



CSTI

Training Directory



சிறப்பில் சிறந்த கல்வி கல்வி
Civil Service Training Institute

2015

Major Programs 12

Diploma in Public Administration & Management 12

Certificate III in Office Administration 13

Certificate III in Project Management 13

Certificate III in Accounting and Financial Administration 14

Certificate III in ICT for Office Administration 15

First Certificate in English 16

Maldives Civil Service Senior Executives Program (MCSSEP) 19

Induction Program

Good Governance Department 20

20 *ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު*

21 *ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު*

21 *ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު ފަސޭޞަތު*

24 *ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު ސަލާމަތު*

Managing Reform and Change 22

Gender Equality and Women's Human Rights in Maldives 22

Public Policy Formation	23
Role of Civil Service	23
Induction Program	

Language and Communication Department **25**

Communication Strategies	25
Effective Communication	25
Presentation Skills	26
Report Writing	26
Customer Service	27
Advance Communication Skills	27
English for Office Administration	28
Media/Presentation Skills	28

29

جزئی سے دریافت

30

جزئی سے دریافت 2

Human Resource Management and Development Department **31**

Coaching - A Leadership Skill	31
Advanced Project Management	31
General Management & Leadership	32
Conflict Mediation, Negotiation & Resolution	32
Advanced Leadership Skill	33

Coaching Skills	33
Change Management	34
Conflict Management	34
Conflict Resolution	35
Conducting Interviews	35
Event Management	36
Motivation Training	36
Performance Management	37
Leadership Skills for Executives	37
Interview Skills	38
Supervisory Skills	38
Project Management Skills	39
Team Building	39
Human Resource Development for Supervisors	41
Employee Relationships	41
Effective Leadership for Supervisors	42
Work Place Ethics for Supervisors	42

Economic Analysis & Financial Management Department

43

Internal auditing	43
Financial management	43
Public sector financial management & control and measuring results	44
Entrepreneurship	44
Preparing financial statement	46

45

وَأَشْرِكُوا فِيهِمْ

46

وَأَشْرِكُوا فِيهِمْ

Information Technology & Innovation Department

47

Understanding the Personal Computers	47
Installing, Configuring and Optimizing Operating System	47
Networking Basics	48
Introduction to Windows 7	48
Microsoft Office System 2010 Word	49
Microsoft Office System 2010, MS PowerPoint, Outlook and OneNote	49
Microsoft Office System 2010 Excel	50
Computer Proficiency	50

Advanced Time Management	51
Emotional Intelligence	51
Advanced Emotional Intelligence – Interpersonal Skills	52
Advanced Emotional Intelligence – Personal Skills	52
Anger Management: Understanding Anger	53
Meeting Skills	53
Motivation, Persuasion & Creativity	54
Stress Management	54
Life Skills	55
Problem-Solving and Decision Making	55
Simplify Your Time	56
Positive Thinking and Positive Attitude	56

Program / Module Classification by Job level / Designation

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

	Senior Executives	EX7
	Senior Management Services	EX1 to EX6
	Managerial Services	MS1 to MS4
	General Services	GS1 to GS4
	Support Services	SS1 to SS5

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 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 programs 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 programs 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 programs 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 programs.
10. Encourage a global consciousness in civil servants by promoting international exchange activities based on joint learning and benchmarking of best practice.

Vision

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

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

Team CSTI



Team CSTI

From Left to right (top)

Aminath Shahma Haleem, Mariyam Nashida

From Left to right (down)

Mariyam Najeeba, Fathimath Habeeba, Mariyam Zeeniya, Shahida Khalid

Not in the picture: Jadulla Jameel, Afiya Abdul Haadhy, Numan Wisham, Niam Waheed Abdul Waahid

MALE' TRAININGS

LONG TERM	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
DIPLOMA IN PUBLIC ADMINISTRATION		1 st FEB -19 th NOV											
C3 IN ACCOUNTING AND FINANCIAL ADMINISTRATION		1 st FEB -21 st MAY						2 nd AUG -19 th NOV					
C3 IN ICT FOR OFFICE ADMINISTRATION		1 st FEB -21 st MAY											
C3 IN OFFICE ADMINISTRATION		1 st FEB -21 st MAY						2 nd AUG -19 th NOV					
C3 IN PROJECT MANAGEMENT								2 nd AUG -19 th NOV					
ENGLISH UPGRADING COURSE FOR EXECUTIVES		1 st FEB -13 th AUG											

