

# TRAINING BUZZ

## IN THIS ISSUE

- | MARCH HIGHLIGHTS
- | UPCOMING EVENTS
- | MARCH SPECIAL
- | TOPIC OF THE MONTH
- | TRAINING GALLERY



# MARCH HIGHLIGHTS

## Male' Trainings

Mar 12-16	English for Workplace 1	no. of participants: 28
Mar 16-19	CS. Gavaaidhu TOT session for CSTI staff	no. of participants: 8
Mar 19-23	Training for Gender equality and Women's Empowerment	no. of participants: 17
Mar 26-30	Bid Evaluation and Procurement	no. of participants: 29
Mar 26-30	Civil Service Gavaaidhu	no. of participants: 28
Mar 28-29	Induction Phase 2	no. of participants:

Mar 22-23	Professional Development for Support Staff (Practical Sessions by MIT)	no. of participants: 19
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Bid Evaluation and Procurement

## Diploma in Public Administration and Management (Batch 7)

### Leadership and Management

## CIII in Office Administration (Batch 18)

### Communication Strategies



## English for Workplace 1







0900-1200

23-27 April

15 hrs

April

**MONTHLY SPECIAL**

*Customer service excellence: how to deliver exceptional customer service*

The programme aims to explore ways and means to deliver an excellent service to the customers. The programme is conducted by integrating the concept of learning by examples, where participants are introduced to professionals of organizations who are reputed for delivering an exceptional service to their customers, to share their best practices in bringing a reform to their workplace.

**Content Outline**

- Fundamentals of Customer Service
- Communication for Perfection
- Enhancing Attentiveness
- Innovative Customer Service
- Customer Relation Management

Target Audience

**Front office staff & counter service staff**

- Expertise from reputed organizations
- Result-oriented sessions
- Sharing best practices
- Addresses key competencies in providing an exceptional service to the customers

Sessions will be held @  
Civil Service Training Institute



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# Up Coming Events

## Training Requests

- Jamaaluddin School (Information for Support Staff) – April 1<sup>st</sup>
- R. Atoll Council (Interview Panelist Training) – April 11<sup>th</sup> – 12<sup>th</sup>
- Addu City Council (English for Office Administration) – April 13<sup>th</sup> – 15<sup>th</sup>
- Th. Dhiyamigili (Civil Service Viuga & GEMS) – April 15<sup>th</sup>
- Attorney General's Office (English for Workplace 1) – April 23<sup>rd</sup> – 27<sup>th</sup>
- Addu City Council (Leadership for Executives) – April 26<sup>th</sup> – 27<sup>th</sup>
- National Drug Agency – K. Hinmafushi (Team Building)

	Positive Thinking and Positive Attitude	2nd - 6th
	Financial Management	2nd - 6th
	Advanced Computing Skills	9th - 13th
	Networking Basics	9th - 13th
	Change Management	16th - 20th
	Strategic Human Resource Management	16th - 20th
	Viuga 2.0 Training	16th - 20th
	Stock, Record and Data Management	23rd - 27th
	Performance Appraisal	23rd - 27th
	Induction Program (Phase 2)	23rd - 27th
	Civil Service Gavaaidhu	30 Apr- 4 May
	Effective Communication Skills	30 Apr- 4 May

A pregnant lady named her children: Dominique, Regis, Michelle, Fawn, Sophie and Lara. What will she name her next child? Jessica, Katie, Abby or Tilly?

Answer:  
Tilly. She seems to follow the scale Do, Re, Me, Fa, So, La, and then Ti



# MARCH SPECIAL

## *Training for Gender Equality and Women Empowerment*



In this issue, the program in highlight is the Monthly Special Program for the month on March; Training on Gender Equality and Women Empowerment held from 19<sup>th</sup> till 23<sup>rd</sup> March, 2017. Aimed at promoting gender equality, increasing awareness on overcoming gender stereotypes and empowering women, this program is designed for any interested parties who wish to empower and be empowered.

Focusing on elements like laws and international conventions, advocating women's rights, women in leadership roles and role of women in Civil Service of Maldives, the program's main objectives are as follows;

- Encourage gender parity in workplaces
- Advocate the promotion of gender equality in civil service
- Foster progress of women in public administration
- Inspire women to work for goal achievement

A total of 16 participants from 9 different institutions completed the program. The sessions of the program was facilitated various parties inclusive of Ms. Aishath Rafiyya, Founding President of Regional Alliance for Fostering Youth as well as representatives from Human Rights Commission of Maldives and Ministry of Gender and Family.



