level 3 & 4

# 13

## EVENT MANAGEMENT

### CONTENT

- » Managing events
- » What is an event for?
- » Planning and budgeting
- » Timing and risk management
- » Venue
- » Strategic planning
- » Promoting the event

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> EVMHR 15
	<b>DESIGNED FOR</b> Level 2, 3 & 4

# 14

## GENERAL MANAGEMENT AND LEADERSHIP

### CONTENT

- » Managing internal functions of management
- » Decision making process
- » Management of performance and measuring results
- » Human resource management strategies, systems and processes
- » Concepts and practice of leadership
- » Leading a complex organization, versus a public organization, and growing leadership talent
- » Nature of groups, teams, networks and their management
- » Empowerment of groups and individuals, management staff
- » Organization culture in the public organization

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> GMLHR 15
	<b>DESIGNED FOR</b> Level 3 & 4

# 15

## HUMAN RESOURCES DEVELOPMENT FOR SUPERVISORS

### CONTENT

- » Define human resources development (HRD)
- » Need and importance of HRD in organization.
- » The role of HRD in organization context.
- » Process of conducting a TNA
- » Preparing training plan
- » Preparing design brief for a given organization
- » Evaluate HRD activities in an organization
- » Identifying the training costs

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> HRDHR 15
	<b>DESIGNED FOR</b> Level 3 & 4

# 16

## INTERVIEW PANELIST TRAINING

### CONTENT

- » The purpose of understanding the need for performance management
- » The nature of performance management
- » The scope for supervisors and/or senior management to communicate the importance of performance management with their subordinates
- » Encouraging subordinates to instill the skills needed for performance management.

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> IPTHR 15
	<b>DESIGNED FOR</b> Level 3, 4 & 5

# 17

## LEADERSHIP SKILLS FOR EXECUTIVES

### CONTENT

- » Introduction - nature and scope of leadership
- » Leadership characteristics and qualities
- » Private victory
- » Public victory
- » What's new about leadership
- » Leading the organization



**DURATION**  
15 hours



**TRAINING CODE**  
LSEHR 15



**DESIGNED FOR**  
Level 3 & 4

# 18

## WORKPLACE ETHICS FOR SUPERVISORS

### CONTENT

- » What is Ethics? What is Workplace Ethic
- » Why Workplace Ethics for Supervisors matters
- » Workplace ethical values and common ethical problems
- » How to address workplace ethical problems
- » Principles for effective ethical decisions for supervisors
- » Building ethical workplace culture
- » What is progressive discipline?
- » The steps of progressive discipline
- » Exploring unethical workplace scenarios and preparing role-plays with effective Solutions



**DURATION**  
15 hours



**TRAINING CODE**  
WESHR 15



**DESIGNED FOR**  
Level 3 & 4

# 19

## PERFORMANCE MANAGEMENT

### CONTENT

- » Performance review system
- » Set objectives and monitor performance
- » Appraisal meeting
- » Ranks and rewards
- » How to motivate and encourage
- » How to give feedback?
- » Know yourself, know others

	<b>DURATION</b> 06 hours
	<b>TRAINING CODE</b> PEMHR 06
	<b>DESIGNED FOR</b> Level 3 & 4

# 20

## PROJECT MANAGEMENT SKILLS

### CONTENT

- » What is a Project?
- » Project Life Cycle
- » Mind Maps and Gantt Charts
- » Work Breakdown Structure
- » Critical Path Analysis
- » Communication Plan
- » Risk Management
- » Documentation and Handling Issues
- » Closing Projects

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> PMSHR 15
	<b>DESIGNED FOR</b> Level 2 & 3

# 21

## SUPERVISORY SKILLS

### CONTENT

- » Nature, purpose and scope of supervisory skills
- » Purpose of understanding the need for supervisory skills
- » The nature of supervision
- » Differences between a supervisor and other employees.
- » Responsibilities of a supervisor and other levels in the hierarchical structure of the organization.
- » How to master the new role being assigned as a supervisor.
- » Providing direction and support to achieve the targeted goals

