

The Human Resource Management Department on the request of various Ministries/Departments within the Service facilitated the below sessions.

Date: January 19 2017

Topic: Types of Leave, Allowances, Pension etc.

Target Group: Education Planning Division Staff

Location: CDU Conference Room

Time: 10:00am to 11:00am

At this session No 8 and No 11 of 2014 were discussed as the officers at this department had questions and concerns about the types of leave and allowances etc. that are due to them as Civil Servants.

Date: February 3 2017

Topic: Rules and Regulations of the Civil Service

Target Group: BHS Staff

Location: OJJ's Building Complex. Camps

Time: 10:45am to 12:00pm

The Rules and Regulations that govern the Government of St. Kitts and Nevis were discussed at this session. No 8 of 2014 which speaks to recruitment and appointment of officers, No 9 of 2014, Conduct and Ethics of Officers Code which speaks to hours of work, criminal convictions, misconduct etc., No 10 of 2014 Code of Discipline which speaks to the misconduct of a minor and major nature, No 11 of 2014 which speaks to salary and allowances, types of leave etc.

Date: February 8 2017

Topic: Rules and Regulations of the Civil Service

Target Group: New Prison Officers

Location: Her Majesty's Prison, Cayon Street

Time: 9:00am to 12:00pm

The Rules and Regulations that govern the Government of St. Kitts and Nevis were discussed at this session. No 8 of 2014 which speaks to recruitment and appointment of officers, No 9 of 2014, Conduct and Ethics of Officers Code which speaks to hours of work, criminal convictions, misconduct etc., No 10 of 2014 Code of Discipline which speaks to the misconduct of a minor and major nature, No 11 of 2014 which speaks to salary and allowances, types of leave etc.

Date: March 13 2017

Topic: Conflict Management

Target Group: Junior Officers

Location: Doreen McMahon Training Facility, Customs Headquarters, Bird Rock

Time: 1:30am to 4:30pm

Presenter: Ms. Tamu Browne

At this session Customs Officers from St. Kitts and Nevis, Anguilla and Montserrat were present as they were a part of the 11th Caribbean Customs Law Enforcement Council (CCLEC) Junior Officers Basic Course. The objectives of the session were:

- Understanding the meaning of conflict resolution
- Understanding the different types and sources of conflicts
- Dealing with conflict that vary in their degrees of cooperativeness and assertiveness
- Improving your conflict resolution skills
- Methods of preventing conflicts
- Steps in resolving conflict

Date: March 30 2017

Topic: Professionalism in the Workplace

Target Group: Human Resource Management Department Staff

Location: Parliamentary Lounge, Government Headquarters

Time: 2:00am to 4:00pm

Presenter: Ms. Dawn Mills

As part of the Human Resource Management Department Professional Development this session was held to help the department improve on their professionalism. The following are the objectives that were covered during the session.

- Adhering to the code of conduct Maintaining the proper attitude and perspective
- The importance of dress and appearance
- Acting with more consideration and respect to each other

Date: June 16 2017

Topic: Rules and Regulations of the Civil Service

Target Group: Government Printery Staff

Location: OTI Conference Room

Time: 1:30am to 3:00pm

The Rules and Regulations that govern the Government of St. Kitts and Nevis were discussed at this session. No 8 of 2014 which speaks to recruitment and appointment of officers, No 9 of 2014, Conduct and Ethics of Officers Code which speaks to hours of work, criminal convictions, misconduct etc., No 10 of 2014 Code of Discipline which speaks to the misconduct of a minor and major nature, No 11 of 2014 which speaks to salary and allowances, types of leave etc.

Date: July 17 2017

Topic: Rules and Regulations of the Civil Service

Target Group: Teacher Education Division

Location: CFB College, Burdon Street

Time: 1:30am to 3:30pm

The Rules and Regulations that govern the Government of St. Kitts and Nevis were discussed at this session. No 8 of 2014 which speaks to recruitment and appointment of officers, No 9 of 2014, Conduct and Ethics of Officers Code which speaks to hours of work, criminal convictions, misconduct etc., No 10 of 2014 Code of Discipline which speaks to the misconduct of a minor and major nature, No 11 of 2014 which speaks to salary and allowances, types of leave etc.

Date: November 8 2017

Topic: Rules and Regulations of the Civil Service

Target Group: New Prison Officers

Location: Her Majesty's Prison, Cayon Street

Time: 9:00am to 12:00pm

The Rules and Regulations that govern the Government of St. Kitts and Nevis were discussed at this session. No 8 of 2014 which speaks to recruitment and appointment of officers, No 9 of 2014, Conduct and Ethics of Officers Code which speaks to hours of work, criminal convictions, misconduct etc., No 10 of 2014 Code of Discipline which speaks to the misconduct of a minor and major nature, No 11 of 2014 which speaks to salary and allowances, types of leave etc.

Date: November 17 2017

Topic: Customer Service

Target Group: Magistrate and Registrar Department Staff

Location: Sir Lee Moore Judicial Complex

Time: 9:30am to 12:00pm

Presenter: Ms. Dawn Mills

This session was held to help improve and develop the skills and abilities within the department. The objectives of the session were:

- Adopting a consistent, professional style when speaking with customers
- Developing skills in engaging with customers and handling their enquiries effectively
- Listening effectively, asked questions and summarized to respond fully to a customer request
- Identifying ways they can add value to customer relationships and exceed expectations
- Practicing how to turn customer service disappointment into a positive experience