Government of Saint Lucia

TRAINING CATALOGUE
2019/2020

In-Service Training Programmes designed to meet the learning needs of Public Officers

May 2019

PUBLIC SERVICE TRAINING INSTITUTE
DEPARTMENT OF THE PUBLIC SERVICE

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INTRODUCTION

In today's rapidly changing world, most organizations look at training and development as an integral part of the human resource development function. Training ensures that employees gain the knowledge, skills and attitudes required in order for them to perform efficiently and effectively in their current jobs. Development ensures that employees receive the right training required for future roles, whether it's within the organization or not.

Like most organizations around the world, the Government of Saint Lucia has placed a high priority on the training and development of its human resources. It has recognized that a well-trained and motivated Public Service would mean an efficient and effective Government machinery.
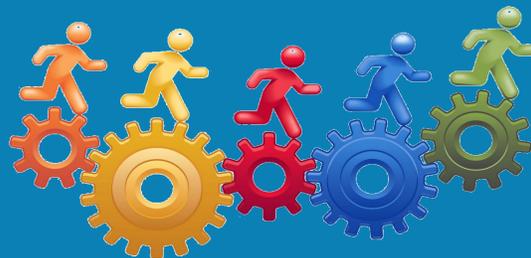
The Training Division of the Department of the Public Service was established to perform Government's training and development function. It is responsible for ensuring that the right training and development initiatives are made available to Government employees in keeping with their training and development needs.

This Training Catalogue lists the training programmes that will be conducted by the Training Division for the financial year 2019/2020. The programmes are available to all Public Officers in keeping with the particular target audience for each programme.
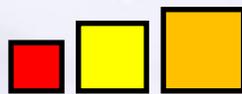
The training programmes are all instructor-led, delivered by trainers from both the public and private sectors. The trainers use the most appropriate and modern techniques and aides to deliver the programmes. Some of the delivery methods are listed below.

PowerPoint Presentations

Case Studies

Audio and Visual Aides

Role Plays

Mentoring and Coaching

Demonstrations

TRAINING VENUE

All the training programmes are delivered on-site at the address below. The training facilities are well-equipped and spacious and can accommodate at most twenty-four (24) participants per training session.
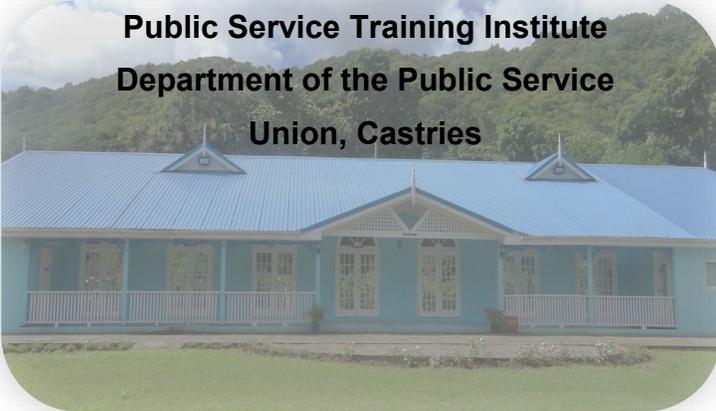
Public Service Training Institute
Department of the Public Service
Union, Castries

APPLICATION PROCEDURE

Step 1 — Pre-Training Interview

Your immediate supervisor is required to conduct a *pre-training interview* with you and complete page 1 of the *Training Request Form.*

The *pre-training interview* is designed to ensure that you are nominated for the right training programme, i.e. a programme that meets your training needs. Your training needs can be related to your current post or to a post that you are being groomed for. The *Training Request Form* can be obtained at http://www.govt.lc/

Step 2 — Submission of Nomination

Submit Page 1, through the proper channels, to the Permanent Secretary, Department of the Public Service on or before the deadline date stipulated for the particular cohort of the programme of interest.

Step 3 — Selection

It is important to note that submitting a nomination does not mean that you are automatically selected to attend the programme. All nominations go through a selection process following which your Department will be notified if you are selected to participate in the training programme.

Step 4 — Participation

If you are selected to attend the programme, the Department of the Public Service will inform your Department who in turn will inform you of your selection. You will be granted permission to be absent from work to attend the programme on the specified date and time.

Step 5 — Post-Training Interview

After you complete the training programme and report to work, it is expected that if you apply your newly acquired knowledge and skills on your job, it should enhance your performance. You should be performing your assigned duties more efficiently and effectively. After all, that is the overall aim of these training programmes! To help the Training Division determine that objective has been achieved, your immediate supervisor should hold a *post-training interview* with you. During that interview, you and your supervisor will complete Page 2 of the Training Request Form and submit the completed form to the Training Division.

More information on the Training Division's Evaluation System follows.

Evaluation of training programmes has become an essential component of the human resource development process. Therefore, the Training Division has implemented a new system of evaluation which begins at the nomination phase, continues during the training programme and is completed at least three (3) months after you complete the training programme.

The system is designed, firstly, to ensure that you are nominated and/or selected for the right training programme. This is done at the *pre-training interview*, where you and your immediate Supervisor will agree on the desired outcomes that are expected from you after you complete the training.

Secondly, the system will help to determine whether you learnt what the training programme was designed to teach and the degree to which you are confident and committed to transferring the newly acquired knowledge/skills/attitudes to your job. To collect this data, you will be required to complete a *Learning Assessment* form during the training programme.

At the end of each training programme, you will also be given an opportunity to evaluate the training programme itself including the facilitator(s), the venue and the facilities. This evaluation will be done via the *In-Service Training Evaluation* form which you complete at the end of the training programme.

The *post-training interview* is the last phase of the evaluation system. It is recommended that this interview be conducted at least three (3) months after you complete the programme. For the *Orientation for New Entrants*, *Transitioning to Retirement* and *Stress Management* programmes, the post-training interview is not required.

