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2023



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Civil Service Training Institute

TRAINING DIRECTORY

2023

USING THE TRAINING DIRECTORY

CATEGORY



**Economic Analysis &
Financial Management**



Good Governance



**Human Resources
Management &
Development**



**Information Technology &
Innovation**



Language & Communication

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 job levels / ranks.

★ Level 5	EX7
⬡ Level 4	EX3 – EX6
■ Level 3	MS3 – EX2
● Level 2	GS1 – MS2
▲ Level 1	SS1 – SS4

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MESSAGE FROM THE PRESIDENT OF CIVIL SERVICE COMMISSION



Mohamed Nasih
President,
Civil Service Commission

I warmly invite all civil service entities to avail the training opportunities in the 2023 training directory compiled by the Civil Service Training Institute.

As in the previous years, due consideration was given to incorporate the general and specific needs of the civil service community in compiling this year's directory with a particular emphasis on service excellence. The institute also focusses on adopting diverse methods to deliver the training to a wider audience in the MDAs and local councils across the country.

Our main objective has always been to continuously update and upgrade the skills of the civil servants to enable them to serve our citizens with professionalism, efficiency, dedication and care, particularly in

the wake of the rapid developments taking place in the workplace both nationally as well as globally. The advances in technology have changed the way in which we serve our communities, which demands our staff to be equipped with the relevant skillset needed to cater for customer expectations. I am confident that this prospectus will serve as a useful guide on the training opportunities available in 2023.

While acknowledging the dedicated efforts of our proficient CSTI team, I look forward to continued collaboration of the civil service community across the Maldives, in actively participating in our capacity building efforts to achieve our collective goals. I wish you all a successful year ahead.

MESSAGE FROM THE DIRECTOR OF CIVIL SERVICE TRAINING INSTITUTE



Fathimath Habeeba,
Director,
Civil Service Training Institute

It is with great pleasure that I present Civil Service Training Institute's Training Directory for the year 2023. This directory contains well-tailored programs suited to the various job competencies required for civil service officials in the Maldives.

As the primary training provider for Maldives Civil Service, CSTI's highest emphasis is placed on providing high-quality, effective, practical and accessible training programs. Over the years, CSTI has explored various training methodologies from conventional, physical training programs to online training programs through optimizing digital learning platforms. Our focus is to provide inclusive training opportunities to all civil service administrations and reach out to the civil servants and government officials located across the country.

CSTI will continue to prioritize and promote the enhancement of competencies and capabilities of civil servants through professional development whilst developing and sustaining a value-based culture in civil service administrations. We aspire to empower employees and civil service administrations to proactively engage in training and development which will ultimately contribute towards the human capital development of Maldives Civil Service.

I would like to take this opportunity to extend sincere gratitude towards our collaborative partners and we look forward to further fruitful ventures. We as Team CSTI strive to keep serving our best to deliver our mandate and achieve our envisioned goals for the future.

MANDATE OF CSTI

Civil Service Training Institute (CSTI) is dedicated to help shape the public service by establishing a mechanism to train and develop the government employees and establish a career based system for the Civil Service.

VISION

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

Our main aim is to build a cadre of potential workforce that has instilled the Core Values of civil service when providing result - focused service to the public to

Our main aim is to build a cadre of potential workforce that has instilled the Core Values of civil service when providing result - focused service to the public to achieve service excellence.

CORE VALUES OF MALDIVES CIVIL SERVICE



Integrity



Discipline



Competence



Dedication



Timeliness

TRAINING CALENDER 2023

JOB SPECIFIC TRAINING








	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Management Development Program (For SG's Physical program)				7 - 11				10 - 14		
HR Essential Skills Training Program		5 - 9					6 - 10			
Essential Skills for Financial Administrator						2 - 6			1 - 5	
Essentials of Service Excellence	19 - 23				4 - 8				8 - 12	
Support Service Program	12 - 16		30 Apr – 4 May				17 - 21			

