



# CSTI

TRAINING DIRECTORY

دستگاه آموزش و تدارکات

# 2021

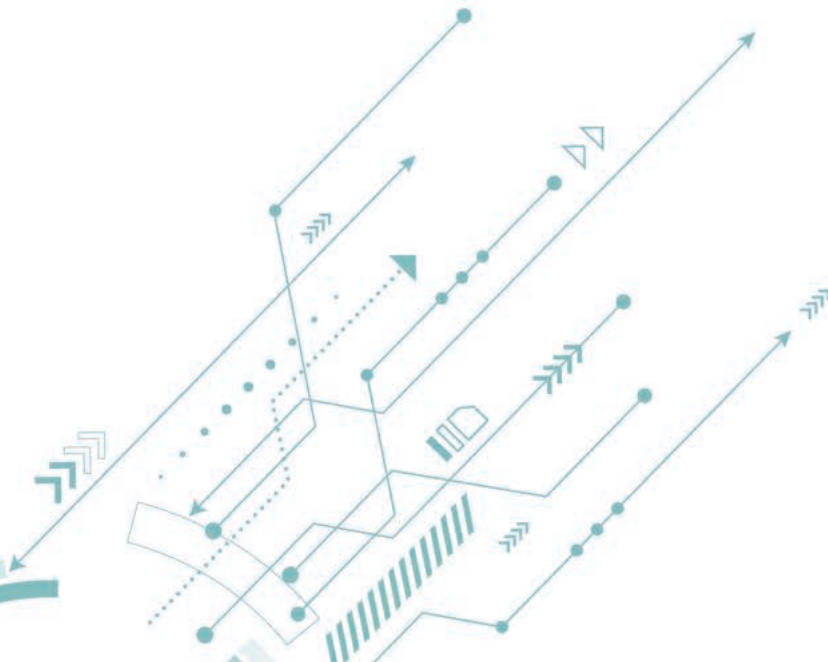


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Civil Service Training Institute

# TRAINING DIRECTORY

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# 2021



# USING THE CSTI TRAINING DIRECTORY



ECONOMIC ANALYSIS & FINANCIAL  
MANAGEMENT DEPARTMENT



GOOD GOVERNANCE DEPARTMENT



HUMAN RESOURCES MANAGEMENT &  
DEVELOPMENT DEPARTMENT



INFORMATION TECHNOLOGY &  
INNOVATION DEPARTMENT



PERSONAL DEVELOPMENT DEPARTMENT



LANGUAGE & COMMUNICATION  
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 - EX6
▲	LEVEL 3	MS3 - EX2
●	LEVEL 2	GS1 - MS2
■	LEVEL 1	SS1 - SS4
●	ALL LEVELS	

EX - EXECUTIVE LEVEL  
MS - MANAGER LEVEL

GS - GENERAL SERVICE  
SS - SUPPORT SERVICE

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## MESSAGE FROM THE PRESIDENT OF CIVIL SERVICE COMMISSION

Welcome to the Civil Service Training Institute!

The delivery of training has changed in the wake of the covid-19 pandemic, enabling us to use technology more often than not. As we gained comfort and acceptance in the online training mechanisms throughout this period, I am pleased to note the tireless efforts of the dedicated team of CSTI in diversifying its direction in this regard.

While striving continuously to update the training methodologies to meet the growing demands of the modern workplace as well as the custom needs of civil service entities nationwide, CSTI aims to expand the reach of its training to all staff of Maldives Civil Service. I am confident that this prospectus will serve as a useful guide on the training opportunities available in 2021.

As we come to the end of a challenging year, we look forward to continued collaboration of all MDAs and Atolls alike, in joining the able hands of CSTI in making 2021 yet another successful year in human development.



**Mohamed Nasih**  
PRESIDENT,  
Civil Service Commission

## MESSAGE FROM THE DIRECTOR OF CIVIL SERVICE TRAINING INSTITUTE

With great pleasure, I present the Training Directory 2021 of Civil Service Training Institute (CSTI). The past year has brought vast unforeseen circumstances which brought about drastic changes to the way we work, converse and most significantly, learn. With a worldwide pandemic that the globe faced for the entire year, we had to adapt to remote learning methods which would enable our trainees and trainers to interact in a learning environment without compromising their health and safety. This unfolded a lot of avenues to explore virtual learning in different aspects such as webinars which garnered a tremendous response from public and private sector alike. Virtual learning mechanisms also proved to be a great solution for one of our biggest challenges as a training institute which was reaching out to civil service officials dispersed across the country. Through remote learning sessions, we were able to reach out to the vast majority of our target audience. In addition, the convenience that virtual learning offered for the trainees was accepted well and amped up their willingness to learn and develop themselves.

