



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

January 2020

Learning Activities for the month of *January*

Course Title	Date	Course Objective	Target Group
HR for Non HR Professionals	21 - 23	To provide Non-HR professional with an overview of the key functional areas of HR practice in the Public Service	Senior Managers, Administrative Officers, Technical Officers and other professionals who require a basic understanding of HR practice to lead their team more effectively
Supervisory Management	27 – 30	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
Communication for Effective Customer Service	27 – 28	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
One Man Tribunal	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.
Ethics, Accountability and Good Governance	29 - 30	To build the capacity of participants to promote accountability and transparency as well as to safeguard personal and organizational integrity by examining areas of ethical dilemma.	Directors, technical officers, administrative officers and other senior officers responsible for financial management, procurement and policy matters.

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

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