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TRAINING DIRECTORY

2018

**CIVIL SERVICE TRAINING INSTITUTE
MALDIVES**



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Civil Service Training Institute

TRAINING DIRECTORY

2018

**CIVIL SERVICE TRAINING INSTITUTE
MALDIVES**

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Civil Service Training Institute

USING THE CSTI TRAINING DIRECTORY



Economic Analysis & Financial
Management Department



Good Governance Department



Human Resource Management &
Development Department



Information Technology and
Innovation Department



Language and Communication
Department



Personal Development Department

Levels

Civil Service Training Institute (CSTI) offers a comprehensive suite of programs for people working at different job categories of Maldives Civil Service. To aid your search for appropriate programs. We have classified the programs, 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

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Message from the Commissioner In-charge of CSTI

Ibrahim Shaheed
Commissioner, CSC

Welcome to the Civil Service Training Institute.

First of all I take this opportunity to thank the dedicated team of CSTI for their continuous effort to upskill and develop the staff of Maldives Civil Service to improve the service delivery.

This professional development guide will give you the details of the opportunities available at CSTI for the staff at MDAs and Atolls. Furthermore, CSTI would accommodate to the specific development needs of the above mentioned offices as much as possible.

The effort put forward by CSTI in developing the staff at Civil Service would not become successful without proper support of the responsible offices. So it is my humble duty to thank the MDAs for the cooperation extended in the past for CSTI. With this collaboration, I hope that CSTI would be able to provide professional development programs for the most needed staff during the 2018.



Message from the Director of Civil Service Training Institute

Fathimath Habeeba
Director, CSTI

I take immense pride in presenting to you, Training Directory 2018 of Civil Service Training Institute (CSTI). With the focus on Human Capital Development in alignment with the Maldives Civil Service Strategic Plan 2016-2020, CSTI's programs have been designed to cater for the distinct competencies required for the Maldives Civil Service.

With every passing year, CSTI aims to provide improved programs. Thus, there will be a greater emphasis this year on smart learning via the virtual classroom established here at CSTI. In addition, a comprehensive range of programs have been incorporated in order to sharpen the skills and enhance the competencies of staff across the Maldives.

It is with great aspiration that I hope CSTI's programs enable Civil Service officials to excel in their jobs, leading to a reformed and modernized Civil Service.

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.

To be a training and development institute of international standards, leading to the development of a modern world-class civil service in the Maldives.

Vision

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.

Mission

CSTI STRATEGIC ACTION 2016-2020

Prepare training policy & training plan for the Maldives Civil Service.

1

Conduct on-the-job training & mentoring / coaching program for existing staff & new recruits in Ministries, Departments and Agencies.

2

Develop and institutionalize the function of leadership, management and professional advancement program within CSTI.

3

Encourage continuous knowledge seeking and knowledge generation.

4

Establish and introduce digital and distance learning solutions for outreach training programs through e-learning programs for the Maldives Civil Service.

5

Strengthening work ethics, dedication and integrity through all training programs.

6

Promote and inculcate a civil service culture that is courteous and respectful.

7

Build capacity of a research team through international assistance.

8

Identify institutions of common interest and establish partnership.

9

TRAINING CALENDAR 2018

MALE' TRAININGS

MAJOR PROGRAMS											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Diploma in Public Administration and Management (Batch 9)	28 Jan- 30 Nov										
Diploma in Public Administration and Management (Batch 11)						24 Jun- 30 Nov					
C III in Accounting and Financial Administration (Batch 6)	28 Jan- 10 May										
Certificate III in Office Administration (online)- Batch 23 &24		4 Feb- 10 May				24 Jun- 7Nov					
English Language for Executives		4 Feb- 10 May									

MONTHLY SPECIAL PROGRAMS

Finance for non-Financial Managers	February
Training for Gender Equality & Women Empowerment	March
Success Principles; The Key to High Performance & Personal Renewal	April
The Art of Workplace Communication	May
The Principles of Leadership: How to Inspire, Influence & Achieve Results	June
Customer Service Excellence: How to Deliver Exceptional Customer Service	July
Modern Human Resource Management & Development	August
Taking on Greater Responsibility: Step-up Skills for Supervisors	September
Leadership & Good Governance	October
Digitalization and Social Marketing	November



Economic Analysis & Financial Management Department

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Bid Evaluation & Procurement ▲	11-15						12-16			
Financial Management ▲						22-26				
Internal Audit ▲		4-8								
Stock, Record & Data Management ▲			15-19							



Good Governance Department

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Civil Service Gavaaidhu	18-22				8-12					4-8
Good Governance ▲						22-26				
Induction Program (Phase 2)	4-8			6-10			5-6		28 Oct-1 Nov	
Maaliyyathu Gavaaidhu	25-28				24-28				14-18	
Reform Manual (service charter)		13-14								
Training Policy Implementation ▲▲	4-8					17-18			22-23	