With a new academic year ahead, we aim to extend the use of virtual learning platforms using effective technological enhancements to present our training programs. Our main objective will be to enhance the job competencies of existing staff through our Job Specific Programs which have been specifically designed to cater for the competencies required for distinct job categories of Maldives Civil Service. Furthermore, a great emphasis will be placed on instilling value-driven culture at civil service offices which will help Maldives Civil Service to achieve the goals that we envision collectively.

It is with a lot of confidence that we as Team CSTI prepare to deliver the training program that this directory encompasses to transform the Maldives Civil Service into a proficient and motivated workforce.



**Fathimath Habeeba**  
DIRECTOR,  
Civil Service Training Institute

# CIVIL SERVICE TRAINING INSTITUTE

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.

## OUR VISION

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

## OUR 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 achieve service excellence.

## CORE VALUES OF MALDIVES CIVIL SERVICE



**INTERGRITY**



**DISCIPLINE**



**COMPETENCE**



**DEDICATION**



**TIMELINESS**

# TRAINING CALENDAR 2021

## Job Specific Trainings

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
HR Essential Skills Training Program	28-4				6-10			5-19		
Management Development Program			4-8				1-5			14-18
Support Service Program	7-11			16-20		11-15			10-15	
Essentials of Service Excellence Program	14-18	7-11		23-27	13-17		29-2			
Essentials Skills for Financial Administrators						4-8		26-30		

## CS Essential Trainings

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Induction Program		14-18			23-27			1-5			14-18
Performance Appraisal	2-28					13-17					14-16
E- Performance Appraisal system	2-28					13-17					16-18
Gavaaidhu Awareness			2-4				14-15			20-21	
Recruitment Training / Usoolu Training	Conduct sessions every other week- throughout the year										
VIUGA Trainings											
Training Policy Implementation	20-4		28-1					12		17-21	
Induction Mentor Training	31-4					20-24					14-18

## SHORT TERM TRAININGS

Economic Analysis & Financial Management Department		FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Bid Evaluation & Procurement	▲		14-18						19-23		
Financial Management	▲						4-8				
Internal Audit	▲								5-9		
Maaliyyathu Gavaaidhu	■	7-11								10-14	
Stock, Record & Data Management	●							1-5			

Good Governance Department		FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Effective Compliance and Ethics	▲ ■		7-11								
Good Governance in Public Sector	▲ ■ ▼						4-8				
Reform Manual Training		28-4							12-16		
Civil Service Introductory Program for Schools	■							8-19			

Language & Communication Department		FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Effective Communication Skills	● ▲						11-15				
English Language for Workplace	● ▲			4-8							
Office Dhivehi 1	■					6-10			10-14		
Office Dhivehi 2	■					13-17				17-21	
Research and proposal writing	▲ ■ ▼	14-18									
Advanced Communication Skills	▲ ■ ▼				23-27						
Presentation Skills	▲ ■ ▼							8-12			

Human Resource Management & Development Department		FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Administrative Skills	●				23-27						21-25
Change Management (for councils)	▲ ■		21-25								
Effective Leadership for Supervisors	▲								5-9		
Employee Relationships	▲						11-15				
Human Resource Management for Supervisors	▲ ■		7-11								
Interview Penalist Training	▲ ■	21-25						1-5			
Project Management (for councils)	● ▲			4-8							



## IT & Innovation Department

		FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Advanced Computer Skills	■							8-12			
Computer Proficiency	●		28-1								
Cyber Security for Everyone	■					6-10					
Graphics Designing	■		14-18							24-28	
Microsoft Office Excel	●				30-3						
Microsoft Office Excel (Advance)	● ▲	21-25									14-18
Microsoft Office Package	●					20-24					



## Personal Development Department

		FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Developing a Growth Mindset for Success	▲		21-25								
Increasing Performance with Positive Mindset	▲					20-24					
Interpersonal Skills	● ▲							15-19			
Motivation, Persuasion & Creativity	■									17-21	
Problem Solving & Decision Making	▲				30-3						
Stress Management	■			4-8							
Emotional Intelligence	▲ ■ ▼								19-23		

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 hour of mandatory training program 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.

### 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.

<https://www.youtube.com/CSTIMaldives>



# OTHER TRAININGS

## MONTHLY SPECIAL PROGRAM

### 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 all civil servants. As such the Following timeline provides the schedule of how the program will be conducted this year.