CORPORATE TRAININGS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
ADMINISTRATIVE SKILLS					24-28					18-22		
CHANGE MANAGEMENT					17-21							
CONFLICT MANAGEMENT						7-11					22-26	
CONDUCTING INTERVIEWS							22-30					
CUSTOMER SERVICE							22-30				22-26	
EMPLOYEE RELATIONSHIP								9-13				
EVENT MANAGEMENT											22-26	
EXECUTIVE LEADERSHIP SKILLS						7-11		30-3				
HRD FOR SUPERVISORS									27-1			
HUMAN RESOURCE MANAGEMENT		22-25									15-19	
LEADERSHIP FOR SUPERVISORS										4-8		
MOTIVATION					10-14							6-10
PERFORMANCE APPRAISAL		15-17			3-7					25-29		
PROJECT MANAGEMENT			15-19					16-20				6-10
QUANTITY SURVEYING				5-9		7-11			6-10			

MALE' TRAININGS

CORPORATE TRAININGS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
SIMPLIFY YOUR TIME					24-28							
SUPERVISORY SKILLS			1-5							18-22		
WORK ETHICS FOR SUPERVISORS							28-30					
EMOTIONAL INTELLIGENCE						31-4						
POSITIVE THINKING AND POSITIVE ATTITUDE			8-12					30-3			30-3	
WOMAN EMPOWERMENT										11-13		
EFFECTIVE COMMUNICATION						7-11				25-29		
ENGLISH LANGUAGE FOR OFFICE ADMINISTRATION			29-2					16-20			4-10	
OFFICE DHIVEHI FOR ADMINISTRATIVE STAFF			22-26					2-6				
OFFICE DHIVEHI 1					24-28					4-8	15-19	
OFFICE DHIVEHI 2						31-4			6-10		30-3	
PRESENTATION SKILLS				26-30								
REPORT WRITING (ENGLISH)						31-4						
FINANCIAL MANEGEMENT								23-27				
INTERNAL AUDIT						31-4					30-3	
MAALIYYATHU GAVAIDHU				19-23								
COMPUTER PROFICIENCY									27-1			
MS OFFICE SYSTEM EXCEL 2010					24-28							
E- LEARNING		4-26										
INDUCTION		1-6		12-16			22-30		13-17		1-5	6-10
NEW GAVAIDHU							22-30				8-10	

Major Programs

DIPLOMA IN PUBLIC ADMINISTRATION & MANAGEMENT

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 program at CSTI. This program will provide you with the range of managerial and administrative skills that will allow you to grow in the public sector.

The following modules will be covered:

1. Public Policy Formation
2. Role of Civil Service
3. General Management & Leadership
4. Conflict Mediation, Negotiation and Resolution
5. Public Sector Financial management control and measuring results
6. Media/Presentation Skills
7. Entrepreneurship
8. Managing Reform and Change

Course Duration: 1 year

Target Group:



**“The purpose of education is to replace
an empty mind with an open one.”**

Malcolm Forbes

CERTIFICATE III IN OFFICE ADMINISTRATION

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.

The following modules will be covered:

1. Introduction, Fundamentals of Administration and General Office Procedures
2. English Language Proficiency for Administrative Officers
3. Office Dhivehi 1
4. Computer proficiency
5. Customer Service, Telephone Skills and Communication Strategies
6. Individual Excellence; Secrets of Career Success

Course Duration: 3 months

Target Group:



CERTIFICATE III IN PROJECT MANAGEMENT

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.

The following modules will be covered:

1. Introduction to project management
2. Project management methods

3. Project planning
4. Project control
5. Tools and techniques
6. Project management reports
7. Project estimating techniques
8. Managing project change
9. Global project management

Course Duration: 3 months

Target Group: 

CERTIFICATE III IN ACCOUNTING AND FINANCIAL ADMINISTRATION

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 worth 140 credit hours and should be covered over 12 weeks. This course is designed to enhance the basic accountancy skills and managing the administrative works for the staffs working in different ministry's 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 program will also is a guide to provide the vital skills to speed their work in the department.