**DURATION**

15 hours

**TRAINING CODE**

SUSHR15

**DESIGNED FOR**

Level 3 &amp; 4

# 22

## TEAM BUILDING

### CONTENT

- » Types of teams
- » The team player survey
- » Organizations today
- » The stages of team development
- » Communication skills
- » Shared leadership
- » De Bono's thinking hats
- » Managing team conflict

**DURATION**

06 hours

**TRAINING CODE**

TEBHR 06

**DESIGNED FOR**

Level 2 &amp; 3

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## **INFORMATION TECHNOLOGY & INNOVATION DEPARTMENT**

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Technology infrastructure is essential to the delivery of government services. Today, technology such as the various devices, connectivity, servers, and software, is essential to government operation. Like the transformed world around us, our Civil Service must meet the changing expectations by delivering great services through digital channels. The aim of the trainings provided by ICT and Innovation department at CSTI is to engage, empower, and improve life for the public and the staff. Our department focuses on training staff to deliver great outcomes for citizens, instead of struggling against outdated processes. We aim to improve government service delivery through efficient use of information and communications technology services. With the recently introduced e-learning option, we aim to grow and establish virtual trainings to enable the maximum knowledge transfer.

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### **For more info**



Dept : 3307304



yaameen@csc.gov.mv



CSTI : 3309978



<http://csti.gov.mv/>



[facebook.com/cstimv](https://www.facebook.com/cstimv)



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# 01

## COMPUTER PROFICIENCY

### CONTENT

- » Writing minutes of meeting in English and Dhivehi
- » Creating, formatting, saving, and printing documents, including files and webpages.
- » Troubleshooting application related issues and problems.
- » Creating database and retrieving information.
- » Using copy machine functions, features and tools effectively

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> COPIT 15
	<b>DESIGNED FOR</b> Level 2 & 3

# 02

## GRAPHICS DESIGNING BASICS

### CONTENT

- » Introduction to graphic designing
- » Introduction to typography
- » Introduction to colour
- » Planning your project
- » The difference between raster and vector images
- » The main uses of CorelDraw, Photoshop, Illustrator, and InDesign.
- » The CorelDraw workspace
- » The Photoshop workspace
- » The Illustrator workspace
- » The InDesign workplace

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> GDBIT 15
	<b>DESIGNED FOR</b> Level 2, 3 & 4

## 03

# INSTALLING, CONFIGURING AND OPTIMIZING OPERATING SYSTEM

## CONTENT

- » Install, upgrade or configure windows OS systems.
- » Locate missing drivers and install them.
- » Find security issues and solve them.
- » Carry out troubleshooting functions to identify related problems.

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> IOSIT 15
	<b>DESIGNED FOR</b> Level 2 & 3

## 04

# INTRODUCTION TO WINDOWS 7

## CONTENT

- » Booting pc's and shutdown windows
- » Understanding windows desktop and creating shortcuts and navigating the windows environment
- » Utilizing windows explorer and internet explorer
- » Utilizing mails, news, appointments and mobile features
- » Creating movies and DVD videos, and learning windows media, format and burn CD and DVD
- » Windows 7 tools, accessing help and support
- » Keeping the system healthy

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> INWIT 15
	<b>DESIGNED FOR</b> Level 2 & 3

## 05

## MICROSOFT OFFICE 2010 EXCEL

## CONTENT

- » Working in and with an excel workbook
- » Accessing and using excel templates
- » Entering and editing data in a worksheet
- » Using data types
- » Saving the workbook
- » Inserting, deleting and formatting cells
- » Working with rows and columns
- » Working with multiple worksheets
- » Finding, sorting and filtering data
- » Building formulas
- » Data functions and data validation
- » Pivot tables and charts
- » Excel solver macros
- » Security and privacy features
- » Importing data, formatting and modifying charts
- » Working in Dhivehi language

**DURATION**

15 hours

**TRAINING CODE**

MSEIT 15

**DESIGNED FOR**

Level 2 &amp; 3

## 06

## MICROSOFT OFFICE 2010 WORD

## CONTENT

- » Document creation
- » Saving, printing and closing a document
- » Editing and formatting text
- » Creating bulleted and numbered lists
- » Setting and modifying tabs
- » Formatting documents
- » Margins and page setup
- » Creating, formatting and modifying tables
- » Inserting and formatting pictures, shapes and clip art, graphics and charts
- » Working in Dhivehi language

