

ISSUE 7 | JULY 2015

TRAINING BUZZ

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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 different ministries and other government offices throughout Maldives.

JUNE

Highlights

Male' Trainings



Report Writing in English 2-7 June 2015

Delivering the Finest Customer Service 6 June 2015

Conflict Management 7-11 June 2015

Executive Leadership Skills 7-11 June 2015

Effective Communication 7-11 June 2015

Training on CS Regulation 24-25 June 2015

Atoll Trainings



Training on CS Regulation
5th June 2015

L. Fonadhoo

Positive Thinking and
Positive Attitude
4th June 2015

L. Fonadhoo

Focus Group Meetings on Strategic Planning 2016-2020

15th June 2015 Ministry of Education
No of Participants: 22

16th June 2015 Health Sector
No of Participants: 37

17th June 2015 Economic Development Sector
Finance Sector
No of Participants: 23

22nd June 2015 Ministry of Defense and National Security
Ministry of Home Affairs
Ministry of Foreign Affairs
No of Participants: 27

23rd June 2015 Ministry of Fisheries & Agriculture
Ministry of Housing & Infrastructure
Ministry of Tourism
Ministry of Environment & Energy
No of Participants: 28

24th June 2015 Ministry of Islamic Affairs
Ministry of Youth & Sports
Ministry of Law and Gender
Attorney General Office
Male' City Council
No of Participants: 19

On going- Module Development

Report Writing Skills
Computer Proficiency
Interview Skills
Social Media Skills
Women Empowerment
Work Ethics for Supervisors
Hybrid Skills Set (5 Modules)

UpComing Events

Training of Trainers Programme on VIUGA 2.0

Male' - 22-23 July 2015 (Batch 1)
9-10 Aug 2015 (Batch 2)

Atoll - 2-3 Aug 2015 (Batch 1)
4-5 Aug 2015 (Batch 2)

Seminar on Island Administration
6 Aug 2015

Lecture on "How to Think Clearly" by prof. Hassan Ugail
3 Aug 2015

“It is not the eyes that are blind but the hearts”

~ Qur'an [22:46]~

Increasing Productivity by Living Our Values

By Uwe Kaufmann

On a recent trip to Japan, I took a Shinkansen high-speed train from Kyoto to Tokyo. The train was scheduled to arrive at Tokyo Station at 9.03pm. Since I had made an appointment to meet a good friend after arrival, I asked the train conductor whether we would be on time. The conductor looked at me, not understanding my question, and said: “We will be arriving at 9.03pm.” I thought to myself, yes, I know the schedule. But will we be on time?

He must then have somehow guessed my real meaning. He said: “There is no reason for a delay. We have not had an earthquake or tsunami today. So, we will be on time.” I had not heard this kind of answer for a while.

My professor at a German university where I studied — let's call him Hofmann — was very strict in many aspects. His style was driven by a deeply ingrained set of values. One of them was punctuality. Unless there was a very, very good reason for being late, we had to be on time — always.

Once, I was quite late for a meeting. However, I thought I had a good reason: “My train was delayed by 40 minutes.”

His reply was, “Okay, you take this train every day, right?”

“Yes, of course,” I replied.

“Was it ever late before?”

“Yes, this happens from time to time,” I answered, thinking that I was off the hook.

His answer: “Then you should have taken this into account and been prepared. Don't use this excuse again!”

With this management style, we were able to deliver outstanding results. No project was ever delayed.

Despite this tough regime, Professor Hofmann was known as one of the professors everyone wanted to work with. He was not only able to develop one's IQ (intelligence quotient) but also took strong care of EQ (emotional quotient) as well.

As a result, punctuality is one form of behaviour that I hold very dear to my heart, because it reveals one's attitude towards the most basic values of integrity, professionalism and respect.

Every human relationship starts with basic courtesy.

“Punctuality is the politeness of kings” is a saying coined by King Louis XVIII of France. He was making the point that educated people, and people who aspire to have and try to show a certain status, will fail if they don't master the most basic of all manners: punctuality. Without punctuality they are just “small men”.