During the *post-training Interview* you and your immediate Supervisor will complete, and sign, page 2 of the *Training Request Form* and submit the form, through the proper channels, to the Permanent Secretary, Department of the Public Service. The *post-training interview* is designed to determine:

- whether you were able to put into practice what was learned during the training programme;
- the obstacles, if any, which prevented you from applying what was learned;
- whether the training programme led to a change in your behavior, and how, if applicable;
- the additional training, if any, that you require in order to perform your current duties effectively and efficiently.

The evaluation system is designed to help the Training Division determine the effectiveness of its training programmes in terms of how it was able to produce the desired changes in employee knowledge, skill, attitudes and the degree to which the changes, if any, helped improve their job performance. The data gathered using this system will be kept in the strictest of confidence and will only be handled by the staff of the Training Division, Department of the Public Service. The information collected from the data will be used to improve the training programmes to ensure their effectiveness. The information will also be used by the Training Division to improve the effectiveness with which it performs its In-Service Training function.

6   *Public Sector Accounting*

6   *Understanding the Finance Act*

PUBLIC SECTOR ACCOUNTING

Course Code: PSACC

Overview: This training programme will improve your technical capacity by reviewing the Government's accounting procedures, policies and regulations contained in the Finance Act, the Revised Laws of Saint Lucia Ch. 15.01 Financial Regulations and all the latest changes to Government's accounting requirements and practices.

Learning Outcomes: At the end of the training programme, you should be able to:

- explain the requirements of the Finance Act and Financial Regulations;
- explain the role of the Accountant General and the Director of Audit, relative to your role;
- apply appropriate accounting policies with respect to recurrent and capital expenditure;
- reconcile the accounts on a monthly basis and prepare the appropriate journals;
- generate the appropriate supplementary financial reports and schedules;
- generate financial information for quality decision-making;
- use SmartStream and SmartStream Payroll.

Who Should Attend: Accountants and Accounts Clerks at all levels within the Public Service.

Time: 8:30 AM – 4:30 PM

Duration: Two (2) days

Prerequisites: None

Training Hours: 12

Number of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
PSACC-1901	August 21 – 22, 2019	July 23, 2019
PSACC-1902	January 29 – 30, 2020	December 30, 2019

UNDERSTANDING THE FINANCE ACT

Course Code: UTFAC

Overview: This training programme will teach you the fundamentals of the Finance Act and its application to current processes.

Learning Outcomes: At the end of the training programme, you should be able to:

- explain the Finance Act and its associated Regulations (Financial, Procurement and Stores);
- demonstrate practical applications of the policies prescribed in the Legislation;
- explain how the Finance Act impacts your current work duties.

Who Should Attend: Senior Officers and Accountants

Time: 8:30 AM - 12:30 PM

Duration: Two (2) half-days

Prerequisites: None

Training Hours: 6

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
UTFAC-1901	September 5 – 6, 2019	August 8, 2019
UTFAC-1902	December 4 – 5, 2019	November 6, 2019
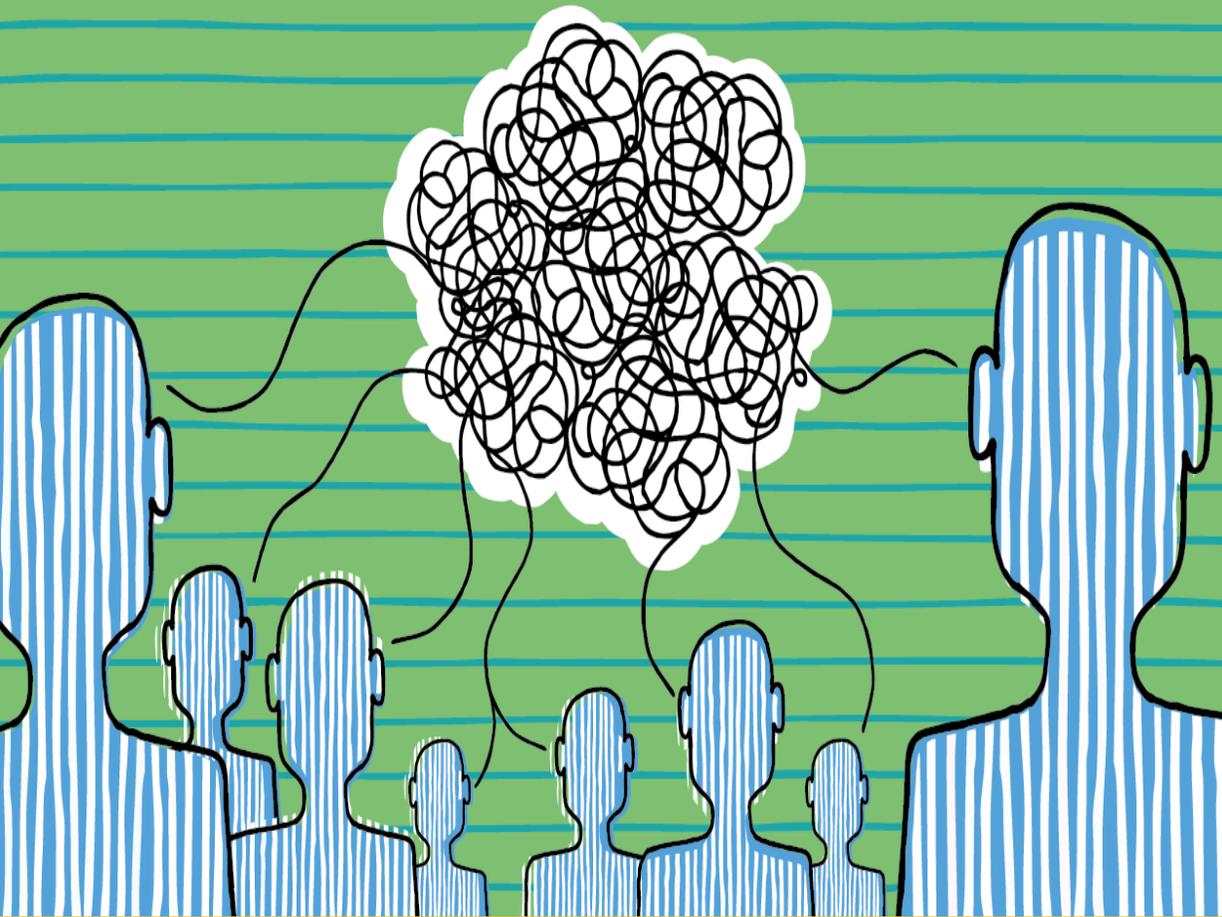
Thinking   Listening   Speaking   Non-Verbal

COMMUNICATION SKILLS PROGRAMMES

EFFECTIVE COMMUNICATION

Course Code: EFCOM

Overview: This programme will teach you how to communicate clearly and with impact by improving your verbal and non-verbal communication style as well as enhance your interpersonal skills.