**DURATION**

15 hours

**TRAINING CODE**

MSWIT 15

**DESIGNED FOR**

Level 2 &amp; 3

## 07

## MICROSOFT OFFICE 2010, MS POWERPOINT, OUTLOOK AND ONENOTE

## CONTENT

- » Creating a New Presentation and Working with an Existing Presentation
- » Working with Different Themes and Layouts
- » Delivering a Presentation
- » Outlook account configuration
- » Creating, Sending and Responding to E-mail Messages
- » Formatting and Personalizing Messages
- » Working with Attachments
- » Exploring the OneNote 2010 User Interface.
- » Archiving data

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> MSPIT 15
	<b>DESIGNED FOR</b> Level 2 & 3

## 08

## NETWORKING BASICS

## CONTENT

- » Networking fundamentals
- » Networking media
- » Cable testing, cabling LAN and WAN
- » Ethernet fundamentals, Ethernet switching
- » TCP/IP protocol suite and IP addressing
- » Installing and configuring and troubleshooting wired network wireless network

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> NEBIT 15
	<b>DESIGNED FOR</b> Level 2 & 3

## UNDERSTANDING THE PERSONAL COMPUTERS

### CONTENT

- » Terminology
- » A short history of computing
- » Software evolution
- » Memory
- » Hardware components
- » The function of the CPU
- » Input and output devices
- » Storage devices and options
- » Overview of operating systems
- » The internet and online services

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> UPCIT 15
	<b>DESIGNED FOR</b> Level 2 & 3



## LANGUAGE AND COMMUNICATION DEPARTMENT

---

Language and Communication Department features training programmes to cater to the civil service staff who are interested in developing their language skills both relevant to English and Dhivehi Language. The trainees would receive opportunities to instill language skills in a wide range of areas, including, business communication, presentation skills, Dhivehi and English Language Skills in addition to learning the major mistakes, issues in language usage in the work place

---

### For more info



Dept : 3307354



[niam@csc.gov.mv](mailto:niam@csc.gov.mv)



CSTI : 3309978



<http://csti.gov.mv/>



[facebook.com/cstimv](https://www.facebook.com/cstimv)



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# 01

## ADVANCED COMMUNICATION SKILLS

### CONTENT

- » Understanding stories
- » Intension analysis
- » Example conversation
- » The two mistakes
- » Critical qualities of intentions
- » How to avoid the two mistake
- » Avoid blame
- » Express your feelings
- » Managing a difficult conversation
- » Handling conversational games



**DURATION**  
15 hours



**TRAINING CODE**  
ACSLC 15



**DESIGNED FOR**  
Level 2, 3 & 4

# 02

## COMMUNICATION STRATEGIES

### CONTENT

- » Identify common communication problems
- » Develop questioning skills
- » Learn about the importance of non-verbal skills when dealing with people
- » Learn how to bring about a change in attitudes and behavior among key groups on a day-to day basis.
- » Identify the reasons for the importance of active listening as a key strategy in effective communication.
- » Enhance the ability to handle difficult situations
- » Deal with situations assertively



**DURATION**  
15 hours



**TRAINING CODE**  
COSLC 15



**DESIGNED FOR**  
Level 2, 3 & 4

## 03

## EFFECTIVE COMMUNICATION SKILLS

## CONTENT

- » The purpose of effective communication.
- » The nature of effective communication.
- » The scope for instilling the skills of effective communication in professionals who are interested in dealing with people effectively
- » Ten ways to build positive relationships
- » Discuss barriers to communication and how these barriers apply to everyday life.
- » Examine questioning skills (including open questions, closed questions, and probing).
- » Explore listening skills.
- » Exploring the idea of body language.
- » Importance of Johari Window in understanding self-awareness and how to ask feedback of others.

