**CATEGORY OF TRAINING PROGRAMS BY LEVEL OF TRAINEES**

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| 1. **Training for Employees**   **Program One: Situation-Driven Operation**   1. Mindset --------------------------5 days 2. Time management- ----------3 days 3. Managing Change —----------4 days 4. Noise in the public Sector   and Diversity Management--5 days  Program Two: Lubricating Relationships   1. Communication Skills------- ----4 days 2. Planning and reporting Skills-3 days 3. Basic computer skills------5 days 4. E-learning Skills- -----------------3 days   Program Three: Serving for Excellence   1. Effective Teamwork- ----------3 days 2. Effective Service Delivery-- 3 days 3. Civil service values and   work Ethics ---------------------3 days  **N.B**  1. **Training for employees necessitates attachment to their respective organizations only.**  **2. They go back to their organizations after taking 50% of the course meant for the program.**  **3.Training for Middle Level Leaders**  **Program One: Transformation and Context**   1. Mindset --------------------------5 days 2. Time management- ----------3 days 3. Managing Change —----------4 days 4. Noise in the public Sector   and Diversity Management--5 days  **Program Two: Lubricating Relationships in managing jobs**   1. Communication Skills------- ----4 days 2. Planning and reporting Skills-3 days 3. Basic computer skills------5 days 4. E-learning Skills- -----------------3 days 5. Leading and managing   operations --------------------------3 days | **2.Training for Experts**  Program One: Situation-Driven Operation  1.Mindset ----------------------------5 days  2. Time management- ----------3 days  3. Managing Change —----------4 days  4. Noise in the public Sector  and Diversity Management--5 days  Program Two: Lubricating Relationships  1.Communication Skills------- -4 days  2.Planning and reporting Skills-3 days   1. Basic computer skills----5 days 2. E-learning Skills- --------------3 days   Program Three: Serving for Excellence   1. Effective Teamwork- ---------3 days 2. Effective Service Delivery--3 days 3. Civil service values and   work Ethics ---------------------3 days   1. Innovativeness and   creativity - -----------------3 days   1. Professionalism------------3 days 2. Competency Framework   Development -----------------7 days  **N.B**  1**. Training for experts necessitates both attachments to their respective organizations and other organizations.**  **4.Training for Senior Level Leaders**  **Program One: Situation-Driven Operation**   1. Mindset --------------------------5 days 2. Time management- ----------3 days 3. Managing Change —----------4 days 4. Noise in the public Sector   and Diversity Management--5 days  **Program Two: Lubricating Relationships**   1. Communication Skills------- -4 days 2. Monitoring & Evaluation------3 days 3. Effective Service Delivery-- 3 days 4. E-learning Skills- ---------------3 days 5. Coaching & Mentoring---------3 days 6. Performance Management---5 days |

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| **6.Monitoring & Evaluation-------------3 days**  **7.Performance Management- -------5 days**  **Program Three: Serving for Excellence**   1. Effective Teamwork- ----------3 days 2. Effective Service Delivery-- 3 days 3. Civil service values and   work Ethics ---------------------3 days   1. Innovativeness and   creativity - -----------------3 days   1. Professionalism------------3 days 2. Customer Handling and   Satisfaction Survey------2 days  **Program Four: Continuous Learning**   1. Learning Organizations and Continuous Improvement--3 days 2. Building Employee Motivation   and Morale-------------------------3 days   1. Strategic Thinking ---------------3 days 2. Problem Solving and Decision   Making ----------------------------5 days   1. Conflict Management- ---------3 days 2. Delegation /Principles and   practices- ------------------------3 days  Program Five   1. Training of Trainers (TOT)- 5 days 2. Life Skills ---------------------5 days 3. Positivity Skills -----------------3 days   **N.B**  **1. Training for Middle Level Leaders is accompanied by a practical package to be carried out at both their respective organization and other organizations** | 1. Effective Teamwork- ----------3 days   **Program Three: Serving for Excellence**   1. Effective Teamwork- ---------3 days 2. Delegation /Principles and   practices- ---------------------3 days   1. Negotiation Skills -------5 days 2. Positivity Skills ----------------3 days 3. Emotional Intelligence 3 days   **Program Four: Continuous Learning**   1. Learning Organizations and Continuous Improvement--3 days 2. Leading and managing   operations ----------------------3 days   1. Problem Solving and Decision   Making ----------------------------5 days   1. Strategic Thinking ---------------3 days 2. Appreciative Enquiry -----------3 days   **N.B.**  1. **Training for Senior Level Leaders is accompanied by a practice at their respective organization for a month.**  **2. Trainees leave for their organization after covering 50% of the intended training in each program.** |

**\*N.B. Class Size for Each Training Program:- Training Room Class Size 15-20 Trainees and 30- 40 Trainees in Training Halls.**