Learning Outcomes: At the end of the training programme, you should be able to:

- identify different styles of communication;
- apply techniques to build rapport with others;
- choose the most appropriate method of communication in different circumstances;
- demonstrate the right body language and tone to communicate effectively;
- apply your skills to allow you to communicate your message effectively and in an engaging manner.

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM – 12:30 PM

Duration: One (1) half-day

Prerequisites: None

Training Hours: 3

Number of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nomi-
EFCOM-1901	November 19, 2019	October 22, 2019
EFCOM-1902	March 26, 2020	February 27, 2020

MINUTE TAKING

Course Code: MINTA

Overview: This programme will provide you with a better understanding of the importance of minute taking and teach you the essential techniques in producing minutes that include all the required information required in the most suitable format.

Learning Outcomes: At the end of the training programme, you should be able to:

- explain the importance of taking minutes;
- demonstrate key minute-taking skills, including listening, critical thinking and organizational skills;
- record minutes of any meeting with accuracy, speed and complete confidence;
- use the requisite skills to capture accurate and concise information in preparing minutes.

Who Should Attend: Secretaries and Clerical Staff at all levels in the Public Service

Time: 8:30 AM - 4:30 PM

Duration: One (1) day

Prerequisites: None

Training Hours: 6

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
MINTA-1901	October 21, 2019	September 20, 2019
MINTA-1902	November 21, 2019	October 24, 2019

ORAL & WRITTEN COMMUNICATION

Course Code: OWCOM

Overview: The ability to present your ideas clearly and logically is integral to success in almost any area of life. This training programme will focus on the necessary skills fundamental to oral and written communication.

Learning Outcomes: At the end of the training programme, you should be able to:

- use proper language to communicate clearly and confidently;
- produce clearly written documents, presenting ideas in a concise and logical manner;
- effectively communicate ideas verbally.

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM – 12:30 PM

Duration: Twelve (12) half-day sessions. Sessions may be held two (2) or three (3) non-consecutive days per week.

Prerequisites: None

Training Hours: 36

Number of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
OWCOM-1901	August 26—September 20, 2019	July 26, 2019
OWCOM-1902	January 13—February 7, 2020	December 9, 2019

REPORT WRITING

Course Code: REPWR

Overview: This programme will provide you with the requisite skills to write effective and concise reports thereby guiding your audience towards making the right decisions.

Learning Outcomes: At the end of the training programme, you should be able to:

- prepare reports according to purpose and target user;
- identify and use specialized and common sources of information in the preparation of reports;
- use the proper language for more effective report writing;
- apply techniques and guidelines to prepare reports that are comprehensive, organized and reader-oriented.

Who Should Attend: Public Officers whose job functions include the preparation of reports.

Time: 8:30 AM - 12:30 PM

Duration: Five (5) consecutive half-day sessions.

Prerequisites: None

Training Hours: 15

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
REPWR-1901	June 24—28, 2019	**
REPWR-1902	July 8—12, 2019	June 6, 2019
REPWR-1903	August 5—9, 2019	July 4, 2019
REPWR-1904	February 24—28, 2020	January 2, 2020
REPWR-1905	March 16—20, 2020	February 17, 2020

COMPUTER BASICS

Course Code: COMPB

Overview: We live in an era of major technological advancements. Everything from cars to washing machines are computerized. It has become essential to be able to operate a computer for your personal and professional use. This programme will teach you about computers and how to operate one on a fundamental level.

Learning Outcomes: At the end of the training programme, you should be able to:

- explain the basic difference between hardware and software;
- explain how a simple network is built;
- understand security concerns and how to work safely online;
- use a keyboard and mouse effectively;
- describe the parts of a Windows desktop;
- use Windows Explorer to manage files and folders;
- use Snipping Tool, Paint, Calculator and Task Manager;
- understand the basic parts of a URL;
- browse the internet;
- download and save files from the internet;

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM – 12:30 PM

Duration: Six (6) half-day sessions. Sessions may be held on consecutive or non-consecutive days.

Prerequisites: None

Training Hours: 18

Number of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
COMPB-1901	September 9—16, 2019	August 12, 2019
COMPB-1902	October 28—November 4, 2019	September 2, 2019

ACCESS 2013 (BEGINNERS)

Course Code: AC13B

Overview: Microsoft Access databases are everywhere, from a one-person business to a large corporation. It is a versatile tool. You can use it as a personal data management tool or as a construction set to develop applications for an entire department. Being able to use this powerful application can help you develop real-world database solutions. This course will give you the necessary knowledge and skills to start you on that journey.

Learning Outcomes: At the end of the training programme, you should be able to:

- create, edit and modify tables;
- create and edit simple queries;
- create and edit forms;
- create and modify reports;
- describe the different types of relationships;
- create relationships between tables;
- design and create a simple database.

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM - 12:30 PM

Duration: Twelve (12) half-day sessions. Sessions may be held on non-consecutive days each week.

Prerequisites: None

Training Hours: 36

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
AC13B-1901	November 6—December 2, 2019	October 9, 2019
AC13B-1902	February 3—28, 2020	January 6, 2020

EXCEL 2013 (ADVANCED)

Course Code: EX13A

Overview: This programme will give you the opportunity to go further by learning advanced Excel features such as PivotTables, advanced formulas, working with named ranges and macros.