**DURATION**

09 hours

**TRAINING CODE**

EFCLC 09

**DESIGNED FOR**

Level 2, 3 &amp; 4

## 04

## ENGLISH FOR WORKPLACE 1

## CONTENT

- » Enhance vocabulary and conversational skills
- » Develop understanding of grammar terms and four skills i.e. Listening, speaking, writing and reading
- » Improve the use of grammar, parts of speech, tenses and punctuation
- » Skillful use of dictionary to grasp the meanings of words
- » Participate in class discussions
- » Attempt different stimulating exercises

**DURATION**

20 hours

**TRAINING CODE**

BEWLC 20

**DESIGNED FOR**

Level 2, 3 &amp; 4

**CONTENT**

- » Elements of good writing
- » Word agreement
- » Active and passive voice
- » Sentences and sentence types
- » Sentence construction
- » Punctuation
- » Writing business letters
- » Writing memos
- » E-mail etiquette
- » Spelling and proofreading

**DURATION**

20 hours

**TRAINING CODE**

AEWLC 20

**DESIGNED FOR**

Level 2, 3 &amp; 4

**CONTENT**

- » Strategy and attitude
- » Understanding the mind of an interviewer
- » At the interview
- » Art of conversation: Tactics
- » Art of conversation: Strategies
- » Questions, questions, questions...
- » Closing the interview

**DURATION**

09 hours

**TRAINING CODE**

INSLC 09

**DESIGNED FOR**

Level 3 &amp; 4

## 07

## LISTENING SKILLS

## CONTENT

- » Why listen
- » Active listening
- » Types of listening
- » Listening spectrum
- » Bad listening
- » Conversation
- » Analysis of improved conversation
- » Listening guidelines
- » Questioning skills
- » Critical responses
- » Difficult people and how to manage them

**DURATION**

09 hours

**TRAINING CODE**

LISLC 09

**DESIGNED FOR**

Level 2, 3 &amp; 4

## 08

## MEDIA PRESENTATION SKILLS

## CONTENT

- » Media literacy, advantages, and various typologies
- » Techniques to improve media literacy
- » Types of segmentation, tactics of attracting audiences and the stakeholder mapping model
- » Manifest, process, baseline and fluctuation effects
- » Social media engagement, ethics and benefits
- » Social vs. traditional marketing, the characteristics/skills of a successful social media marketer and the various qualitative KPIs
- » The various listening and communication skills
- » Informing and persuading skillfully through knowledge of the various presentation and communication styles
- » The various organisation patterns for presentations, and developing effective presentation through research, demographics, and audience analysis
- » Overcoming the various negative responses of presentation delivery and the various visual presentation supporting aids

**DURATION**

20 hours

**TRAINING CODE**

MSSLC 20

**DESIGNED FOR**

Level 3 &amp; 4

## 09

## PRESENTATION SKILLS

## CONTENT

- » Organise information to be presented in a logical format which is audience-focused
  - » Prepare a clear introduction and a winning conclusion that captures and connects with your audience
  - » Present information in an interesting and three-dimensional way
  - » Managing time
  - » Control body language to look confident and approachable
  - » Know how to use the voice to project energy.
  - » Practice audience adaptation
- by adjusting to their speaking style
- » Prepare relevant visuals that are easy to see and understand
  - » Deal with questions that are difficult to handle.
  - » Apply principles promoted in this course to your work environment “consciously”

**DURATION**

15 hours

**TRAINING CODE**

PRSLC 15

**DESIGNED FOR**

Level 2, 3 &amp; 4

## 10

## REPORT WRITING

## CONTENT

- » Report writing strategy
- » Persuading readers
- » Collecting and organizing content
- » Styling and presentation
- » Increasing the impact through language
- » Using clear English
- » High impact summaries
- » Writing titles that grab attention
- » Selling your ideas

**DURATION**

15 hours

**TRAINING CODE**

REWLC 15

**DESIGNED FOR**

Level 2, 3 &amp; 4

# آرژینو پروگرام 1

11

## پژدینت کارکون

دوره کارکون 15 کارکون	
تیم کارکون BODLC15	
تیم کارکون 2، 3، 4 کارکون	

1. آرژینو، آرژینو، آرژینو (کارکون)
2. آرژینو، آرژینو، آرژینو  
آرژینو، آرژینو، آرژینو
3. آرژینو (کارکون، آرژینو، آرژینو، آرژینو...)
4. آرژینو
5. آرژینو
6. آرژینو
7. آرژینو، آرژینو، آرژینو
8. آرژینو، آرژینو، آرژینو
9. آرژینو، آرژینو، آرژینو