Language & Communication Department

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Effective Communication Skills ▲▲							12-16			
English Language for Office Administration ▲							5-9			
English Language for Workplace (Basic) ▲▲						8-12				
Office Dhivehi 1		18-22				22-26				
Office Dhivehi 2		25-29				29 Jul- 2 Aug				
Project Proposal Writing ▲▲						15-19				
Report Writing ▲▲				6-10						



Human Resource Management & Development Department

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Administrative Skills			22-26							
Effective Leadership for Supervisors						1-5				
Employee Relationships				24-28						
Event Management						15-19				
Human Resource Management for Supervisors			15-19							
Interview Penalist Training								9-13		
Perfect Receptionist								23-27		
Performance Appraisal (Awareness session)	25-28	11-15								
Performance Appraisal for Supervisors	4-8									
Project Management		18-22								
Public Relations						29 Jul-2 Aug				
Strategic Human Resource Management							12-16			



ICT & Innovation Department

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Advanced Computer Skills						8-12				
Computer Proficiency	18-22		8-12							
Graphic Designing Basics		25-29								
Microsoft Office Package								9-13		



Personal Development Department

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Interpersonal Skills			22-26							
Motivation, Persuasion & Creativity						1-5				
Positive Thinking & Positive Attitude		25-29								
Problem Solving & Decision Making							5-9			

Job Specific Programs

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
HR Essential Skills Training Program	11-15					22-26				
Management Development Program	18-22				24-28					
Support Service Program	28 Feb- 1 Mar		22-26			8-12		2-6		
Essentials of Service Excellence Program		4-8/ 25-29	29 Apr - 3 May							

These programs have been directed towards enhancing the specific skill-sets required for various jobs.

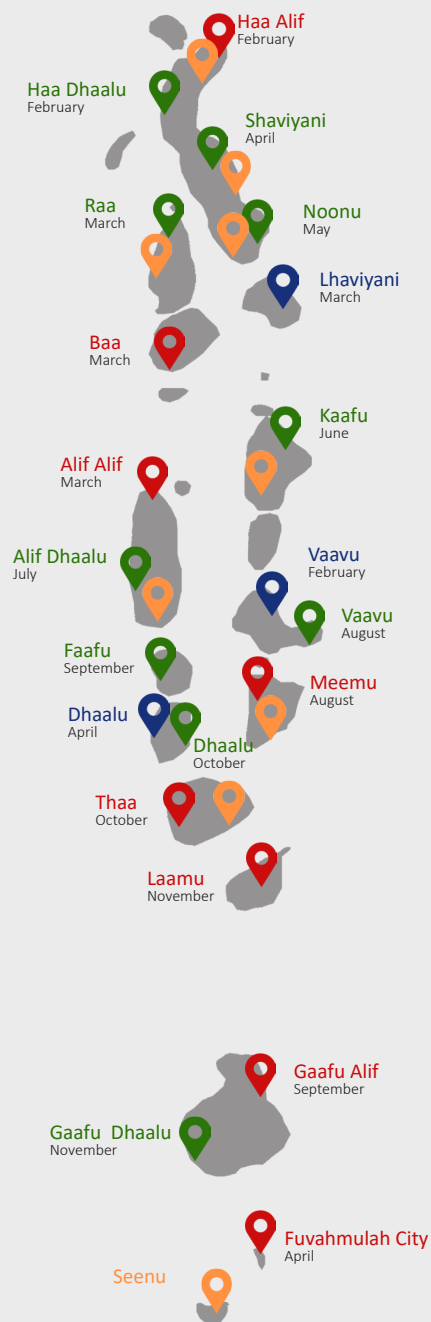
CS Recruitment Trainings

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Training of Trainer program	28 Jan- 1 Feb					22-24				
New user / Refresher training	11-15	4-8	1-5	29 Apr- 3 May		1-5	29 Jul- 2 Aug	2-6	30 Sep- 4 Oct	28 Oct- 1 Nov
Viuga 2.0 Discussion session (Ministries)	18-24	18-22	8-12 22-25			15-19	12-16	16-20	14-18	
New user / Refresher training (Atoll)	Feb 25- Mar 1	11-15	1-5	6-10			5-9	9-13	7-11	4-8
CSC Recruitment Forum			19 April							8 Nov

E-Learning Programs

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Certificate III in Office Administration	Feb 4- May 10				Jun 24- Nov 7					
Capacity Building Program for Atolls (Virtual)	Ha. Atoll	B. Atoll / Aa. Atoll	Fuvahmulah City				M. Atoll	Ga. Atoll	Th. Atoll	L. Atoll
New user / Refresher training	Feb 25- Mar 1	11-15	1-5	6-10		1-5	5-9	9-13	7-11	4-8
Public Lecture Series (Web Cast)		28 Mar			28 Jun			26 Sept	28 Oct	

ATOLL TRAININGS



Programs



Capacity Development Program

Every year, customized and scheduled trainings are conducted for selected atolls as to develop and transform the civil service officials located in the atolls



E-Centre Project

In collaboration with National Centre for Information Technology, the main aim of this project is to empower Rural Communities: Reaching the unreached, through utilization of the community e-centres and carrying out training programs in the atolls.