CS ESSENTIAL TRAININGS









	JAN- FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV - DEC
Induction Phase 2 *	29 Jan – 2 Feb		30 Apr – 4 May			30 Jul – 3 Aug				26 - 30 Nov
Induction Mentor Training *	24 Jan				20					
Performance Appraisal (General)	8 – 12 Jan 22 – 26 Jan*				4 – 6 18 – 22*					
Performance Appraisal for Supervisors	15 – 16 Jan 17 – 19 Jan*				11 – 12 14 – 15*					
E- Performance Appraisal system		12 – 13 15 – 16*				16 – 17 19 – 20				
Multi Source Appraisal	15 – 16 Jan 18 – 19 Jan*				11 – 12 14 – 25*					
Employment Audit Module Training		19 – 20 22 – 23*					20 – 21 23 – 24*			
Gavaaidhu Awareness	1 – 2 Feb	To be conducted upon request								
Chapter 18 - Leaves					18 - 22					
Chapter 19 – No Pay						9 - 13				
Chapter 25 – Trainings and Bond							6 - 10			
Chapter 27 - Suspension								10 - 24		
Chapter 28 – Disciplinary Measures									10	
General Chapters									15 - 19	
Recruitment Training / Usoolu Training	To be conducted upon a new or change in policy implementation									
Usoolu Training (Refresher Training)	25 Jan 22 Feb	29	26	31	26	25	30	26	25	29 Nov 27 Dec
VIUGA Trainings	1 Feb	1	5	3	7	5	2	6	4	1 Nov 6 Dec
Training Policy Implementation	8 – 10 Jan	To be conducted upon request								

* Online programs

SHORT TERM TRAININGS- CLASSROOM/ PHYSICAL SESSIONS

ECONOMIC ANALYSIS AND FINANCIAL MANAGEMENT										
	Level	FEB	MAR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Bid Evaluation & Procurement 	3, 4			7 - 11						
Internal Audit 	3							3 -7		
Maaliyathu Gavaaidhu 	All		5 - 9						29 -31	
Stock, Record & Data Management 	2					2 - 6				
Preparing Financial Statements (NEW* 2023) 	3, 4, 5							10 - 14		
Public Sector Financial Management (NEW* 2023) 	3, 4, 5				11 - 15					
SAP System (NEW* 2023) 	2, 3, 4, 5		1 - 2							

GOOD GOVERNANCE										
	Level	FEB	MAR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Effective Compliance and Ethics 	3, 4		19 -22							
Good Governance in Public Sector 	3, 4, 5					23 - 24				
Service Charter Aligning 	3, 4, 5	19 - 23								
Civil Service Introductory Program for Schools							13 Aug – 14 Sept			

LANGUAGE AND COMMUNICATION										
	Level	FEB	MAR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Effective Communication Skills 	2, 3			14 - 18						
English Language for Workplace 	2, 3					16 - 20				
Office Dhivehi 1 	All		5 - 9					3 - 7		
Office Dhivehi 2 	All		12 - 16					10 - 14		
Advanced Communication Skills 	3, 4, 5				11 - 15					
Presentation Skills 	3, 4, 5								15 - 19	
Project Proposal & Report Writing (NEW* 2023) 	2, 3						6 - 10			
Media and Public Speaking (NEW* 2023) 	3, 4, 5	19 -23								

HUMAN RESOURCE MANAGEMENT & DEVELOPMENT

	Level	FEB	MAR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Administrative Skills ●	2					9 - 13				5 - 9
Effective Leadership for Supervisors ■	3						13 - 17			
Employee Relationships ■	3		5 - 9							
Human Resource Management for Supervisors ● ■	3, 4	5 - 9						3 - 7		
Interview Panelist Training ★ ● ■	3, 4, 5	12 - 16								
Project Management ■ ●	2, 3			7 - 11					8 - 12	
Work Place Ethics (NEW* 2023) ★ ● ■	3, 4, 5			21 - 25						
Team Building (NEW* 2023) ● ● ■	2, 3, 4				18 - 22					
Public Relations (NEW* 2023) ● ● ■	2, 3, 4					30 Jul – 3 Aug				
Strategic Management (NEW* 2023) ★ ● ■	3, 4, 5	26 Feb – 2 Mar								12 - 16
Event Management (NEW 2023) ● ● ■	2, 3, 4			28 May – 1 Jun						

IT & INNOVATION

	Level	FEB	MAR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Advanced Computer Skills ●	4			14 - 18						
Cyber Security for Everyone ★ ● ■ ● ▲	ALL				18- 22					
Graphics Designing ★ ● ■ ● ▲	ALL						6 - 10			
Microsoft Office Excel ● ● ■	2, 3, 4	26 Feb – 2 Mar								
Microsoft Office Package ■ ●	2, 3					2 - 6				
Installing Configuring and Optimizing (NEW* 2023) ■ ●	2, 3								15 - 19	
Innovation and Creativity (NEW* 2023) ■ ●	2, 3							24 - 28		
Networking Basics (NEW* 2023) ■ ●	2, 3									19 - 23
Social Media Marketing ■ ●	2, 3		12 - 16							

