



GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO  
MINISTRY OF PUBLIC ADMINISTRATION

**PUBLIC SERVICE ACADEMY**

A DIVISION OF THE MINISTRY OF PUBLIC ADMINISTRATION

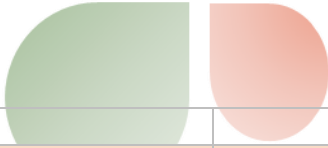
# *Learning Activities*

November 2018 – January 2019

# Learning Activities for the month of *November*

Course Title	Date	Course Objective	Target Group
Introduction to Ethics and Values	October 31 – November 01	To examine principles of ethical behaviour and their relationship to productivity, morale and performance in the workplace	Clerical Officers, Clerk Typists and other Officers Range 25 and under in the Ministry/Department
Leading for Results from the Middle	7 – 9	To examine some of the main approaches for building team capacity in order to increase its ability to achieve results and perform at its best.	Middle level managers and other professionals who report directly to Directors and other Departmental Heads.
Cabinet Note Writing	13 – 15	To provide professionals with the knowledge and skills required for the effective writing of Cabinet Notes that conform to the specified guidelines and to examine the key components of the process in the submission of Notes to Cabinet	Senior and Middle Level Officers charged with the responsibility of writing Notes for Cabinet
Supervisory Management	20 – 23	To expose participants to the tools and techniques required for effective supervisory management.	Heads of Sections, Administrative Assistants, Clerk IVs, and other supervisors
Training of Trainers	26 – 30	To provide knowledge and skills that will ensure participants can effectively undertake the delivery of training	Training Officers, Human Resource Development professionals and similar officers involved in delivering training in Ministries/ Departments
Office Etiquette for Administrative Support	27 – 29	To provide guidelines for the practice of good manners and proper business etiquette in the Public Service	Business Operation Assistants, Clerical Officers, Drivers/ Messengers and other officers who provide administrative support

# Learning Activities for the month of *December*



Course Title	Date	Course Objective	Target Group
Leading Public Sector Organisation	4 – 7	To examine some common leadership models that have endorsed for effective leadership in organisations	HR Directors and Managers and other Senior officers in the Public Service
Designing Orientation Programmes	4 - 6	To equip participants with the requisite knowledge and skills to develop Orientation Programmes for their Ministries/ Departments	HR Officers and other professionals responsible for training and development in their Ministry/ Department
Ethical Issues in the Public Service	10 – 11	To examine some of the most common areas of ethical dilemmas that confront public officers and what considerations are required in making decisions	Middle Level Managers, Administrative officers and Technical Officers between Ranges 25 – 46 in the Public Service

# Learning Activities for the month of *January*

Course Title	Date	Course Objective	Target Group
Communication for Effective Customer Service	8 – 9	To expose participants to the fundamentals of professional communication for increased service excellence	Clerical officers and other front line officers who are required to interface directly with customers.
Succession Planning in the Public Service	8 – 10	To examine the principle of succession planning and the link to organisational goals and objectives	HR Managers and other senior managers in the public service
Negotiation Skills	15 – 17	The main objective is to expose participants to the various approaches to negotiations to reach mutual and satisfying agreements	Senior officers, HR managers and other professionals who are required to intervene with individuals or organisations to achieve/reach mutual solutions
Leading with Emotional Intelligence	16 – 17	To explore the key concepts and principles of Emotional Intelligence that promote effective leadership	Heads of Divisions Range 60 and above and other senior managers in leadership roles in the Public Service
Presentation Skills for Senior Managers	22 – 23	To examine the tools and techniques necessary for the effective delivery of exceptional and impactful presentations	Senior Managers whose job functions include the delivery of presentations
Strategic Approach to Procurement	22 – 24	To provide participants with practical tools and techniques that can be used to improve the procurement process in their organization/agencies.	Officers responsible for managing and planning procurement activities in their Ministry/Department.
Critical Thinking	23 – 25	To expose participants to various models and concepts that would aid in improving their analytical skills	Senior managers in the public service who wish to enhance their leadership skills
One Man Tribunal	29 - 30	To provide participants with guidelines for the for the set up conduct of a One Man Tribunal	HR Officers and other officers who may be required to initiate the disciplinary process.
Project Management Toolkit Series: Preparation of Logical Frameworks	29 - 30	To expose participants to a set of concepts which aids in structured and well-designed projects	Officers responsible for the management of projects in Ministries and Departments

***Please note that these courses are scheduled tentatively and are only confirmed upon the dispatch of the respective Circular Memoranda.***

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Ministry of Public Administration