

Workshop Topics

1 UNDERSTANDING THE PUBLIC SERVICE

The public service has been perceived by many as lacking the necessary discipline and organisation to be efficient. There are rules and regulations that govern the service but many officers need to be educated on these rules and how they are to be applied.

This half-day workshop seeks to give public officials information on public sector management and their roles and responsibilities within the sector. It also seeks to educate persons on their rights as civil servants and processes which come under the service through the Public Service Act.

This workshop is geared towards Supervisors within the various Ministries and Departments.

2 COMPUTER SKILLS TRAINING

Today we live in the technological age where computer products and software become obsolete almost as fast as they are introduced and mastered. To remain current and relevant, it is essential to seek to constantly hone our skills and keep abreast of the advances in this dynamic age.

More than ever, information is stored and shared digitally with cloud technology and virtual meeting spaces becoming more common place. The public sector must take the necessary steps to invest in its human and technological capital to ensure that the required knowledge base and infrastructure is in place to forge and maintain relationships on a global scale.

The Computer Skills Training workshops seek to provide civil servants with the necessary computer skills needed to function effectively within the Public Service.

2.1 BASIC COMPETENCY SKILLS

This three-day seminar is geared towards ensuring that each civil servant has the basic computer competency skills needed to operate in a technological environment. Officers will also receive training on how to effectively use Microsoft Word.

2.2 END USER CYBER SECURITY

With the move towards computer training and increased computer usage in the work environment, guidelines must be established to ensure safety and confidentiality. Thus, this workshop educates participants on the policies, dangers and general caveats while working in the cyber world. It is the aim of the NIA to ensure that all officers are familiar with the necessary Cyber Security Guidelines.

2.3 PRESENTATION SKILLS: WORKING WITH POWERPOINT

When making presentations, visual aids can be helpful in highlighting key points, however, when done poorly, visual aids can be distracting, confusing and detract from the overall effectiveness of the presentation.

This workshop is designed to aid officers in creating an effective PowerPoint presentation, which will keep their audience engaged and interested.

This workshop will also provide useful tips on how to effectively stand and deliver compelling presentations.

3 CUSTOMER SERVICE EXCELLENCE

Customers expect high levels of service from the businesses and organisations with which they come into contact. While customer service in the public sector comes with unique challenges and expectations, "people skills" remain critical for organizational success and gives legitimacy to the public sector.

Customer service excellence is embodied through effective communication, timeliness, professionalism and respect. It also requires you to have a sound knowledge in the required area so that accurate information is shared with the public.

These sessions are targeted to officers who deal exclusively or frequently with the general public. It will focus on how to effectively communicate with customers to ensure they feel welcome, important, understood and comfortable. It will also share confidence building techniques and tips and tricks on how to effectively deal with demanding customers and diffuse difficult situations.

4 EFFECTIVE WRITING FOR CLERICAL OFFICERS

Communication within the Civil Service must follow certain guidelines and processes to satisfy the chain of command and ensure proper documentation. This workshop aims to educate clerical officers on these processes.

5 HR FOR NON-HR MANAGERS

Within the Public Service, Permanent Secretaries and Head of Departments are expected to deal with some human resource issues. They may be asked to take part in employment process, developing job descriptions, or take responsibility for discipline. This workshop will introduce these managers to the expectations of the Human Resource Department in accordance with the Public Service Act.

This workshop will also seek to provide useful tips for continuous motivation and capacity building within the respective units.

6 ADMINISTRATIVE FUNDAMENTALS 101

One of the biggest influences on our job satisfaction is our relationship with others in the workplace. While differences in personality and opinion are to be expected, to maintain overall productivity and efficiency, it is essential that interaction within the office setting remain cordial and positive.

Negative and combative work environments often result in absenteeism, high turnover and lack of commitment from staff which in turn negatively impacts performance and the customer experience.

This course is about working to the best of your abilities, and encouraging those who work with you, to produce their best. Officers will also receive useful tips and techniques on how to effectively support and their superior(s).

7 NAVIGATING CONFLICT

The purpose of this workshop is to engage officers in a process of seeing conflict as an opportunity for growth, development, and enhancing business and other relationships, rather than approaching conflict with fear or simply avoiding it altogether.

This workshop will include analytical and practical tips on how to resolve conflict, and how to manage conflict when resolution is not possible.