PERSONAL DEVELOPMENT

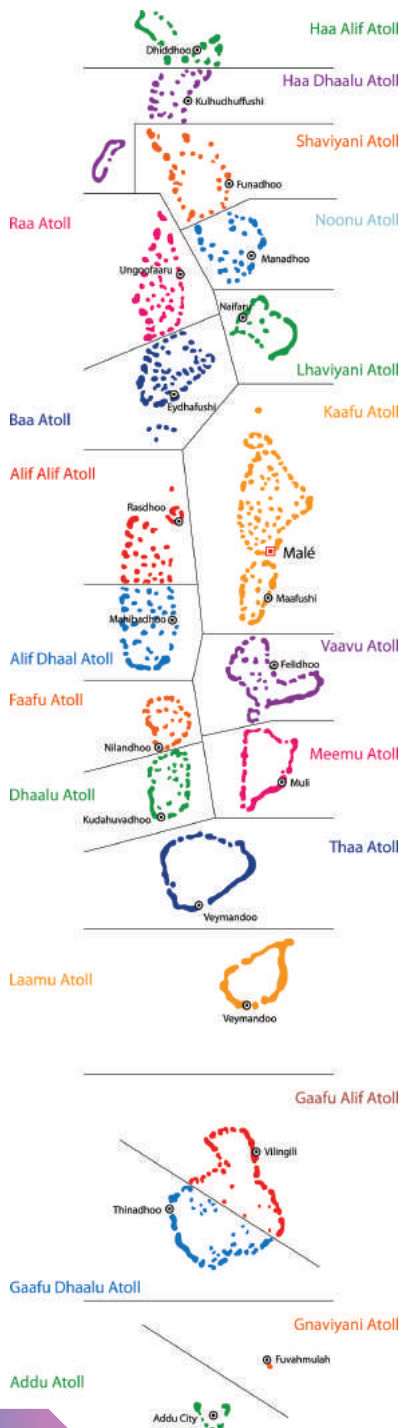
	Level	FEB	MAR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Developing a Growth Mindset for Success ■	3	5 - 9								
Increasing Performance with Positive Mindset ■	3							10 - 14		
Interpersonal Skills ● ■	3, 4						6 - 10			
Motivation, Persuasion & Creativity ● ■	2, 3									19 - 23
Problem Solving & Decision Making ■	3			14 - 18						
Stress Management ★ ● ■ ● ▲	ALL		12 - 16							
Emotional Intelligence ● ■	3, 4				11 - 15					
Anger Management (NEW* 2023) ● ● ■	2, 3, 4					2 - 6				
Life Skill (NEW* 2023) ★ ● ■ ● ▲	ALL								1 - 5	
Meeting Skill (NEW* 2023) ● ● ■	2, 3, 4						27 - 31			
Positive Thinking and Positive Attitude (NEW* 2023) ● ● ■	2, 3, 4	19 - 23								
Conflict Mediation Negotiation (NEW* 2023) ■ ● ★	3, 4, 5							17 - 21		

In addition to scheduled face to face to programs CSTI also offers E-Learning programs. These programs are offered to cater and reach a wider audience. This is also an opportunity for civil servants to complete 6 hours of training as per Civil Service Training Policy.

Self- Learning Training Pack

These training packs have been designed as a self-learning training program equipped with a guided trainer manual and can be conducted at the convenience of the organization. These programs have been developed to serve as an alternative means to complete which is the mandatory minimum requirement of 6 hours training each civil servant have to fulfil annually. The programs can be accessed once a request is submitted to CSTI by the respective organization.

ATOLL TRAININGS



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ONLINE TRAINING

In addition to scheduled face to face programs, CSTI also offers E-Learning programs.