In Singapore, I have had to get familiar with the phrase, “Sorry, I'm late”, uttered by members of all levels of society without hesitation or shame.

Often, it comes without any excuse. Only sometimes is it paired with statements such as “heavy traffic on PIE”.

No one is really surprised about the fact that some people are late, or the fact that there is heavy traffic on the Pan-Island Expressway, although both facts really have nothing to do with each other.

It is very likely that there is some heavy traffic on the PIE at certain times. This happens daily.

But heavy traffic is as good an explanation for being late as something like “There are many birds in Changi Village”.

So what is the real reason for being late? I think that this is because we are good at talking about values, but have forgotten that these values should also be part of daily courtesy and kindness, and not only values to be put on display on National Day.

A good example of the huge gap between theory and practice is when meetings regarding value development or competency deployment cannot start on time because of the late arrival of key players.

Their entrance with a “Sorry, I'm late” can be directly translated into “Sorry, I don't respect you”. Would you want to say this to your colleagues or friends? Wouldn't it be more appropriate to show the correct behaviour ourselves before we try to plant this seed in others? This would be good for our credibility as well.

In Singapore, we should live every day the way we deliver great projects: excellent quality, on time. How much time gets wasted and how much productivity gets squandered every day due to our inability to walk the talk?

There are always excuses for not doing things. Can we instead try to find reasons for doing things such as being on time? Our co-workers would thank us for it.

Remember, behaviour is contagious. Is yours worth catching?

Published on The Straits Times, 15 Jul 2013

Retrieved from: <http://www.coe-partners.com/increasing-productivity-by-living-your-values/comment-page-1/>



**KEEP
CALM
AND
HURRY
UP**

TRAINING OF THE MONTH

Permanent Secretaries Retreat

Civil Service Commission held its fourth Permanent Secretaries Retreat in May 2015. 15 participants from their respective ministries joined the retreat which took place at Arena Beach, Maafushi from 29th to 30th May 2015.

Focused on the theme of service delivery; the opening ceremony of the retreat was held at the beach with welcome address by Dr Mohamed Latheef, Chairman of Civil Service Commission. The first session of day one included Compliance Audit Findings by Mr Mohamed Riza, S. HR Officer, CSC and PS Appraisal Review by Mr Musthafa Luthfy, DG, CSC. This session was moderated by Ms Jameela Ali, Member of CSC. Following the Energizer by Mr Ibrahim Shaheeb Permanent Secretary at Ministry of Home Affairs, the second session of the day was Sharing Service Delivery Survey Findings by Ms Afiya Abdul Hadhy, Assistant Training Coordinator of Civil Service Training Institute. This session was moderated by Ahmed Hassan Didi, Vice Chairman, CSC. The final session of the day was Effective Service Delivery – Sharing of Best Practices by Mr. Masood Ali. The moderator of this session was Ms. Fathimath Renee Abdul Sattar, Member, CSC. Day two of the retreat started with Service Charter presented by Ms Waseema Abdulla, this session was moderated by Ahmed Hassan Didi, Vice Chairman, CSC.

The second session of the day was 2016; Way Forward- Drafting (Service Charter) by Ms Mariyam Visam,



Registrar of Companies, Ministry of Economic Development followed by Group sessions: Strategic Plan on Service Delivery. The final session of the retreat included Resolution Drafting & Presentation and Action Plan regarding the thematic papers presented by Dr Abdul Muhsin Mohamed Permanent Secretary at Ministry of Education and was moderated by Dr Abdulla Naseer, Permanent Secretary at Ministry of Fisheries and Agriculture.

The retreat was concluded with remarks by Ahmed Hassan Didi, Vice Chairman, CSC and vote of thanks by Dr. Abdul Muhsin Mohamed Permanent Secretary at Ministry of Education and Dr Abdulla Naseer, Permanent Secretary at Ministry of Fisheries and Agriculture.



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Reforming for a professional civil service: striving for performance excellence

Deregulating the civil service: building divergence and dynamism

Ethics and integrity: promoting professionalism and political responsiveness

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20.07.15



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For more information please visit <<http://www.csc.gov.mv/2015/05/8028>>

TRAINING GALLERY



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