## Public Lecture Series

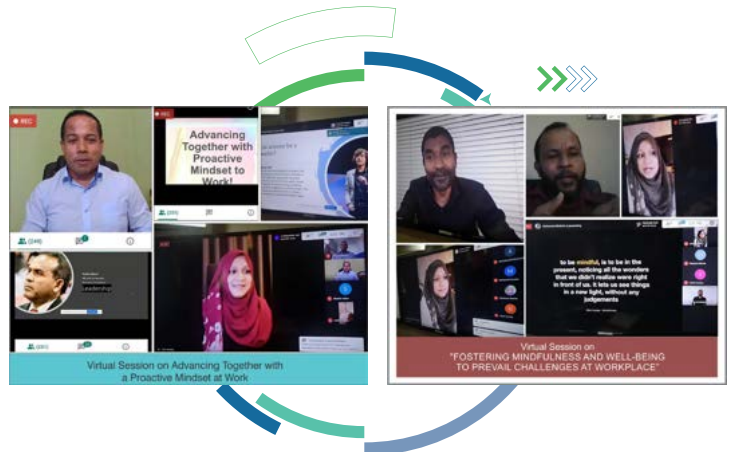


Public lecture series open to the public are part of the regular range of events offered by CSTI. These lectures are designed to offer the audience with an inside view of cutting-edge research topics and important days marked in Maldives. The individual lectures are held by different speakers, who approach the topic from different perspectives. Scheduled topics for 2021 public lectures are:

- Value driven thinking towards organizational transformation
- Public Lecture, on the occasion of Maadharee Bahuge Dhuvas
- HR forum

## Webinar Series

Our Webinar Series was developed to address the different areas we as civil servants need to keep in mind during a pandemic. It is our plan to continue the series with more interesting topics to engage the civil service staff.



## Maldives Civil Service Conference 2021

Maldives Civil Service Conference was introduced with the purpose of providing a platform for sharing ideas, research results and experiences which will contribute to the development of Maldives Civil Service. The Civil Service Conference is a biannual event conducted by CSTI and 2020's conference is now scheduled to be held in 2021. The theme for the conference is "Individual Accountability and Transformation".



# CORPORATE TRAININGS

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

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

## Discover Your True Leadership Potential

Designed for Human Resource professionals, 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.

## Organizational Behaviour: How to Manage People

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

## Work-life Balance; Professional & Personal Well-being

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 staffs.

## Corporate Language Training

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

## Pathway to peak performance

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.

## Success is a Choice

**For Customized Training programs contact us at:  
Ph: +960 3307370 Email: [csti@csc.gov.mv](mailto:csti@csc.gov.mv)**



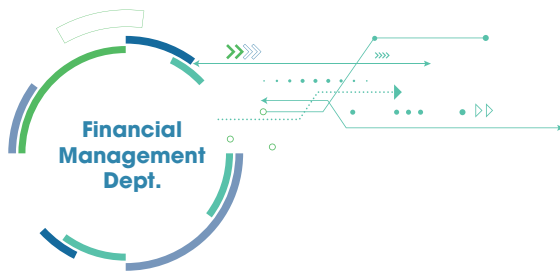
# PROGRAMS OFFERED



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



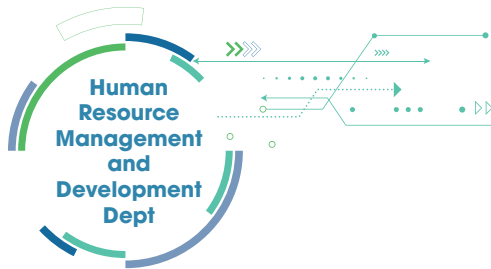
1. Effective Communication Skills
2. English Language for Workplace
3. Office Dhivehi 1
4. Office Dhivehi 2
5. Presentation Skills
6. Project Proposal and Report Writing
7. Introduction to Research and Proposal Writing \* NEW
8. Advanced Communication Skills
9. Media and Public Speech



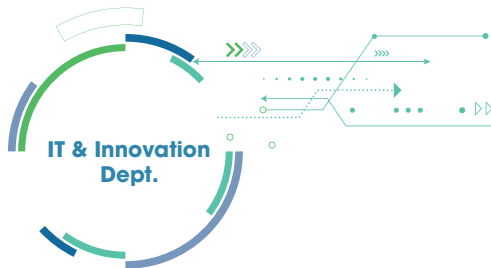
1. Bid Evaluation and Procurement
2. Entrepreneurship
3. Financial Management
4. Internal Auditing
5. Preparing Financial Statements
6. Public Sector Financial Management, Control and Measuring Results
7. Stock, Record and Data Management
8. Maaliyathu Gavaaidhu



# PROGRAMS OFFERED



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
10. Perfect Receptionist
11. Public Relations
12. General Management and Leadership
13. Work Place Ethics
14. Team Building



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



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



1. Induction Program
2. Civil Service Entrance Exam
3. Civil Service Recruitment Exam
4. Maldives Civil Service Conference
5. Self Learning Training Pack
6. Corporate Training Programs
7. Hybrid Skill Set Training Program

# CSTI TEAM



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# GALLERY 2009 - 2020





# CSTI

TRAINING DIRECTORY

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# 2021



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CIVIL SERVICE COMMISSION

## CIVIL SERVICE TRAINING INSTITUTE

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