	FEB	MAR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Gavaaidhu Awareness	1 - 2								
Maaliyyathu Gavaaidhu	5 - 9								
Office Dhivehi 1	19 - 23								
Office Dhivehi 2	26 Feb – 2 Mar								
Project Management		5 - 9							
Service Charter Aligning		12 - 16							
Individual Excellence (Time and Stress Management)			7 - 11						
Support Service Program		19 - 22							
Shaping an Ethical Workplace Culture (NEW* 2023)				4 – 29					
AutoCAD	5 - 9	5 - 9					17 - 21		
Communication Skills					9 - 13				
Service Excellence Program				4 - 8					
First Aid		12 - 16							
Administrative Skills		19 – 22							
Advanced Computer Skills						13 - 17			
Advance Computer Skills							1 - 5		
Internal Audit				18 - 22					
Financial Management								8 - 12	
Positive Thinking and Positive Attitude					30 Jul – 3 Aug				
Health and Safety						17			
Bid Evaluation and Procurement	26 Feb – 2 Mar								
Advance Time Management							3 - 7		
Professional Development Program for Support Staff						20 - 24			
Administration for Leaders *New			21 - 25						
Effective Compliance and Ethics									12 - 16
Monitoring and Evaluation				11 - 15					
Motivation, Persuasion and Creativity					16 - 20				
Social Media Marketing		19 - 22							
MS Excel						20 - 24			
Procurement			28 May - 1 Jun						
Budget Related Training			2 - 4						

Training program for Executives

Management Development Program for CS Organizations

This program has been designed to upskill the professionals in Maldives Civil Service in order to elevate service provision standards.

- Facilitate continuous improvement of service provision through skillful, competent and dedicated team of workers
- Develop managerial and organizational competencies of executives and policy makers
- Streamline organizational operations to create an exceptional service mechanism

Organizational Leadership

This program has been designed for senior executives to impart the knowledge and the skill that would positively influence on the behavior of their employees and guide them towards organizational success.

- Formulate and implement effective leadership strategies
- Develop interpersonal skills for effective engagement with the employees and customers.
- Enhance organizational performance as a confident and agile leader

Strategic Planning and Implementation

This program will provide the practical insights into strategic planning and implementation in the organization and is designed for staff employed at a supervisory level and above.

- Instill and use strategic thinking to add value to the organization
- Design, manage and implement innovative strategic initiatives
- Inspire and direct employees towards achievement of the strategic vision of the organization

Permanent Secretaries & SG Retreat

This program will facilitate an environment to create a robust dialogue which addresses key opportunities and challenges faced by the organizations and Civil Service at large. The program is specifically tailored for the senior civil service executives.

Create a context in which senior civil service executives are able to share their unique experiences (personal and jurisdictional), best practices, insights, and challenges in an interactive environment.

Establish links between senior civil service executives within the system, in order to assist in creating a network of individuals who are able to support each other throughout the course of their careers.

PS & SG Orientations

This program has been designed for newly recruited Permanent Secretaries and Secretary Generals of City, Atoll and Island council administrations to provide essential information required to execute their roles and responsibilities.

Provide a concise understanding of Civil Service regulations, policies and procedures. Prepare the appointed Secretary Generals to effectively lead their teams and carry out their respective roles.

THEME OF THE YEAR: ACHIEVING SERVICE EXCELLENCE

Service Excellence Program for Hospitals

This program is specifically designed to improve the healthcare service mechanisms and achieve service excellence in all tertiary hospitals of the Maldives. This program is a continuation from 2021.

Service Excellence	Service Charter Aligning	Service Excellence (Online)
IGMH Fuvahmulah Hospital	Ungoofaaru Regional Hospital Gamu Regional Hospital Fuvahmulah Hospital	Ungoofaaru Regional Hospital Gamu Regional Hospital Dr. Abdul Samad Memorial Hospital Fuvahmulah Hospital Addu Equatorial Hospital

Service Excellence Program for MDA’s

Every service provider is valued by their capacity to deliver service with excellence. Train and enrich your service delivery team to meet the needs and at times exceed your customer’s expectations. This program is also offered within our Capacity Development Trainings.

MDA’s may approach us to conduct this training or CSTI may conduct this training to selective offices as a collaborative effort.

