TRAINING
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IN THIS ISSUE

Civil ServiceTraining Institute

Civil Service Training Institute (CSTI) is dedicated to help shape the public service by establishing a mechanism to train, learn and develop the government employees and establish a career based system for the Civil Service. Our primary focus is on the public service which comprises different ministries and other government offices throughout Maldives.

May Highlights

Male' Trainings

Training	Participant Amt
Project Management- May 3-7	27
Motivation Skills- May 10-14	26
Change Management- May 19-21	11
Business Communication Skills- May 19-21	25
Visioning: Maldives Civil Service 2016-2020- May 17-18	40
Positive Thinking and Positive Attitude (Batch 1)- May 23	23
Positive Thinking and Positive Attitude (Batch 2)- May 30	32
Training on Interview Panelist- May 20-24	19
PS Retreat 4- May 29-30	20
Administrative Skills- May 24-28	24

Office Dhivehi 1- May 24-28 — Participant Amt: 21
Office Dhivehi 2- May 31-June 4 — Participant Amt: 22
Emotional Intelligence- May 31-June 4 — Participant Amt: 14

CIII in Office Administration (Batch 5)
Time Management- May 7-11
Team Building- May 12-14

Diploma in Public Administration and Management (Batch 2)
Media and Presentation skills- May 17 to June 16

CIII in ICT for Office Management (Batch 2)
Operating System- May 2-7
E- Government Applications GEMS- May 9-16
MS Outlook 2010- May 17-23

CIII in Accounting and Financial Administration (Batch 3)
Office Dhivehi- May 2-9
Financial Management- May 10-21

Atoll Trainings

Capacity Development Program (F. Nilandhoo)

Training	Participant Amt
Internal Audit- May 21- 23	39
CS Regulation- May 23	90
Performance Appraisal- May 24	77
Human Resource Management- May 24	42

Training at (Hdh. Kulhudhufushi)

Training	Participant Amt
Training on Delivering the Finest Customer Service- 1st May	23
Training on Creative Skills- 29-30 April -1 May	16

Upcoming Events

- Conflict Management 7-11 June
- Executive Leadership Skills 7-11 June
- Effective Communication 7-11 June
- Focus Group Meeting: Visioning Maldives Civil Service 2016 to 2020 -15 June to 24 June

Trainings will not be conducted during Ramadhan

Handling Workplace Conflict - Myths and Reality

By Myron Curry

Workplace conflict is much more common than you probably think. Yet, it is nothing to be ashamed of or swept under a rug. To truly understand workplace conflict, you need to understand some basic facts about the myths and reality of workplace conflict. The myths about workplace conflict are:

1.   It is not nice to have conflict. This idea is ingrained in our psyche. From childhood, you are taught that it is not nice to have conflict and you should always put a smiling face on it. Therefore, it is simply wrong to have conflict.

2.   Conflicts will resolve themselves over time, so there is no need for me to get involved. This is one of the more common approaches taken by managers. It's a hands-off approach to dealing with conflict.

3.   A true team would never have any conflict. When true team spirit prevails, there would be no conflict or even a chance for it. All is sweetness and light in a good team.

…….And now for the reality:

1.   It is not nice to have conflict - If it is not nice to have conflict, is it better to grind your teeth and suffer in silence? You get to be the nice guy, but you are probably heading towards a major meltdown.

2.   Conflicts will resolve themselves over time, so there is no need for me to get involved - This is probably one of the most common myths about conflict and one that produces disastrous results. If a manager fails to address workplace conflict head-on will find themselves dealing with a much bigger problem in the future. Most conflicts that involve minor disagreements or matters that are trivial tend to resolve and work themselves out over time. Larger disagreements or conflicts tend not go away without some type of intervention.

3.   A true team would never have any conflict - A team without conflict is one where the team members have nothing of value to contribute and no passion for their job. It is a group working according to the direction of the leader and with no scope for any creative ideas to emerge.

You should realize that conflict is inevitable and working out a solution is the major task of the manager. One of the main keys to handling workplace conflict is to stay focused on the problems and not the personalities of the individuals involved in the conflict. A good way to avoid dealing with larger conflicts later is to confront them in the early stages.