Learning Outcomes: At the end of the training programme, you should be able to:

- create named ranges and use them in calculations;
- use Solver;
- use PivotTables to analyze data;
- use PowerPivot;
- create and edit macros;
- identify and resolve formula errors;
- outline and group data;
- use What if analysis;
- create and use Data Tables;
- create and use scenarios to analyze data;

Who Should Attend: Public Officers with basic to intermediate knowledge of Excel.

Time: 8:30 AM – 12:30 PM

Duration: Nine (9) half-day sessions. Sessions may be held on consecutive or non-consecutive days each week.

Prerequisites: An intermediate knowledge of Excel.

Training Hours: 27

Number of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
EX13A-1901	July 24—August 9, 2019	June 25, 2019

EXCEL 2013 (BEGINNERS)

Course Code: EX13B

Overview: Microsoft Excel is one of the world's most commonly used spreadsheet applications. It is an essential and powerful tool which can be used to manipulate huge amounts of data, automate tasks and present complex information. With Excel you can monitor financial transactions, calculate payments, plan a budget, organize large datasets and so much more.

Learning how to use Excel is an investment in your personal and professional development. The skills learnt in this programme will improve your efficiency in the workplace. You will learn how to create detailed worksheets, invoices, charts and use complex formulas to achieve professional results in a short space of time.

Learning Outcomes: At the end of the training programme, you should be able to:

- navigate through the Excel 2013 interface effortlessly;
- identify the difference between workbooks and worksheets;
- create workbooks and worksheets;
- explain the general syntax of Excel functions;
- demonstrate how to use some basic functions;
- demonstrate how to create and edit formulas;
- format worksheets for printing;
- export worksheets in portable document format (.pdf);
- demonstrate how to use conditional formatting;
- demonstrate how to filter and sort data in worksheet;

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM - 12:30 PM

Duration: Nine (9) half-day sessions. Sessions may be held on consecutive or non-consecutive days each week.

Prerequisites: You should be:

- able to use a personal computer with experience in using a mouse and keyboard;
- comfortable in the Windows Operating System environment;
- able to perform tasks such as: opening and closing a computer application, navigating Windows Explorer to open and save files and folders.

Training Hours: 27

Number of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
EX13B-1901	July 1—22, 2019	**
EX13B-1902	January 6—24, 2020	December 2, 2019

POWERPOINT 2013 (BEGINNERS)

Course Code: PP13B

Overview: Research has shown that over 120 million people use Microsoft PowerPoint to deliver presentations. One of the keys to delivering an effective presentation is to master the fundamentals of Microsoft PowerPoint.

This programme will teach the basics of using this powerful application. You will learn how to use themes and templates, format text, manage slide transitions, apply animations to objects and use presentations tools in your slide shows.

Objectives: At the end of the training programme, you should be able to:

- navigate through the PowerPoint 2013 interface;
- switch between views and navigate through slides;
- set up and time a slideshow;
- insert slides, change slide layouts and themes;
- insert content elements into slides;
- create SmartArt and shapes in slides;
- add animations to slides;
- print slides and handouts;
- deliver a presentation effectively.

Who Should Attend: Public Officers, at all levels.

Time: 8:30 AM - 12:30 PM

Duration: Six (6) half-day sessions. Sessions may be held on consecutive or non-consecutive days each week.

Prerequisites: You should be:

- able to use a personal computer with experience in using a mouse and keyboard;
- comfortable in the Windows Operating System environment;
- able to perform tasks such as: opening and closing a computer application, navigating Windows Explorer to open and save files and folders.

Training Hours: 18

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
PP13B-1901	August 12—23, 2019	July 11, 2019
PP13B-1902	March 16—27, 2020	February 17, 2020

Course Code: WD13B

Overview: In today's business world, it is impossible to avoid word-processing software. Most Public Officers are expected to use some type of word processing application to create documents.

Microsoft Word is the world's most common word processing application. It is designed to help you move smoothly through the task of creating professional-looking documents easily and even with a bit of fun. With Microsoft Word, you can do so much when it comes to creating high-end, professional quality documents. You will learn the most effective ways to create sophisticated documents along with valuable time-saving tips. Whether you need to create compelling reports, persuasive sales letters or polished proposals, the programme will give you the skills to make a good impression on any audience.

Learning Outcomes: At the end of the training programme, you should be able to:

- navigate the Word 2013 interface;
- create and manage documents;
- use templates to create documents;
- apply formatting to text, paragraphs and documents;
- use Word 2013 for desktop publishing;
- insert and format objects such as SmartArt, charts, images, shapes;
- manage references in a document such as endnotes, footnotes, table of contents, citations;
- create and edit tables and lists;
- use mail merge;
- proof documents.

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM - 12:30 PM

Duration: Eight (8) half-day sessions. Sessions can be held on consecutive or non-consecutive days each week.

Prerequisites: You should be:

- able to use a personal computer with experience in using a mouse and keyboard;
- comfortable in the Windows Operating System environment;
- able to perform tasks such as: opening and closing a computer application, navigating Windows Explorer to open