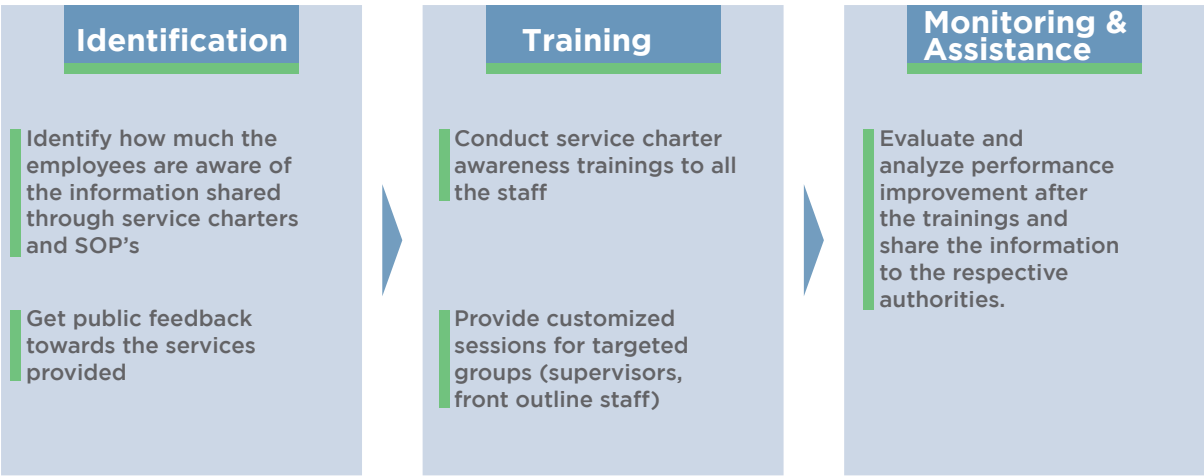
Shaping an Ethical Work Place Culture

In alignment with the Strategic Action Plan of the government, this program has been designed to emphasis on transforming work cultures and to instill ethics and values in the daily work of the civil servants. As such this training is conducted upon request.

SERVICE CHARTER ALIGNMENT

Service Charter alignment program will facilitate to analyze the challenges in the implementation of Service Charters and provide necessary trainings and assistance for service excellence.

Phases of Service Charter Alignment



Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ministry of Higher Education											
				Other Ministries							

Online resources will be available from CSTI YouTube Channel

Our YouTube channel is dedicated to cater civil service employees with short term trainings, webinars and information sessions which are conducted online. With the use of a live broadcasting software, our trainers will go live with the participants. Special short trainings such as Performance Appraisal and Recruitment Policy are available for viewing on our channel.

youtube.com/CSTImaldives

PUBLIC LECTURE SERIES

A series of mass lectures open to the general public are conducted annually. Featuring local and international expert speakers, these lectures are aimed to share knowledge and contribute positively towards the development of the community and working pool of the country. These lectures are designed to offer the audience with an understanding of relevant topics and also to commemorate significant days marked in Maldives.

Areas of focus: Human Resource, Leadership, Strategic Management, Language Proficiency



WEBINAR SERIES

The webinar series of CSTI is an initiative that was introduced due to the global pandemic of Covid-19 and has been successfully conducted ever since. The main objective of this series is to extend the knowledge sharing mechanisms of CSTI towards employees located away from Male' or are unable to attend lectures physically. Webinars usually feature a panel of two to three renowned speakers and the sessions provide fruitful discussions and best practices by the speakers that will be of immense value to the participants.



EXECUTIVE ENHANCEMENT AND ENRICHMENT PROGRAM (2021-2023)

Executive Enhancement and Enrichment Program (EEEP) is a collaborative venture of CSTI and the President's Office which commenced in 2021. Designed for political appointees and executive-level government officials, this program aims to strengthen service delivery of government offices with special emphasis on service delivery within a specific period with effective utilization of service charters and online service platforms. With varying initiatives such as lecture sessions, webinars and training programs, this program will be continued in 2023.



MALDIVES CIVIL SERVICE CONFERENCE 2023

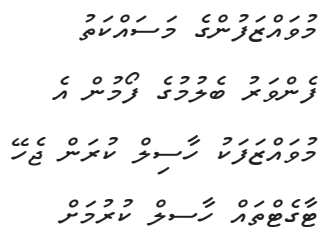
Maldives Civil Service Conference is a one-of-its-kind 2-day conference held with the purpose of providing ideas, research results and experiences which will contribute to the development of Maldives Civil Service. High-ranking government officials from Ministries, Departments, Agencies and Council Administrations along with other relevant stakeholders take part in this conference. With representation from local and international paper presenters, the conference facilitates a dialogue between key decision makers and policy implementers of the Maldives Civil Service.