# آرژینو پروگرام 2

12

## پژدینت کارکون

دوره کارکون 15 کارکون	
تیم کارکون AODLC15	
تیم کارکون 2، 3، 4 کارکون	

1. آرژینو
2. آرژینو
3. آرژینو
4. آرژینو
5. آرژینو / آرژینو
6. آرژینو
7. آرژینو
8. آرژینو
9. آرژینو





## PERSONAL DEVELOPMENT DEPARTMENT

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Developing an effective employee training programme is vital to the long-term success of any organization. Professional Development Department at CSTI aims to improve quality of employees and their personal development through training and education. Our trainings enable staff to develop themselves to be more confident, goal and service oriented. We also focus on developing staff motivation, morale and productivity. A special attention is also given to teaching employees to solve problems and issues related to work which eventually make the place and the employees more conscious, responsive and prepared.

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### For more info



Dept : 3307321



zarana@csc.gov.mv



CSTI : 3309978



<http://csti.gov.mv/>



[facebook.com/cstimv](https://www.facebook.com/cstimv)



@CSTImv

## 01

## ADVANCED EMOTIONAL INTELLIGENCE – INTERPERSONAL SKILLS

### CONTENT

- » Social-intelligence and social-awareness
- » Attention
- » Empathy
- » Verbal and non-verbal synching
- » Influence
- » Concern



**DURATION**  
08 hours



**TRAINING CODE**  
AEIPD 08



**DESIGNED FOR**  
Level 4

## 02

## ADVANCED TIME MANAGEMENT

### CONTENT

- » Eliminate unnecessary stuff
- » Handling meetings
- » Managing your habits
- » Automate everything
- » Advanced GTD
- » Managing e-mails



**DURATION**  
15 hours



**TRAINING CODE**  
ATMPD 15



**DESIGNED FOR**  
Level 2, 3 & 4

## 03

# ANGER MANAGEMENT: UNDERSTANDING ANGER

### CONTENT

- » Managing your anger
- » The anger process
- » How does anger affect thinking
- » Managing anger
- » Communicating better
- » Behaviour types
- » Taking control



#### DURATION

15 hours



#### TRAINING CODE

ANMPD 15



#### DESIGNED FOR

Level 2, 3 & 4

## 04

# EMOTIONAL INTELLIGENCE

### CONTENT

- » Self-awareness
- » Self-management
- » Self-motivation
- » Empathy
- » Social-awareness
- » Relationship management



#### DURATION

08 hours



#### TRAINING CODE

EMIPD 08



#### DESIGNED FOR

Level 3 & 4

## 05

## LIFE SKILLS

## CONTENT

- » Inter personal skills
- » Skills for building self-awareness
- » Values analysis clarification skills
- » Decision making
- » Time management
- » Coping with stress

**DURATION**

15 hours

**TRAINING CODE**

LISPD 15

**DESIGNED FOR**

Level 1, 2 &amp; 3

## 06

## MEETING SKILLS

## CONTENT

- » Manage relationships
- » Body language
- » Effective Meetings with Clients
- » Questioning methods
- » Negotiation

**DURATION**

08 hours

**TRAINING CODE**

MESPD 08

**DESIGNED FOR**

Level 2, 3 &amp; 4

## 07

## MOTIVATION TRAINING

## CONTENT

- » What motivation is
- » Inter-relationship between supervising and motivation
- » Theories of Motivation
- » The carrot, the whip and the plant
- » Identifying your fear and desire
- » Importance of goal setting
- » The role of value
- » Creating a motivational climate
- » The Expectancy Theory
- » Designing a motivational job
- » Designing a motivational checklist

	<b>DURATION</b> 06 hours
	<b>TRAINING CODE</b> MOTPD 06
	<b>DESIGNED FOR</b> Level 2 & 3