The following modules will be covered:

1. Internal Auditing (General)
2. Financial Management
3. Preparing Financial Statement
4. Leadership Skills
5. Microsoft Office System
6. 
7. 

Course Duration: 3 months

Target Group: 

CERTIFICATE III IN ICT FOR OFFICE ADMINISTRATION

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 program provide a vendor-neutral language that is ready to use in tendering documents. This program 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 job functions.

The following modules will be covered:

1. Understanding the personal computers
2. Installing, configuring and optimizing Operating Systems
3. Networking Basics
4. Introduction to Windows 7
5. Microsoft Office System 2010 Word
6. Microsoft Office System, 2010 Excel
7. Microsoft Office System 2010 Power point/outlook/OneNote
8. Introduction to E-government – Application Software

Course Duration: 3 months

Target Group:



FIRST CERTIFICATE IN ENGLISH

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 programs 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. Its possession proves one's adequacy in English Language, and its successful completion means that one can to interact socially efficient. It has a lifelong validity.

Course Duration: 6 months

Target Group:



MALDIVES CIVIL SERVICE SENIOR EXECUTIVES PROGRAM (MCSSEP)

Maldives Civil Service Senior Executive Program (MCSSEP) is a compulsory training program for those who are joining to top most civil service jobs in the ministries or institution. In that regard, this program is particularly designed for Permanent Secretaries (PS) and Secretary Generals (SG).

MCSSEP is 66 hours of intensive training program designed to help civil service senior executives advance their leadership skills and build their capacity to lead successful change in their organizations.

Module	No. of hours
1. Rules and Regulations of Maldives Civil Service	3 hours
2. Maldives Financial Act	3 hours
3. Essentials of Leadership	15 hours
4. Executing Strategy for Results	15 hours
5. Strategic Human Resource Management	15 hours
6. Advanced Emotional Intelligence	15 hours

Target Group:



MANAGING REFORM AND CHANGE

Outline:

- 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

Duration: 50 hours

Target Group:



GENDER EQUALITY AND WOMEN'S HUMAN RIGHTS IN MALDIVES

Outline:

- Conceptual Clarity: Socialization 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

Duration: 8 hours

Target Group:



PUBLIC POLICY FORMATION

Outline:

- Articulate Vision and Thinking Strategically
- Concepts & Practices in Strategic Management
- Globalisation and Urban Policies
- Policy Analysis and Implementation
- Understanding Public Policy & Practice of Bureaucracy
- Weber's Theory of Bureaucracy
- Understanding & Executing the Triangular Relationship in Public Administration
- Differences between Public Administration and Public Management
- New Public Management & New Public Service
- Policy Management, Governance & Accountability in Public Management

Duration: 50 hours

Target Group:



ROLE OF CIVIL SERVICE

Outline:

- Public Administration Organisation, Its Structure and Process - Part A & Part B
- Public Service Characteristics & 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 - Part A & Part B
- 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: 50 hours

Target Group:



سیدھے لہجے میں سہولت کاروں اور خواتین کے حقوق

- کراچی، برطانوی ہندوستان میں سہولت کاروں اور خواتین کے حقوق
- سیدھے لہجے میں

دہلی: 2 کی آمد

10 کی آمد: 10 کی آمد



Language and Communication Department

COMMUNICATION STRATEGIES

Objectives: Upon completion of this course participants will be able to:

- Identify common communication problems and develop strategies to overcome them.

Outline:

- Dealing with people effectively
- To communicate key messages of a text correctly
- To raise awareness and understanding among the people working in an organization
- Communication to overcome conflicts and find solutions in order to maintain a healthy atmosphere in the working environment

Duration: 15 hours

Target Group:



EFFECTIVE COMMUNICATION

Outline:

- Communication skills to convey the right message to the right person, helps people who work in an organization
- To build trust, respect, foster learning and accomplish goals
- To understand the importance of effective communication when dealing with people of all walks of life
- Types of communication

Duration: 9 hours

Target Group:



PRESENTATION SKILLS

Outline:

- Importance to presentation skills
- The role of effective communication in effective presentation skills
- How presentation skills facilitate learning in general
- Various delivery methods for presentation skills
- How to interact with different types of participants in the target audience.
- The importance of voice modulation as a means of communication
- How to maximize presentation skills
- The role played by body
- Language in enhancing presentation skills
- How nervousness can be a positive factor to maximize presentation skills
- A negative factor to minimize effective communication
- Solutions for nervousness
- Importance of feedback to gain proficiency in presentation skills

Duration: 15 hours

Target Group:



REPORT WRITING

Outline:

Through presentation, group discussion, role plays and self-assessing exercises the following areas will be explored:

- Report writing strategy
- Persuading readers
- Collecting and organising 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

Target Group:



CUSTOMER SERVICE

Outline:

- The fundamentals of customer service principles
- Getting information
- Communication strategies
- How to confront difficult people and difficult situations assertively and bring resolutions

Duration: 15 hours

Target Group:



ADVANCE COMMUNICATION SKILLS

Outline:

- How can you use story analysis to improve your communication with others
- How should you handle intentions to get the best results
- What is the best way to share your intentions with others
- What should you do instead when things go wrong
- How to avoid blaming others
- How can you use a simple formula in conversations to easily share your feelings with others
- How to take advantage of the “4-Steps Conversation Technique” to significantly improve the quality of your conversations
- Why people get stuck in circular arguments and feel they should not give in to others
- How can you break this cycle and improve your communication skills

Duration: 15 hours

Target Group:



ENGLISH FOR OFFICE ADMINISTRATION

Outline:

- Why write?
- Word agreement
- Sentence types and paragraphs
- Practical language
- Inclusive language
- How to become a good writer
- The rules of writing
- Sentence construction
- Punctuation
- Introduction to writing memos and the role of a minute taker
- Introduction to writing minutes
- Introduction to writing letters
- Introduction to reports writing
- Email etiquette and top writing challenges

Duration: 20 hours

Target Group:



MEDIA/PRESENTATION SKILLS

Outline:

- Introduction to Media Literacy Approach
- Personal Strategy for increasing media literacy
- Industry Perspective on Audience
- Proactive Perspective on Media Effects
- Introduction to Social Media
- Social Media Marketing
- Listening and Communication Skills
- Informing and Persuading with Professional Excellence
- Designing a speech with Professional Excellence

Duration: 20 hours

Target Group:



کارکنان کی صلاحیتیں:

- سرکاری تنظیموں کی صلاحیتیں
- تعلیم، تربیت، اور پیشہ ورانہ صلاحیتیں
- کارکنان کی صلاحیتیں
- مواصلاتی صلاحیتیں
- کارکنان کی صلاحیتیں
- کارکنان کی صلاحیتیں
- کارکنان کی صلاحیتیں

18 کارکنان کی صلاحیتیں



تعلیم و تربیت

“Find your passion, learn how to add value to it, and commit to a lifetime of learning.”

Ray Kurzweil

Human Resource Management and Development Department

COACHING - A LEADERSHIP SKILL

Outline:

- 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

Duration: 8 hours

Target Group:



ADVANCED PROJECT MANAGEMENT

Outline:

- 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: 9 hours

Target Group:



GENERAL MANAGEMENT & LEADERSHIP

Outline:

- 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

Duration: 50 hours

Target Group:



CONFLICT MEDIATION, NEGOTIATION & RESOLUTION

Outline:

- Introduction to Conflict
- Conflict Resolution and Stimulation Methods
- Competitive and Cooperative Conflict Approaches
- Workplace Conflict & Conflict Assessment
- Anger, Apology, Forgiveness and Reconciliation
- Seeking Mediation and Arbitration
- Types of Negotiation
- Conflict, Power & Politics
- Conflict & Society

Duration: 50 hours

Target Group:



ADVANCED LEADERSHIP SKILL

Outline:

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

Duration: 9 hours

Target Group:



COACHING SKILLS

Outline:

- 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

Target Group:



CHANGE MANAGEMENT

Outline:

- What is 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

Duration: 9 hours

Target Group:



CONFLICT MANAGEMENT

Outline:

- Anatomy of a Conflict
- Handling Conflicts
- Manage Your Emotions
- Conflict Resolver
- Negotiation
- Organisational Conflict