Major Programs

This refers to the Diploma and Certificate level III courses conducted in collaboration with Atoll Councils.



Other Projects

CORPORATE TRAININGS

Our corporate training programs are suited to Civil Service as well as corporate organisations wishing to develop the skills of their staff.

new **The Pathway to Peak Performance** **1**
29 Apr- 3 May

new **Work-life Balance; Professional & Personal Well-being** **2**
1 July -5 July

new **Synergy and Professional Development** **3**
5 Aug-9 Aug

new **Finance for non-Financial Managers** **4**
23 Sep-27 Sep

new **Organizational Behaviour: How to Manage People** **5**
21 Oct-25 Oct

new **Discover Your True Leadership Potential** **6**
4 Nov-8 Nov

PROGRAMS OFFERED

These are the programs offered by CSTI. Module outlines of each program will be available on our website www.csti.gov.mv

MAJOR PROGRAMS

Diploma in Public Administration & Management
Certificate III in Office Administration
Certificate III in Project Management
Certificate III in Accounting and Financial Administration

Certificate III in ICT Office Administration
English Language for Executives
Maldives Civil Services Senior Executives Program

ECONOMIC ANALYSIS & FINANCIAL MANAGEMENT DEPARTMENT

- Bid Evaluation and Procurement
- Entrepreneurship
- Financial Management
- Internal Auditing
- Preparing Financial Statement

- Public Sector Financial Management Control and Measuring Results
- Stock, Record and Data Management

- ޖަވާބުދާރީ ފަންނުތައް

GOOD GOVERNANCE DEPARTMENT

- Managing Reform and Change
- Public Policy Formation
- Role of Civil Service
- Viuga Training 2.0

- ސަރުކާރުގެ ސަރަޙައްދުގައި ފަންނުތައް ދާރަވާ ފަރާތްތަކުގެ ތެރެއިން

- ސަރުކާރުގެ ތެރެއިން ސަރުކާރުގެ ސަރަޙައްދުގައި ފަންނުތައް ދާރަވާ ފަރާތްތަކުގެ ތެރެއިން

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DEPARTMENT

- Change Management
- Conflict Mediation, Negotiation & Resolution
- Coaching Skills
- Customer Service
- Employee Relationships
- Event Management

- General Management & Leadership
- Human Resource Development for Supervisors
- Interview Panelist Training
- Leadership Skills for Executives
- Performance Management
- Professional Development for Support Staff

- Project Management Skills
- Senior Executive Program
- Supervisory Skills
- Team Building

- Work place Ethics
- Performance Appraisal

- ދަތުރުތަކާ ގުޅިގެން ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކުރި ދާއިރާތަކުން ދަތުރުތަކާ ގުޅިގެން ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކުރި ދާއިރާތަކުން

INFORMATION TECHNOLOGY & INNOVATION DEPARTMENT

- Computer Proficiency
- Basic Graphic Designing
- Installing Configuring and Optimizing Operating System
- Introduction to Windows 7
- Microsoft Office 2010 Excel
- Microsoft Office 2010 Word
- Microsoft Office 2010, MS Powerpoint, Outlook and OneNote
- Networking Basics

LANGUAGE AND COMMUNICATION DEPARTMENT

- Advanced Communication Skills
- Effective Communication Skills
- English for Workplace 1
- Interview Skills
- Media and Speech Skills
- Presentation Skills
- Report Writing

1 - ދަތުރުތަކާ ގުޅިގެން ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކުރި ދާއިރާތަކުން
2 - ދަތުރުތަކާ ގުޅިގެން ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކުރި ދާއިރާތަކުން

PERSONAL DEVELOPMENT DEPARTMENT

- Emotional Intelligence
- Interpersonal Skills
- Time Management
- Anger Management
- Life Skills
- Meeting Skills
- Motivation, Persuasion & Creativity
- Positive Thinking and Positive Attitude
- Problem Solving and Decision Making
- Simplify Your Time
- Stress Management

OTHERS

- Induction Program
- Civil Service Entrance Exam
- Civil Service Recruitment Exam
- Maldives Civil Service Conference
- Hybrid Skill-set Training Program



Public Lecture Series 2018

Public Lecture 1 (Pre-CS conference session) **Feb**

Public Lecture 2 (On the occasion of Maadharee Bahuge Dhuvas) **Apr**

Public Lecture 3 (HR forum) **Sept**



MALDIVES CIVIL SERVICE CONFERENCE 2018

2018 APRIL 10 & 11

Important Dates

Abstract Submission:
31 December 2017

Paper Submission:
1 March 2018



Reforming and Modernizing Civil Service

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Head of CSTI



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CIVIL SERVICE COMMISSION