# International Women's Day 2017

In celebration of International Women's Day 2017, a special session was conducted at Civil Service Training Institute on 08 March, 2017. The session was based on the theme chosen for this year, "Be Bold for Change".

Similar to the previous year, the session was facilitated by speakers from different institutions, namely; Ms. Raashidha Yoosuf, Founder Member of Hope for Women, Ms. Shaira Saleem, Chairperson on Women Entrepreneur's Association, Ms. Zuruwath Abdul Majid from Mindfields Inc. and Mr. Masood Ali, Founder of Empowering All.

Throughout the session, guest speakers emphasized that women should stand up for their own rights to achieve their dreams and, be brave and bold enough to tackle any challenges which may come their way in the course of achieving their goals.

An approximate of 80 people from different Civil Service institutions participated in this session.



*"The role of leaders is not to get other people to follow them but to empower others to lead."*

*~Bill George*

Thought of  
the Month

## Lead like A Girl: How to Empower Women at Every Level

*Zeynap Ilgaz, AUG 25, 2014*

What does it mean to do something "like a girl"?

A popular ad from Always tried to answer that question by asking subjects to demonstrate running, fighting, and throwing "like a girl." Older subjects put on a weak performance, but when young girls were given the same instructions, they ran, threw, and fought as hard as they could. The ad asked, "When did doing something 'like a girl' become an insult?"

While close to 52 percent of professional jobs are held by women, women are substantially underrepresented in leadership roles. Only 14.6 percent of executive officers, 8.1 percent of top earners, and 4.6 percent of Fortune 500 CEOs are women. At this rate, it's estimated that women won't achieve leadership parity until 2085.



However, not all barriers facing women can be attributed to the glass ceiling imposed by the traditional workplace. Women often hold themselves back from advancement with self-imposed barriers.

After all, adult women in the ad performed "like a girl" with just as much mockery as men.

### What Holds Women Back

In a conversation about the likelihood of the U.S. electing a female president, Hillary Clinton said, "There's still this built-in questioning about women's executive ability, whether it's in the corporate boardroom or in the political sphere."

Much of this questioning stems from women themselves. Women are held back in the workplace by:

- **A fear of failure.** While men know their personal worth isn't determined by professional failures, young women often fear that workplace missteps will cost them their job, reputation, and success.
- **Family matters.** Some women fear that employers will view them as vulnerable, inefficient, or unmotivated if they decide to start a family.
- **An interiority complex.** Some women still believe that men are stronger leaders, have better ideas, and are more equipped to achieve success.



Women can only break through these barriers by helping themselves. Here are three things every woman can do to propel herself forward, whether she's an intern or CEO:

- **Be yourself.** When I started my company, I thought that if I acted tough, I'd achieve more success. I wore pants to work and rarely dared to talk about my family. But one day, I decided to stop pretending. I started talking about my family with customers, and to my surprise, people began relating to me, our relationships grew stronger, and the company culture became unbelievably transparent.
- **Trust your instincts.** Women are wired with great intuition. It was a big risk for my husband and me to uproot our lives to move to America, but we trusted our ability to succeed in a new place, and we've never looked back.

**Embrace mistakes.** In my company's early years, I was afraid to talk about my mistakes. I thought my team would think I was weak — but I was wrong. This view led to a lack of transparency, inefficient processes, and a damaged bottom line. I realized that mistakes are an opportunity to learn and improve

### **Lead like a Girl**

When women adopt leadership roles, they contribute a unique set of skills, ideas, and life experiences that can broaden the entire company's insight, strategies, and bottom line.

On average, Fortune 500 companies with more female board representation achieved a significantly higher financial performance than those with fewer female representatives.

So how can businesses — especially those led by women — recruit and nurture talented female leaders? The best way is by creating a supportive environment that actively empowers women to lead by:

- **Encouraging mentorship and collaboration.** Women increase their chances of succeeding in business when they have mentors to provide real-life examples.
- **Letting family come first.** Having a family should never deter anyone — man or woman — from pursuing a career. Create an atmosphere that nurtures family life with benefits like flexible work schedules, on-site childcare, and education.
- **Taking the pressure off.** Women should feel comfortable vocalizing their ideas — not just agreeing with their male counterparts to protect themselves politically. Encourage everyone to speak up.

Women are great at building relationships, empowering others, tuning into people's needs, and balancing a staggering number of responsibilities — skills that are great assets, not liabilities, in the workplace.

Even if you fail, you'll fail like a girl. And there's nothing wrong with that.



# Training Gallery



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