



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

April - May, 2019

Learning Activities for the month of *April*

| Course Title | Date | Course Objective | Target Group |
|---|---------------------|---|---|
| Project Management for Non-Project Officers | 1 – 3 | To expose participants to the fundamentals of Project Management so as to incorporate Project Management concepts in their activities | Managers who are not Project Officers but need to know how to manage tasks or small projects using a structured Project Management approach |
| Government Protocol and Etiquette | 3 – 5 | To expose participants to the standards of professional conduct and procedures required in the Public Service of Trinidad and Tobago | Officers whose functions include regular interaction with senior Trinidad and Tobago and Foreign Officials as well as officers responsible for planning, coordinating and implementing formal events. |
| Leading for Results from the Middle | 8 – 10 | 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. |
| Ethical Issues in the Public Service | 9 – 10 | To examine some of the most common areas of ethical dilemmas and how to make decisions to avoid them. | Middle Level Managers, Administrative officers and Technical Officers between Ranges 25 – 46 in the Public Service. |
| Auditing Tools and Techniques for Internal Audit Managers | 9 – 12 | To provide a framework for gathering and documenting the information presented and preparing working papers in accordance with international standards. | Persons responsible for or involved in the execution of internal audit activities in the public sector |
| Financial Management for Non Accounting Officers | 9 – 11 | To provide participants with a sound knowledge of financial management practices and procedures that are required for the successful expenditure of public funds. | Heads of Departments, Directors, Administrative Officers and other personnel accountable for the expenditure of financial allocations in their respective Ministries/ Departments |
| Introduction to Ethics and Values | 15 – 16 | 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 who provide clerical support in the Ministry/Department |
| Communication for Effective Customer Service | 24 – 26 | To expose participants to the fundamentals of professional communication for increased service excellence. | Clerical officers and other front line officers required to interface directly with customers |
| Inventory Control and Management | 30 April, 1 & 2 May | To expose participants to the fundamentals of inventory management and control with a view to improving efficiency and effectiveness of the supply chain process | Store Keepers, Store Clerks, procurement officers and other professionals involved in the purchase and issue of office materials and supplies and stock control |

Learning Activities for the month of *May*

| Course Title | Date | Course Objective | Target Group |
|--|---------|---|--|
| Conducting Job Analysis and Writing Job Descriptions | 1 – 3 | To expose participants to the principles of effective job analysis and job description writing | Human Resource Officers and others required to write job descriptions. |
| Ethical Issues in the Public Service | 7 – 8 | To examine some of the most common areas of ethical dilemmas and how to make decisions to avoid them. | Middle Level Managers, Administrative officers and Technical Officers between Ranges 25 – 46 in the Public Service. |
| Supervisory Management | 7 – 10 | To expose participants to the tools and techniques required for effective supervisory management. | Heads of Sections, Administrative Assistants, Clerk IVs, Clerk IIIs and other supervisors |
| Emotional Intelligence | 7 – 9 | The main objective of the workshop is to expose participants to key tenets of emotional intelligence as a basis for improved organizational performance | Senior and middle-level managers, Administrative Officers and other professionals in the Public Service |
| Introduction to Ethics and Values | 14 – 15 | 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 who provide clerical support in the Ministry/Department |
| Negotiations in Projects and Procurement | 14 – 17 | To expose participants to the tools and techniques that can be applied when negotiating with internal and external parties. | Procurement Officers and other similar professionals who are required to conduct negotiations as part of the procurement process. |
| Fundamentals of the Auditing Function | 14 – 16 | To expose participants to the tools and techniques essential for functioning effectively in an auditing environment. | Auditing Assistants, Auditor I and similar officers who are new to the internal audit function in their Ministry/Department |
| Managing Citizen Centred Service | 14 – 16 | To expose participants to key tools and techniques required to improve their sense of work life balance and their performance at work | Administrative officers and other professionals in the public service |
| Business Etiquette for Professionals | 22 – 23 | To introduce participants to the principles of business etiquette for improving business and social interactions | Middle Level Managers, Administrative Officers and similar professionals who are required to interact in business and social settings. |

Learning Activities for the month of *May* continued

| Course Title | Date | Course Objective | Target Group |
|--|---------|--|---|
| Preparation of Pension and Leave Records | 21 – 22 | To equip participants with the knowledge, skills and tools necessary for the timely preparation and submission of Pension and Leave Records to the relevant Ministries and Departments | Human Resource Officers whose functions include the processing of increments, as well as Accounting, Administrative, Clerical and other officers engaged in the pension and leave process |
| Creativity and Innovation for Leadership | 27 – 29 | To introduce emerging public sector leaders to strategies for developing a creative and innovative mindset. | Mid-senior level managers and other professionals who report directly to Directors and other Departmental Heads. |
| Improving Workplace Productivity | 27 – 29 | To examine some of the key principles in improving employee productivity levels | Senior managers and other professionals who are required to monitor and optimise employee productivity levels |

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

Level 5 National Library Building,
Corner Hart & Abercromby Streets,
Port-of-Spain,
Trinidad and Tobago
West Indies
Tel: (868) 623-4724
Exts: 31951, 31952, 31956, 31957, 31961
Fax: (868) 623-8636
Email: publicserviceacademy@mpa.gov.tt

www.mpa.gov.tt

Ministry of Public Administration