Duration: 6 hours

Target Group:



CONFLICT RESOLUTION

Outline:

- Defining Conflict
- 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

Target Group:



CONDUCTING INTERVIEWS

Outline:

- Overall Interview Strategy
- Preparing for an Interview
- Interview Style
- Interview Structure
- Asking Questions
- Interview Techniques
- Handling Interviews

Duration: 6 hours

Target Group:



EVENT MANAGEMENT

Outline:

- Managing Events
- What is an Event For?
- Planning and Budgeting
- Timing & Risk Management
- Venue
- Strategic Planning
- Promoting the Event

Duration: 15 hours

Target Group:



MOTIVATION TRAINING

Outline:

- 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

Duration: 6 hours

Target Group:



PERFORMANCE MANAGEMENT

Outline:

- 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

Duration: 6 hours

Target Group:



LEADERSHIP SKILLS FOR EXECUTIVES

Outline:

- Introduction to Leadership (nature and scope of leadership)
- Leadership Characteristics/Qualities
- Private Victory
- Public Victory
- What's New About Leadership
- Leading the organization

Duration: 15 hours

Target Group:



INTERVIEW SKILLS

Outline:

- Strategy & 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: 9 hours

Target Group:



SUPERVISORY SKILLS

Outline:

- The Nature, Purpose, Scope of Supervisory Skills
- Purpose of understanding the need for supervisory skills
- The nature of supervision and differences between being a normal employ and being a supervisor.
- 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

Target Group:



PROJECT MANAGEMENT SKILLS

Outline:

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

Duration: 15 hours

Target Group:



TEAM BUILDING

Outline:

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

Duration: 6 hours

Target Group:



برونز و مس

- دستورالعملی و پروتوکول‌های مسابقات، تیم‌های شرکتی، بازی‌های سنتی و غیره
 - دستورالعملی و پروتوکول‌های مسابقات، بازی‌های سنتی
 - سوخت و سبزیجات، آب و نوشیدنی‌ها و دستورالعملی و پروتوکول‌های مسابقات
 - دستورالعملی و پروتوکول‌های مسابقات و سایر موارد
 - دستورالعملی و پروتوکول‌های مسابقات (از جمله)
 - دستورالعملی و پروتوکول‌های مسابقات و سایر موارد (از جمله)
- مسابقات (از جمله مسابقات)

کودک: 6 تا 12 سال



کودک و نوجوان



HUMAN RESOURCE DEVELOPMENT FOR SUPERVISORS

Outline:

- Define 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

Duration: 25 hours

Target Group:



EMPLOYEE RELATIONSHIPS

Outline:

- 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

Target Group:



EFFECTIVE LEADERSHIP FOR SUPERVISORS

Outline:

- 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

Target Group:



WORK PLACE ETHICS FOR SUPERVISORS

Outline:

- What is Ethics? What is Workplace Ethics
- 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

Target Group:



Economic Analysis and Financial Management Department

INTERNAL AUDITING (GENERAL)

Outline:

- 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: 20 hours

Target Group:



FINANCIAL MANAGEMENT

Outline:

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

Duration: 20 hours

Target Group:



PUBLIC SECTOR FINANCIAL MANAGEMENT, CONTROL AND MEASURING RESULTS

Outline:

- 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

Duration: 50 hours

Target Group:



ENTREPRENEURSHIP

Outline:

- The Entrepreneur
- Creating an engineering entrepreneurial vision and mission
- Creating entrepreneurship strategies
- Entrepreneurial intentions & corporate entrepreneurship
- Assessment and evaluation of entrepreneurial opportunities
- Preparing strategic and business plans
- Financial preparation & 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

Target Group:



مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ

- مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ
- مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ
- مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ

مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ 20 مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ



مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ مَدِينَةُ مَكَّةَ الْمُحَرَّمَةُ

PREPARING FINANCIAL STATEMENT (IN ACCORDANCE WITH IPSAS CASH BASIS)

Outline:

- Introduction
- Structure of the Standard
- Scope of the Requirements
- Presentation and Disclosure Requirements
- General Considerations
- Consolidated Financial Statements
- Foreign Currency
- Effective Date of Sections 1.1 To 1.7 Of Part 1 and
- Transitional Provisions
- Presentation of Budget Information in Financial
- Statements
- Recipients of External Assistance
- Part 2: Encouraged Additional Disclosures

Duration: 20 hours

Target Group:



Information Technology & Innovation Department

UNDERSTANDING THE PERSONAL COMPUTERS

Outline:

- 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

Duration: 20 hours

Target Group:



INSTALLING, CONFIGURING AND OPTIMIZING OPERATING SYSTEM

Outline:

- 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.

