



Government of the Republic of Trinidad and Tobago

**Ministry of Public Administration
and Digital Transformation**

PUBLIC SERVICE ACADEMY

Learning Activities

March – May, 2021

Learning Activities for the period *March – May, 2021*

Course Title	Course Objective	Target Group
Customer Service Online Training	To expose participants to the various tools and techniques associated with delivering excellent customer service, so as to improve the customer's experience when interacting with the Public Service.	Officers who are required to interface directly with customers. Namely, Customer Service Representatives, Receptionists, Front Line Officers, Clerk/Typists, Clerical Officers and Secretarial, Counter and Manipulative Staff.
Organizational Design in the Public Service: Requirements, Procedures and Guidelines	To provide participants with the requisite knowledge and skills to meet the documentary requirements identified by PMCD for the staffing of the Ministries/Departments.	Senior Managers, Human Resource Personnel and other professionals who are involved in the process of drafting Cabinet Notes for staffing/ structure for their Ministry/Department/Division.
Leadership Webinar: Digital Transformation – What it means for the Government of the Republic of Trinidad and Tobago (GoRTT)	The main objective of the webinar is to discuss the implications of the transition to digital service delivery for Ministries, Departments and Agencies.	Permanent Secretaries, Deputy Permanent Secretaries, Directors, and other senior public officers.

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

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