Training Hours: 24

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
WD13B-1901	June 3—21, 2019	**
WD13B-1902	October 2—21, 2019	September 4, 2019
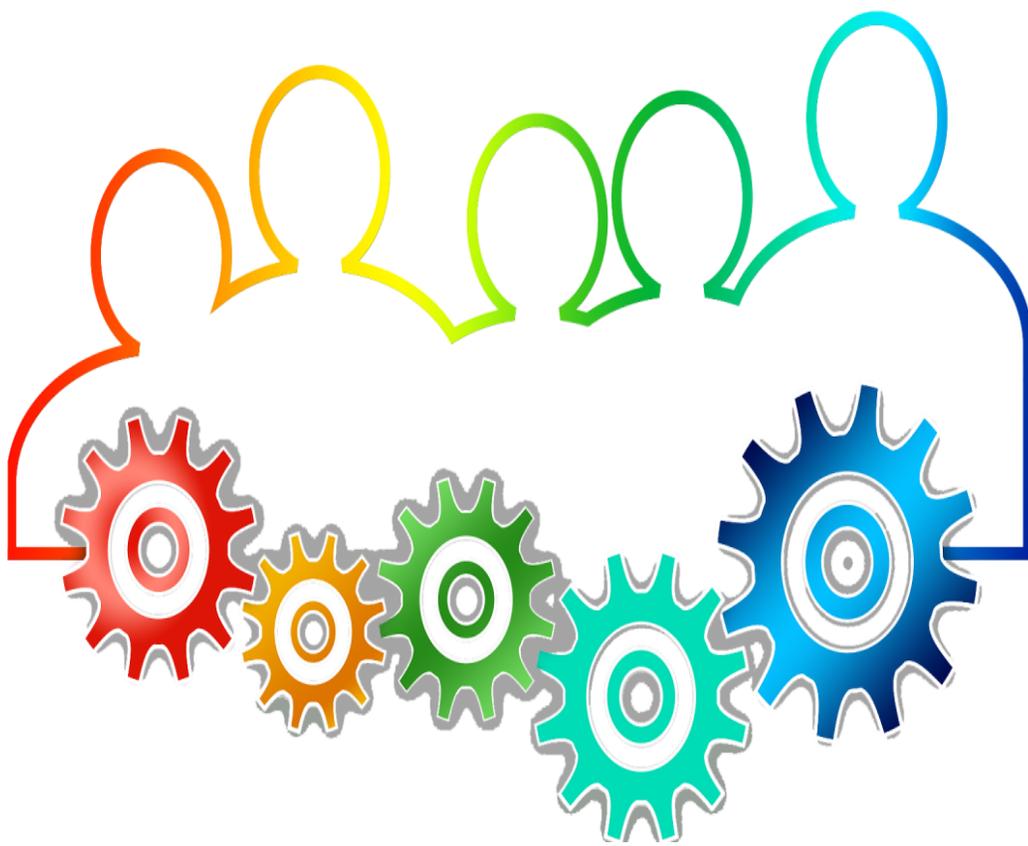
CUSTOMER SATISFACTION

Course Code: CUSAT

Overview: In the consumer world, how you handle your customers directly affects organizational performance. Therefore, it is essential that you learn the necessary "people skills" which are critical not only for organizational success but for your personal development as well. This training programme will give you the skills you need to gain respect and enhance customer relationships.

Learning Outcomes: At the end of the training programme, you should be able to:

- explain the role that customer service plays in organizational success;
- understand the impact of good/bad customer service;
- use appropriate tools to enhance the customer service experience;
- demonstrate appropriate customer service behavior;
- recognize the signals of customer irritation and learn how to respond appropriately.

Who Should Attend: Public Officers who are in direct contact with customers, either face-to-face or on the telephone.

Time: 8:30 AM - 4:30 PM

Duration: One (1) day

Prerequisites: None

Training Hours: 6

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
CUSAT-1901	June 11, 2019	**
CUSAT-1902	June 25, 2019	**
CUSAT-1903	July 18, 2019	June 18, 2019
CUSAT-1904	August 29, 2019	July 31, 2019
CUSAT-1905	November 29, 2019	November 1, 2019

CONFLICT MANAGEMENT & RESOLUTION

Course Code: COMAN

Overview: Conflict is the result of people having different needs, opinions and expectations. Conflict in human relationships is inevitable and if handled well, can provide a powerful tool for significant growth in the relationships. Therefore, developing good techniques to manage and resolve conflicts is important.

This programme will equip you with the techniques to resolve workplace conflict. The skills taught will enable you to develop conflict resolution strategies and effectively recognize, resolve and prevent conflict.

Learning Outcomes: At the end of the training programme, you should be able to:

- identify how you view conflict;
- identify the main causes and signs of conflict;
- explain the difference between conflict resolution and conflict management;
- compare and contrast the various personalities that contribute to conflict in the organization;
- apply techniques for reaching effective solutions.

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM - 4:30 PM

Duration: One (1) day

Prerequisites: None

Training Hours: 6

No. of Participants per Cohort: Twenty-four (24)
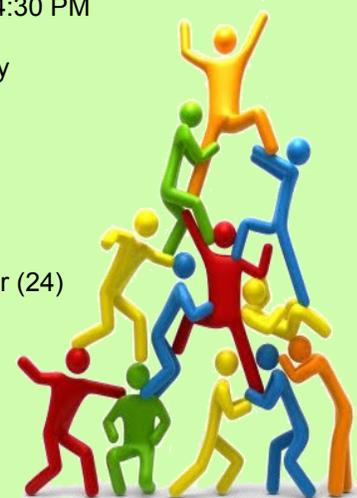
Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
COMAN-1901	July 4, 2019	June 4, 2019
COMAN-1902	September 12, 2019	August 15, 2019

PROTOCOL & ETTIQUETTE

Course Code: PRODI

Overview: This training programme will help you understand the meaning of the terms "protocol" and '"etiquette", how to recognize the linkages between them and how to use them in your personal and professional life.

Learning Outcomes: At the end of the training programme, you should be able to:

- demonstrate greater self-confidence in dealing with situations where etiquette and protocol are required;
- effectively communicate with people from all social and professional backgrounds;
- diplomatically manage and communicate with people in accordance with internationally acceptable norms and standards.

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM - 4:30 PM

Duration: One (1) day

Prerequisites: None

Training Hours: 6

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
PRODI-1901	October 8, 2019	September 9, 2019
PRODI-1902	November 26, 2019	October 29, 2019
PRODI-1903	December 9, 2019	November 11, 2019
PRODI-1904	February 18, 2020	January 21, 2020

Vision   Commitment   Integrity   Empathy

BUILDING EFFECTIVE TEAMS

Course Code: BLDET

Overview: This training programme will help you develop a shared vision or understanding of high performing teams and identify the critical elements and individual contributions that make up this vision. You will learn the key skills needed to address the challenges that arise in teams, how to appreciate individual indifferences among team members and communicate effectively with them.