Duration: 20 hours

Target Group:



NETWORKING BASICS

Objectives: Upon completing this module, participant should be able to:

- Perform basic networking functions
- Configure, install and troubleshoot wired networks.
- Configure, install and troubleshoot wireless networks.

Outline:

- Networking Fundamentals and Networking Media
- Cable Testing, Cabling LANs and WANs
- Ethernet Fundamentals, Ethernet Switching
- TCP/IP Protocol Suite and IP Addressing
- Installing and Configuring and troubleshooting Wired Network Wireless Network

Duration: 20 hours

Target Group:



INTRODUCTION TO WINDOWS 7

Outline:

- 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 CDs and DVDs.
- Windows 7 Tools, accessing help and Support.
- Keeping the System Healthy.

Duration: 20 hours

Target Group:



MICROSOFT OFFICE SYSTEM 2010 WORD

Outline:

- 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: 20 hours

Target Group:



MICROSOFT OFFICE SYSTEM 2010, MS POWERPOINT, OUTLOOK AND ONENOTE

Outline:

- 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

Duration: 20 hours

Target Group:



MICROSOFT OFFICE SYSTEM 2010 EXCEL,

Outline:

- 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: 20 hours

Target Group:



COMPUTER PROFICIENCY

Outline:

- 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

Duration: 20 hours

Target Group:



PERSONAL DEVELOPMENT DEPARTMENT

ADVANCED TIME MANAGEMENT

Outline:

- Eliminate Unnecessary Stuff
- Handling Meetings
- Managing Your Habits
- Automate Everything
- Advanced GTD
- Managing E-mails

Duration: 15 hours

Target Group:



EMOTIONAL INTELLIGENCE

Outline:

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

Duration: 8 hours

Target Group:



ADVANCED EMOTIONAL INTELLIGENCE – INTERPERSONAL SKILLS

Outline:

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

Duration: 8 hours

Target Group:



ADVANCED EMOTIONAL INTELLIGENCE – PERSONAL SKILLS

Outline:

- EI competencies
- Self-awareness
- Self- management: power and positive thinking
- Self-motivation: self-efficacy and handling fear
- Handling reactions to your growth
- Personal EI implications

Duration: 8 hours

Target Group:



ANGER MANAGEMENT: UNDERSTANDING ANGER

Outline:

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

Duration: 15 hours

Target Group:



MEETING SKILLS

Outline:

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

Duration: 8 hours

Target Group:



MOTIVATION, PERSUASION & CREATIVITY

Outline:

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

Duration: 15 hours

Target Group:



STRESS MANAGEMENT

Outline:

- How to Monitor Stress
- How to Avoid Extreme Distress
- How to Manage Physiological Stress

Duration: 6 hours

Target Group:



LIFE SKILLS

Outline:

- Inter personal Skills
- Skills for Building self-Awareness
- Values Analysis Clarification Skills
- Decision making
- Time Management
- Copying and Stress
- Management

Duration: 15 hours

Target Group:



PROBLEM-SOLVING AND DECISION MAKING

Outline:

- 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: 8 hours

Target Group:



“Nothing we learn in this world is ever wasted.”
Eleanor Roosevelt

SIMPLIFY YOUR TIME

Outline:

- Controlling the demands
- Time wasting culprits
- Time/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

Duration: 8 hours

Target Group:



POSITIVE THINKING AND POSITIVE ATTITUDE

Outline:

- 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

Target Group:



Where to find us



Civil Service Training Institute
M.Ship Plaza, First Floor, Orchid Magu,
Male' Maldives
Tel 3309978, Fax 3018986
Email: csti@csc.gov.mv, Web: www.csti.gov.mv