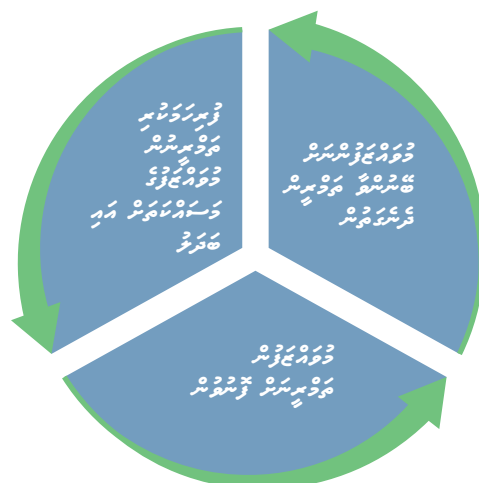
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CORPORATE TRAININGS

CSTI offers variety of corporate trainings to all interested government organizations. The trainings can be conducted upon request via email to CSTI and they can be customized according to the client's need

Discover Your True Leadership Potential



Before we can lead others with influence and confidence, we must first find the inner qualities and strengths to lead ourselves with conviction

Organizational Behavior



This program will provide a deeper understanding of employees at individual and group levels, employee productivity, motivating along with creating and sustaining a healthy organizational culture.

Work-life Balance; Professional & Personal Well-being



Employees tend to feel more motivated and less stressed out at work, which thereby increases organizations productivity

Corporate Language Training



A well-tailored language training for the corporate sector, combined with both Dhivehi and English Language that will provide the participants an opportunity to refresh some of the most essential language components required in the work life of the corporate managers and their staff.

Pathway to Peak Performance



Making the most of your employees' competencies means more than simply motivating them

Success is a Choice



Often it is our choices that leads us to success or failure. Mastering the right tactics helps deciding a choice for your pathway to success.

OFFERED PROGRAMS

Good Governance



- 1. Induction Phase 2
- 2. Civil Service Gavaaidhu
- 3. Induction Mentor Training
- 4. Training Policy Implementation
- 5. Effective Compliance and Ethics
- 6. Good Governance in Public Sector
- 7. Role of Civil Service
- 8. Civil Service Introductory program for schools (awareness)
- 9. VIUGA Trainings
- 10. Performance Appraisal
- 11. Interview Panelist
- 12. Shaping an Ethical Workplace Culture *NEW

Language and Communication



- 1. Effective Communication Skills
- 2. English Language for Workplace
- 3. Office Dhivehi 1
- 4. Office Dhivehi 2
- 5. Presentation Skills
- 6. Project Proposal and Report Writing
- 7. Introduction to Research and Proposal Writing
- 8. Advanced Communication Skills
- 9. Media and Public Speech

Financial Management



- 1. Bid Evaluation and Procurement
- 2. Entrepreneurship
- 3. Financial Management
- 4. Internal Auditing
- 5. Preparing Financial Statements
- 6. Public Sector Financial Management, Control and Measuring Results
- 7. Stock, Record and Data Management
- 8. Maaliyathu Gavaaidhu

Human Resource Management and Development



- 1. Administrative Skills
- 2. Change Management
- 3. Effective Leadership Skills for Supervisors
- 4. Employee Relation
- 5. Event Management
- 6. Human Resource Management for Supervisors
- 7. Project Management
- 8. Strategic Management *NEW
- 9. Work Place Investigation *NEW
- 9. Perfect Receptionist
- 10. Public Relations
- 11. General Management and Leadership

IT & Innovation



- 1. Advance Computer Skills
- 2. Computer Proficiency
- 3. Cyber Security for Everyone
- 4. Graphic Designing
- 5. Innovation and Creativity
- 6. Microsoft Office Excel
- 7. Microsoft Office Package
- 8. Installing, Configuring and Optimizing Operating System
- 9. Introduction to Windows 7
- 10. Networking Basics
- 11. AutoCAD for Beginners *NEW
- 12. Social Media Marketing *NEW

Personal Development



- 1. Developing a Growth Mindset for Success *NEW
- 2. Increasing Performance with a Positive Mindset *NEW
- 3. Interpersonal Skills
- 4. Motivation, Persuasion and Creativity
- 5. Positive Thinking and Positive Attitude
- 6. Problem Solving and Decision Making
- 7. Simplify Your Time
- 8. Stress Management
- 9. Emotional Intelligence
- 10. Synergy and Professional Development *NEW
- 11. Anger Management
- 12. Life Skills
- 13. Meeting Skills
- 14. Conflict Meditation, Negotiation & Resolution
- 15. Discovering Your True Leadership Potential *NEW

Others



- 1. Induction Program
- 2. Civil Service Recruitment Exam
- 3. Self-Learning Training Pack
- 4. Corporate Training Programs
- 5. Hybrid Skill Set Training Program

CSTI TEAM



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CSTI TRAINING DIRECTORY

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2023



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