Learning Outcomes: At the end of the training programme, you should be able to:

- describe the characteristics of effective teams;
- describe the stages of team development;
- describe the individual differences and roles of team members;
- demonstrate skills on how to support team development through its formative stages;
- communicate effectively with team members;
- identify your contributions to the team.

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM - 4:30 PM

Duration: One (1) day

Prerequisites: None

Training Hours: 6

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
BLDET-1901	October 15, 2019	September 16, 2018
BLDET-1902	January 10, 2020	December 6, 2019

LEADING CHANGE & TRANSITION

Course Code: LEADC

Overview: This programme will teach you how to address the complexities of leading change and transition in the business environment.

Learning Outcomes: At the end of the training programme, you should be able to:

- develop a mind-set that shifts from resisting change to accepting, welcoming and being able to generate it;
- apply a change process to your organization's change initiatives;
- apply strategies to lead people through the different phases of their personal transition experiences;
- develop strategies to shift organizational culture that may be naturally resistant to change;
- develop strategies to move from the current state to the desired state;
- describe how different organizational systems can be leveraged to bring about desired change;
- identify and engage stakeholders in a change initiative.

Who Should Attend: Public Officers at middle and senior management levels.

Time: 8:30 AM - 4:30 PM

Duration: Five (5) days

Prerequisites: None

Training Hours: 30

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
LEADC-1901	September 23—27, 2019	August 26, 2019
LEADC-1902	March 9—13, 2020	February 10, 2020

EXECUTIVE COACHING

Course Code: EXECO

Overview: This programme forms an integral part of the wider Leadership Development Strategy. It aims to support and enhance the leadership skills and emotional intelligence competencies that are required to champion and implement change within organizations.

Learning Outcomes: At the end of the training programme, you should be able to:

- demonstrate enhanced personal effectiveness and leadership skills;
- use guided reflection and change to fulfill personal development needs;
- demonstrate emotional intelligence competencies;
- demonstrate confidence in meeting leadership challenges.

Who Should Attend: Public Officers at middle and senior management levels.

Structure: *Introductory Session*: One (1) full day.
Coaching Sessions: Six (6), one and a half hour sessions with the Certified Executive Coach. The sessions will be arranged on mutually convenient dates and times between you and the Certified Coach.
360 Degree Assessment: This will be undertaken by your work colleagues both past and present.

Time: 8:30 AM - 4:30 PM

Duration: Five (5) months

Prerequisites: None

Training Hours: 15

No. of Participants per Cohort: Six (6)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
EXECO-1901	September 5, 2019*	August 8, 2019

MIDDLE-LEVEL LEADERSHIP DEVELOPMENT

Course Code: MLDEV

Overview: This programme will provide a learning experience for mid-level leaders across the public service. It will provide you with the necessary skills to challenge and expand your knowledge allowing you to gain insight into strong, effective leadership, thus preparing you to effectively lead the public service into the future.

Learning Outcomes: At the end of the training programme, you should be able to:

- identify your leadership style and approaches;
- build effective relationships;
- lead and develop high performing teams;
- manage quality customer service;
- foster innovation in their teams;
- interpret and implement organizational strategy.

Who Should Attend: Public Officers at middle level management.

Time: 8:30 AM - 4:30 PM

Duration: Five (5) days

Prerequisites: None

Training Hours: 30

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
MLDEV-1901	March 30—April 3, 2020	March 2, 2020

SUPERVISORY SKILLS

Course Code: SUPSK

Overview: This training programme will assist you in better understanding your role and function as a supervisor and teach you the requisite skills to increase your effectiveness and productivity in the workplace.

Learning Outcomes: At the end of the training programme, you should be able to:

- apply the necessary knowledge, skills and behaviours to increase your effectiveness as supervisors;
- apply the requisite skills to adapt to the changing demands in the workplace;
- apply skills to improve delegating, coaching and performance feedback;
- address difficult employee behaviours effectively.

Who Should Attend: Supervisors at all levels in the Public Service.

Time: 8:30 AM - 4:30 PM

Duration: Three (3) days

**Prerequisites:** None

Training Hours: 18

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
SUPSK-1901	August 14—16, 2019	July 15, 2019
SUPSK-1902	October 2—4, 2019	September 4, 2019
SUPSK-1903	December 2—4, 2019	November 4, 2019
SUPSK-1904	March 23—25, 2020	February 24, 2020
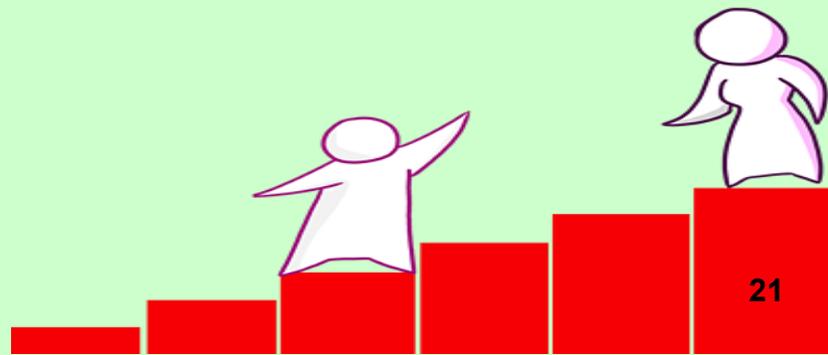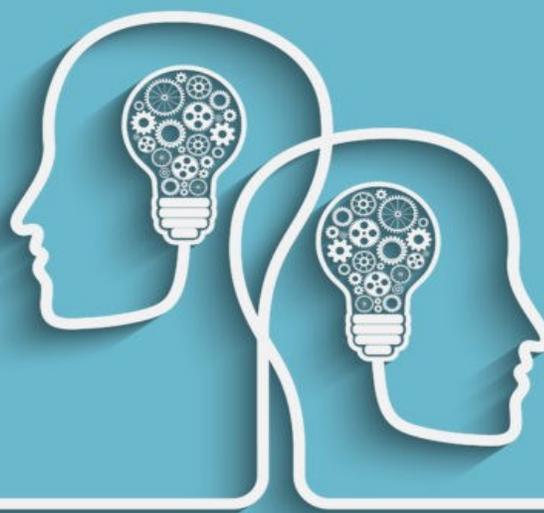
FUNDAMENTALS OF STATISTICAL ANALYSIS TECHNIQUES

Course Code: FOSAT

Overview: In today's data-driven world, being able to extract information from data is becoming an increasingly important skill. This programme will equip you with basic statistical analysis skills by teaching you the fundamental concepts of statistical analysis and provide a practical application of statistical analysis techniques.