## 08

## MOTIVATION, PERSUASION AND CREATIVITY

## CONTENT

- » Eight steps to mission statement
- » Procrastination
- » Creativity
- » The ultimate strategy
- » Persuasion

	<b>DURATION</b> 15 hours
	<b>TRAINING CODE</b> MPCPD 15
	<b>DESIGNED FOR</b> Level 2, 3 & 4

**09**

## POSITIVE THINKING AND POSITIVE ATTITUDE

### CONTENT

- » How to deal with stress using a stress diary
- » Thought awareness, rational and positive thinking
- » How to break bad habits
- » Learn internal versus external locus of control
- » Johari windows and Johari Styles



**DURATION**  
15 hours



**TRAINING CODE**  
PTPPD 15



**DESIGNED FOR**  
Level 2 & 3

**10**

## PROBLEM-SOLVING AND DECISION MAKING

### CONTENT

- » What is decision making
- » How to choose actions
- » How to analyse the impact of your actions
- » How to decide in groups
- » What are the principles of decision making?



**DURATION**  
08 hours



**TRAINING CODE**  
PSDPD 08



**DESIGNED FOR**  
Level 3 & 4

# 11

## SIMPLIFY YOUR TIME

### CONTENT

- » Controlling the demands
- » Time wasting culprits
- » Time and self-management
- » Procrastination
- » Simplify your communication
- » Simplify your email
- » How to stop disruptions
- » Simplified ways of preventing interruptions for managers
- » Advance planning
- » Simplified ways of preventing interruptions for all office workers who interrupt themselves

	<b>DURATION</b> 08 hours
	<b>TRAINING CODE</b> SYTPD 08
	<b>DESIGNED FOR</b> Level 2, 3 & 4

# 12

## STRESS MANAGEMENT

### CONTENT

- » How to monitor stress
- » How to avoid extreme distress
- » How to manage physiological stress

	<b>DURATION</b> 06 hours
	<b>TRAINING CODE</b> STMPD 06
	<b>DESIGNED FOR</b> Level 2, 3 & 4

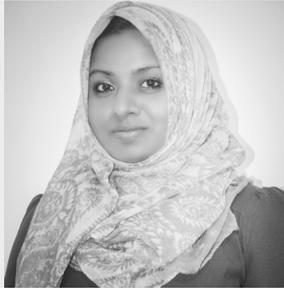




# CSTI staff details

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## Head of CSTI



**Fathimath Habeeba**

**Director**

Head of Training Institute



3307 348



habeeba@csc.gov.mv

## Academic Staff



**Niam Waheed Abdul Wahid**

**Senior Training Coordinator**

Male' Trainings, Language and  
Communication Department



3307 354



niam@csc.gov.mv



**Zarana Ibrahim**

**Senior Training Coordinator**

Atoll Trainings and Personal Development Department



3307 321



zarana@csc.gov.mv



**Ahmed Yaameen**

**Senior Training Coordinator**

E Learning Trainings, Information Technology  
and Innovation Department



3307 304



yaameen@csc.gov.mv



**Afiya Abdul Hadhee**

**Training Coordinator**

Human Resource Management and  
Development Departments



3307 315



afiya@csc.gov.mv



**Aishath Shareef**

**Training Coordinator**

Economic Analysis, Financial Management  
and Good Governance Department



3307 311



aishath.shareef@csc.gov.mv

## Administrative Support



**Jadulla Jameel**

Assistant Director  
Administrative Support

☎ 3307 364

✉ jadulla@csc.gov.mv



**Shahida Khalid**

Administrative Officer  
Admin Support

☎ 3307 322

✉ shahida@csc.gov.mv



**Mariyam Nashidha**

Support service



**Mariyam Najeeba**

Support service

## Contact us

### Civil Service Training Institute (CSTI)

 M. Ship Plaza, First Floor,  
Orchid Magu, Male' Maldives

 3309978

 [csti@csc.gov.mv](mailto:csti@csc.gov.mv)

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 @CSTImv

 <http://csti.gov.mv/>

## Location





## Civil Service Training Institute



M.Ship Plaza, First Floor,  
Orchid Magu, Male' Maldives



3309978



csti@csc.gov.mv



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