Retrieved from:

http://www.businesstrainingmedia.com/workplace-conflict-myths-reality.php
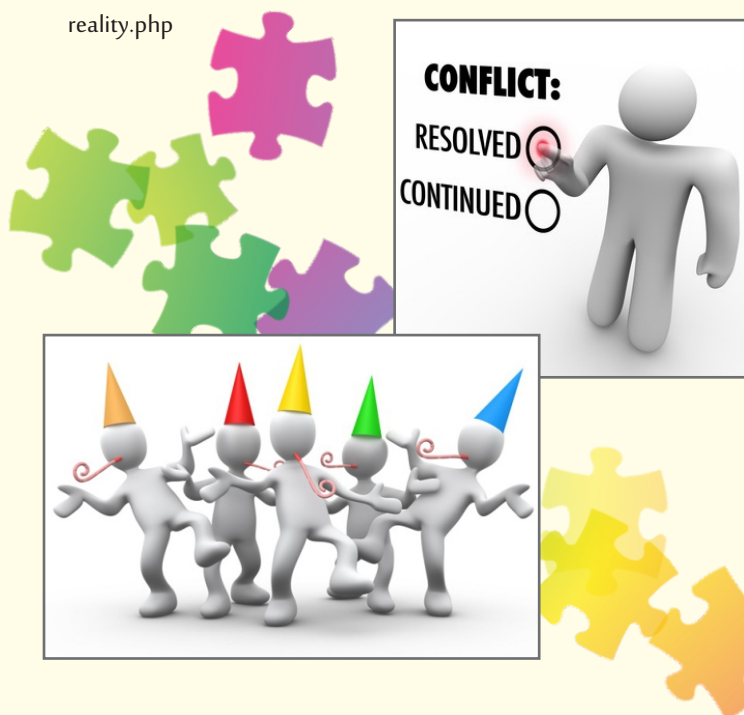
TRAINING OF THE MONTH

Workshop on Interpersonal Skill Development

On 27th and 28th April 2015, CSTI held a two day workshop on Interpersonal Skill Development aimed at the managerial level staff who are responsible for day to day management and leadership. The workshop was conducted by Mr. Mohamed Misthoh, who is a well-known trainer in the field of management consultancy. A total of 26 civil servants participated in this workshop.

The sessions cover four main areas:

(i) Self Awareness & Interpersonal Skills
The Self Awareness component will look at "knowing thyself" from a managerial perspective. Discussions will center around the various roles that are expected of a manager to a detail look at five different mindsets of a manager. In addition to these, another key area that would be detailed in this subject area is with regards to "values".

(ii) Conflict Resolution & Negotiation Skills
Whilst many (especially in our society) regard conflicts as a negative thing, the facilitator will conduct discussions that look at the benefits of conflicts for an organization (taking the participants to its basics roots). Using renowned assessment tools, participants will also get an opportunity to assess their person styles in resolving conflicts and will learn various strategies that they could apply in a host of scenarios. The session will also cover the basic aspects of negotiations and its processes and skills.

(iii) Solving Problems Creatively
We are renowned to look at problems from a linear point of view. We do this unconsciously and often as a result find ourselves worlds apart from the creative potential of ours. It is with this belief that the facilitator will take you on a journey of discovery, looking at how our minds really work, and tapping into our creative sides through the use of activities and problem solving equations.

(iv) Managing Change
Change is no doubt one of the most certain things in our life (second to death of course), and yet we are so reluctant (and hesitant) to change. We also have the tendency to make ourselves believe that we are very open to change (while in fact, we are highly resistant to change). Many tools and strategies will be offered during this seminar that will give you the opportunity to implement them so that you become more comfortable with change (at a conscious as well as an unconscious level).

CALL FOR PAPERS

MALDIVES CIVIL SERVICE CONFERENCE 2016

MARCH 2016

THEMES FOR THE PAPERS

Reforming for a professional civil service: striving for performance excellence

De-regulating the civil service: building divergence and dynamism

Ethics and integrity: promoting professionalism and political responsiveness

Selected articles will be published

Papers can be submitted in either Dhivehi or English language

Achieving Civil Service Excellence

Abstract Deadline
20.07.15

CIVIL SERVICE COMMISSION

Civil Service Training Institute

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Training Gallery

Interview Panelist Training

Project Management Training

Administrative Skills Training

Business Communication Skills - MIRA

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