Learning Outcomes: At the end of the training programme, you should be able to:

- conduct basic statistical analyses;
- explain the fundamentals of statistical analysis;
- communicate statistical ideas and concepts orally and in writing;
- use appropriate statistical software for basic statistical analysis.

Who Should Attend: Public Officers, at all levels, who need to become conversant with issues surrounding data as well as develop foundational statistical analysis skills to perform their duties.

Time & Duration: *Based on University of the West Indies, Open Campus course schedule.*

Prerequisites: None

Training Hours: 90

This programme is UWI Certified.

No. of Participants per Cohort: Twenty (20)

Structure:
Module 1: Foundations of Statistical Analysis*
Module 2: Statistical Analysis and Interpretation of Quantitative Data
Module 3: Statistical Analysis Techniques II

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
FOSAT-1901	January 7, 2020*	November 4, 2019

To qualify for the Certificate, you must complete all modules. Modules 2 and 3 will be held subsequent to Module 1.

PROJECT MANAGEMENT

Course Code: PROJM

Overview: The ability to successfully manage projects from beginning to end, no matter their size, is a highly desirable skill. This programme will give you an overview of the entire project management process, as well as key project management tools that can be used every day to deliver successful projects on time and on budget.

You will learn the fundamental principles of project management including an understanding of the framework, subject areas and processes. The main reference for the programme is the International Standard ISO 21500— Guidance on Project Management.

Learning Outcomes: At the end of the training programme, you should be able to:

- explain the fundamental project management concepts;
- break a project down into manageable sections;
- apply estimating techniques;
- demonstrate basic skills in Microsoft Project;
- develop a project charter and project plan.

Who Should Attend: Public Officers with limited or no experience in Project Management who are working or will be working as Project Managers.

Time: 8:30 AM - 12:30 PM

Duration: Twelve (12) half-day sessions. Sessions may be held on consecutive or non-consecutive days each week.

Prerequisites: None

Training Hours: 36

This programme is UWI Certified.

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
PROJM-1901	October 1—November 7, 2019	September 3, 2019

Course Code: RECMA

Overview: Efficient record and data management is essential for any organization. This training programme will teach you how to develop best practices for data and records management. It will focus on the processed involved, the guidelines that apply, the steps that need to be taken and easy reference templates for use, storage and retrieval of data.

Learning Outcomes: At the end of the training programme, you should be able to:

- describe record and data management systems and their related processes;
- explain the general guidelines that relate to record and data management;
- describe the data, storage and retrieval aspects of record and data management;
- design a storage and retrieval system;
- implement and maintain a filing system;
- develop guidelines for the retention and disposal of records;
- archive and dispose records properly;
- apply good administrative practices and processes to manage records effectively;
- use technology to effectively manage

Who Should Attend: Public Officers whose roles involve the management of records and data.

Time & Duration: *Based on University of the West Indies, Open Campus course schedule.*

Prerequisites: None

Training Hours: 120

This programme is UWI Certified. **UWI OPEN CAMPUS**

No. of Participants per Cohort: Twenty-four (24)

Structure:

Module 1: Records & Information Management—An Overview*
Module 2: Managing Active Records as Information Assets
Module 3: Inactive Recordkeeping and Legal Compliance
Module 4: The Management of Records in the Information Age

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
RECMA-1901	November 4, 2019*	September 2, 2019

To qualify for the Certificate, you must complete all modules. Modules 2-4 will be held subsequent to Module 1.

SELF-MANAGEMENT PROGRAMMES

Course Code: EMINT

Overview: Emotional Intelligence (EI) can be described as the way our emotions affect our actions. It is the ability to sense and use emotions to effectively manage ourselves for positive outcomes. This programme will help you understand your individual 'Self', as the foundation for how you take in and respond to the world around you.

Learning Outcomes: At the end of the training programme, you should be able to:

- explain what Emotional Intelligence (EI) is;
- understand why you should care about EI and why it is important in the workplace;
- explain the five competencies of EI;
- evaluate and appreciate your EI strengths and challenges;
- explain how EI is critical for sustained leadership;
- explain the EI guidelines for self-development.

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM - 4:30 PM

Duration: Two (2) days

Prerequisites: None

Training Hours: 12

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
EMINT-1901	June 4—5, 2019	**
EMINT-1902	June 18—19, 2019	**
EMINT-1903	July 29—30, 2019	June 28, 2019
EMINT-1904	August 12—13, 2019	July 11, 2019
EMINT-1905	September 2—3, 2019	August 5, 2019
EMINT-1906	September 18—19, 2019	August 21, 2019
EMINT-1907	October 10—11, 2019	September 11, 2019
EMINT-1908	November 11—12, 2019	October 14, 2019
EMINT-1909	November 27—28, 2019	October 30, 2019
EMINT-1910	December 10—11, 2019	November 12, 2019
EMINT-1911	January 27—28, 2020	December 24, 2019
EMINT-1912	February 10—12, 2020	January 13, 2020

IQ vs EQ?

ORIENTATION FOR NEW ENTRANTS
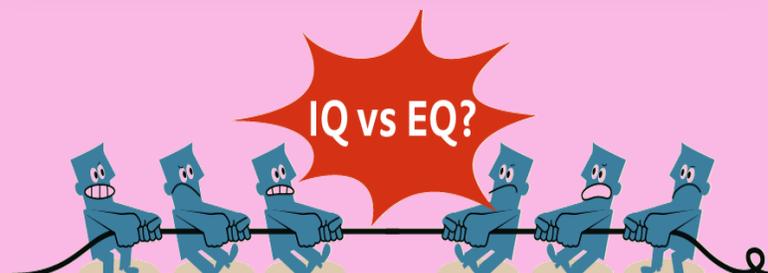
Course Code: ORNEN

Overview: This training programme will familiarize new entrants into the public service with the functions and operations of the public service and the broad responsibilities of Public Officers as well as the rules and regulations that guide them.

