

Human Resource Management Department Training Report 2016

Date: Wednesday 30th March, 2016

Time: 9:00am to 4:00pm

Topic: How to Run a Successful Organization

Presenter: Douglas Wattley

Location: Customs Conference Room

Target Group: Permanent Secretaries and Heads of Departments

Number of Persons in Attendance: 11

Objectives

- Walk away with a better understanding of your organization
- Explain the basic design, architecture and functionality of the typical organization
- Understand how your organization works
- Apply the lessons learned to the improved management of your organization going forward

Course Outline

Definition of an organization

Examples of an organization

Types of organizations

The way the organization works

Activities of a typical organization

Composition of the organization

Date: Thursday 31st March, 2016

Time: 9:00am to 4:00pm

Topic: How to Run a Successful Organization

Presenter: Douglas Wattley

Location: Customs Conference Room

Target Group: Permanent Secretaries and Heads of Departments

Number of Persons in Attendance: 30

Objectives

- Walk away with a better understanding of your organization
- Explain the basic design, architecture and functionality of the typical organization
- Understand how your organization works
- Apply the lessons learned to the improved management of your organization going forward

Human Resource Management Department Training Report 2016

Date: Tuesday 19th April, 2016

Time: 8:30am to 4:00pm

Topic: Understanding the Civil Service (Orientation)

Target Group: New Entrants into the Civil Service November 1st 2015-March 31st 2016

Location: NEMA Building, Lime Kiln

Number of Persons in Attendance: 23

Presenters: HRMD, Dawn Mills, Accountant General Department, National Caribbean Insurance, Social Security

Objectives

- Becoming more familiar with the Guidelines and Principles for Civil Servants
- Gaining a common understanding of their roles and responsibilities as professional Civil Servants
- Outlining the Compensation and Benefits Package that are available to Civil Servants

Date: Monday, June 13th June, 2016

Topic: Effective Customer Service

Time: 9:00am to 1:00pm

Presenter: Ms. Joan Mills

Location: University of the West Indies Open Campus, Fortlands

Target Group: Front Line Staff

Number of Persons in Attendance: 39

Objectives:

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

Feedback

Most of the participants said that the training objectives were clearly defined and the topics that were covered were relevant to them. Also the trainer was well prepared and the objectives were met. Overall the participants were engaged and asked questions and participated fully in the workshop.

Human Resource Management Department Training Report 2016

Date: Monday, June 16th June, 2016

Topic: Time Management

Time: 9:00am to 1:00pm

Presenter: Ms. Joan Mills

Location: University of the West Indies Open Campus, Fortlands

Target Group: Junior Clerks

Number of Persons in Attendance: 45

Objectives:

- Understanding the benefits of better time management
- Setting steps to plan and control your time
- Analyzing problems which may arise and explaining how to deal with them
- Learning how to handle distractions and interruptions
- Developing positive attitudes to your work

Feedback

Participants agreed that the topics covered were relevant to them, also that the materials distributed were helpful and the facilities were adequate and comfortable.

Date: Monday, June 20th June, 2016

Time: 9:00am to 1:00pm

Topic: Team Building

Presenter: Ms. Joan Mills

Location: NEMA Building, Lime Kiln

Target Group: Senior Clerks and Executive Officers

Number of Persons in Attendance: 37

Objectives:

- Understanding team goals
- Building better relationships
- Improving problem-solving
- Respecting and understanding each other
- Valuing innovation and change

Feedback

Human Resource Management Department

Training Report 2016

The objectives of the training were clearly defined and participation and interaction were encouraged. The topics that were covered were relevant to the participants. Also the materials that were distributed throughout the session were very helpful to the participants.

Date: Monday, June 23rd, 2016

Topic: Understanding the Civil Service (Orientation)

Target Group: New Entrants in the Service April 1st, 2016 to June 2016

Location: NEMA

Time: 8:30am to 4:00pm

Number of Persons in Attendance: 20

Presenters: HRMD, Accountant General Department, National Caribbean Insurance, Social Security

Objectives:

- Becoming more familiar with the Guidelines and Principles for Civil Servants
- Gaining a common understanding of their roles and responsibilities as professional Civil Servants
- Outlining the Compensation and Benefits Package that are available to Civil Servants

Date: Monday, July 27th, 2016

Topic: The Importance of Workplace Ethics (Session 1)

Target Group: SENIOR CLERKS

Location: UWI Open Campus, Fortlands

Time: 9:00am to 10:30am

Number of Persons in Attendance: 31

Presenter: Ms. Dawn Mills

Objectives:

- Teach employees to be able to spot ethical issues before they become a problem and how to handle the issues as they come up.
- Train employees to act in accordance with the Code of Ethics.
- Reinforce that the Civil Service stands by the Code of Ethics and that employees' continued employment can depend on their acting in compliance with the policies that are in place.
- Sensitize employees to avoiding the appearance of ethical conflicts and taking into account the "big picture" before determining the correct course of action.

Human Resource Management Department Training Report 2016

Date: Monday, July 27th, 2016

Topic: The Importance of Workplace Ethics (Session 2)

Target Group: SENIOR CLERKS

Location: UWI Open Campus, Fortlands

Time: 9:00am to 10:30am

Number of Persons in Attendance: 26

Presenter: Ms. Dawn Mills

Objectives:

- Teach employees to be able to spot ethical issues before they become a problem and how to handle the issues as they come up.
- Train employees to act in accordance with the Code of Ethics.
- Reinforce that the Civil Service stands by the Code of Ethics and that employees' continued employment can depend on their acting in compliance with the policies that are in place.
- Sensitize employees to avoiding the appearance of ethical conflicts and taking into account the "big picture" before determining the correct course of action.

Date: Monday, October 17th October, 2016

Topic: Conflict Management/Resolution

Target Group: Heads of Departments

Location: Agriculture Conference Room, La Guerite

Time: 9:00am to 12:00pm

Number of Persons in Attendance: 28

Presenter: Ms. Tamu Browne

Objectives:

- 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

Human Resource Management Department Training Report 2016

Date: Monday, October 24th October, 2016

Topic: Decision Making

Target Group: Heads of Departments

Location: Agriculture Conference Room, La Guerite

Time: 9:00am to 12:00pm

Number of Persons in Attendance: 36

Presenter: Ms. Tamu Brwone

Objectives:

- Defining problems and making solutions
- Better use of problem-solving steps and problem solving tools
- Distinguish root causes from symptoms to identify the right solution for the right problem
- Working towards creative solutions

Date: Thursday 03rd November, 2016

Topic: How to Communicate with Diplomacy, Tact and Credibility

Target Group: Executive and Administrative Officers

Location: University of the West Indies Open Campus, Fortlands

Time: 9:00am to 12:00pm

Number of Persons in Attendance: 31

Presenter: Mr. Lesroy Williams

Objectives:

- Understanding how perception and image can impact others' perception of you and your performance
- Flexing your style to communicate with more diplomacy, tact and credibility
- Knowing how to positively impact the visual, verbal and vocal components of communication
- Identifying the barriers and obstacles to effective listening

Feedback

The participants agreed that the training experience will be useful in their day to day work, also the time allotted to the training session was sufficient and the content was organized and also easy to follow. The objectives of the training were also clearly defined.