Learning Outcomes: At the end of the training programme, you should be able to:

- explain some of the rules and regulations guiding your employment in the Public Service;
- demonstrate skills in Time Management, Customer Service and Professionalism;
- describe the roles of Trade Unions and Collective Agreements.
- apply financial planning tips to enhance your personal life.

Who Should Attend: New entrants in the Public Service.

Time: 8:30 AM - 4:30 PM

Duration: Three (3) days

Prerequisites: None

Training Hours: 18

No. of Participants per Cohort: Twenty-four (24)

Structure: The first part of this programme requires you to read the Orientation for New Entrants Manual and answer an online questionnaire. Thereafter, you will be selected to attend the face-to-face component.

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
ORNEN-1901	June 12—14, 2019	**
ORNEN-1901	October 22—24, 2019	September 23, 2019
ORNEN-1902	February 12—14, 2020	January 15, 2020

DOING WORK WELL

Course Code: DOIWW

Overview: This programme will enable you to manage your work activities and relationships more effectively. It will contribute to good work ethics and is applicable to any work activity. The programme promotes the applicability of the Plan-Do-Check-Act Cycle and the underlying principles of respect, dedication and professionalism.

Learning Outcomes: At the end of the training programme, you should be able to:

- complete work activities methodically;
- explain the importance of communication and team work;
- demonstrate the Plan-Do-Check-Act Cycle;
- explain the factors and benefits of good work ethics;
- explain the importance of providing good customer service.

Who Should Attend: Public Officers at all levels.

Time: 8:30 AM - 4:30 PM

Duration: One (1) day

Prerequisites: None

Training Hours: 6

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
DOIWW-1901	June 6, 2019	**
DOIWW-1902	June 24, 2019	**
DOIWW-1903	September 30, 2019	September 2, 2019
DOIWW-1904	October 14, 2019	September 13, 2019
DOIWW-1905	November 1, 2019	October 3, 2019
DOIWW-1906	December 5, 2019	November 7, 2019
DOIWW-1907	February 27, 2020	January 30, 2020
DOIWW-1908	March 24, 2020	February 25, 2020

STRESS MANAGEMENT

Course Code: STRMA

Overview: Stress is a fact of everyday life – but too much stress makes us ineffective and reduces the control we have over our lives. There are strategies anyone can adopt to manage and reduce their own stress levels, as well as find a positive work-life balance.

This training programme will help you identify your personal difficulties, reflect upon your stress management and relaxation strategies and become more effective in handling everyday pressures in

Learning Outcomes: At the end of the training programme, you should be able to:

- describe stress from a medical and emotional perspective;
- distinguish between good stress, bad stress and their consequences;
- identify the signs and symptoms of stress;

Who Should Attend: Public Officers, at all levels.

Time: 8:30 AM - 12:30 PM

Duration: One (1) half-day

Prerequisites: None

Training Hours: 3

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
STRMA-1901	July 9, 2019	June 7, 2019
STRMA-1902	August 27, 2019	July 29, 2019
STRMA-1903	October 30, 2019	October 1, 2019
STRMA-1904	December 3, 2019	November 5, 2019

TRANSITIONING TO RETIREMENT

Course Code: TSRET

Overview: The transition to retirement can be unexpectedly challenging – as challenging as other significant life changes. While some people look forward to retiring, for others, the thought of leaving the weekday structure, work colleagues and financial security is daunting.

This training programme will cover various aspects of retirement including finances, physical and mental well-being, finding a new sense of purpose and managing more free time.

Learning Outcomes: At the end of the training programme, you should be able to:

- explain the importance of retirement planning;
- calculate your retirement benefits;
- develop strategies to identify appropriate standards of living for later life;
- apply techniques on how to cope with fluctuating inflation and changes in health.

Who Should Attend: This workshop is designed for Public Officers who are due to retire in the next five (5) years.

Time: 8:30 AM - 4:30 PM

Duration: Three (3) days

Prerequisites: None

Training Hours: 18

No. of Participants per Cohort: Twenty-four (24)

Dates Offered:

Cohort Code	Dates	Deadline to Submit Nominees
TSRET-1901	July 24—26, 2019	June 25, 2019
TSRET-1902	August 28—30, 2019	July 30, 2019
TSRET-1903	October 16—18, 2019	September 17, 2019
TSRET-1904	February 19—21, 2020	January 22, 2020

	2019							2020		
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Access 2013 (Beginners)						*			*	
Building Effective Teams					*			*		
Computer Basics				*	*					
Conflict Management & Resolution		*		*						
Customer Satisfaction	*	*	*			*				
Doing Work Well	*			*	*	*	*		*	*
Effective Communication						*				*
Emotional Intelligence	*	*	*	*	*	*	*	*	*	
Excel 2013 (Advanced)		*								
Excel 2013 (Beginners)		*						*		
Executive Coaching				*						
Foundations of Records Management						*				
Fundamentals of Statistical Analysis Techniques								*		
Leading Change & Transition				*						*
Middle-Level Leadership Development										*
Minute Taking					*	*				
Oral & Written Communication			*					*		
Orientation for New Entrants	*				*				*	
PowerPoint 2013 (Beginners)			*							*
Project Management					*					
Protocol & Etiquette					*	*	*		*	
Public Sector Accounting			*					*		

CALENDAR OF PROGRAMMES

	2019							2020		
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Report Writing	*	*	*						*	*
Stress Management		*	*		*		*			
Supervisory Skills			*		*		*			*
Transitioning to Retirement		*	*		*				*	
Understanding the Finance Act				*			*			
Word 2013 (Beginners)	*				*					