



**Circular No. 16
of 2017**

FILE NO. MPS/86/03

**Ministry of the Public Service
and National Insurance**
Public Service Centre for Human
Resources Development
J.L. Centre, Blake Road
P.O. Box N-3915
Nassau, Bahamas
Telephone Nos. (242) 325-5463/5/8
Facsimile No. (242) 325-5460

**TO: ALL PERMANENT SECRETARIES, HEADS OF DEPARTMENT AND OFFICERS WITH
RESPONSIBILITY FOR HUMAN RESOURCES MATTERS**

**THE PUBLIC SERVICE CENTRE FOR HUMAN RESOURCES DEVELOPMENT
SCHEDULE OF COURSES
AUGUST – DECEMBER 2017**

CENTRALIZED SEMINARS / WORKSHOPS

The Public Service Centre for Human Resources Development will be offering the following courses commencing August 2017. Please note the emphasis on writing courses at each of the levels, as skills required for effective written communication continues to be a challenge across the Public Service. Additionally, as officers preparing for Assessments need to know about other ministries, PSCHRD has designed the Lunch and Learn courses to meet this need. The duration of the Lunch and Learn courses is 90 minutes per session inclusive of travel time. Further, officers are required to bring their own lunch as this is not included.

Please note that all courses offered will have practical and post-course evaluation components.

AUGUST COURSES

DEFENSIVE DRIVING WORKSHOP (FOR MINISTERS' DRIVERS)

Date: 8th – 10th August, 2017
Target Group: Drivers of Cabinet Ministers, Secretary to the Cabinet, Parliamentary Secretaries, and other Government Officials
Duration: 3 days
Deadline for nominations: 14th July, 2017
☞ This course can only accommodate 20 participants

DEFENSIVE DRIVING WORKSHOP (FOR FLEET DRIVERS)

Date: 15th – 17th August, 2017
Target Group: Senior Transport Officers, Senior Drivers, Transport Officers, Head Messengers, Transport Drivers, and Messengers
Duration: 3 days
Deadline for nominations: 14th July, 2017
☞ This course can only accommodate 20 participants

SEPTEMBER COURSES

ORIENTATION FOR NEW GRADUATES AND EQUIVALENT OFFICERS

Date: 4th – 7th September, 2017
Target Group: Officers with Bachelor Degrees or Equivalent Officers
Duration: 4 days
Deadline for nominations: 4th August, 2017
☞ This course can only accommodate 50 participants

EFFECTIVE WRITING IN THE PUBLIC SERVICE I-II

Date: 4th – 7th September, 2017
Target Group: Chief Executive Officers, Chief Executive Secretaries, Registry Supervisors, Senior Executive Officers, Senior Executive Secretaries, Assistant Registry Supervisors I and II, Executive Officers, Executive Secretaries, Chief Clerks, Chief Registry Clerks, Senior Private Secretaries, Senior Clerks, Senior Registry Clerks, Private Secretaries, Clerks, Registry Clerks and Equivalent Officers
Duration: 4 days
Deadline for nominations: **4th August, 2017**
☞ **This course can only accommodate 25 participants**

LUNCH AND LEARN SESSION -STRUCTURE OF GOVERNMENT

Date: 8th September, 2017
Target Group: All Officers preparing for Assessment Exercises
Duration: 12:15 p.m. – 1:30 p.m.
Deadline for nominations: **11th August, 2017**
☞ **This course can only accommodate 50 participants**

ORIENTATION INTO THE PUBLIC SERVICE

Date: 11th – 14th September, 2017
12th – 15th September, 2017 (**Grand Bahama Only**)
Target Group: Non-Degreed or Equivalent Officers
Duration: 4 days
Deadline for nominations: **11th August, 2017**
☞ **This course can only accommodate 50 participants (25 participants for Grand Bahama)**

ADVANCED WRITING SKILLS I-II

Date: 11th – 14th September, 2017
Target Group: Senior Assistant Secretaries, Office Managers I, II and III, Personal Assistants I, II and III, Assistant Secretaries, Administrative Cadets or Equivalent Officers
Duration: 4 days
Deadline for nominations: **11th August, 2017**
☞ **This course can only accommodate 25 participants**

DELIVERING EXCEPTIONAL CUSTOMER SERVICE IN THE PUBLIC SERVICE - 001

Date: 12th – 14th September, 2017
Target Group: Chief Executive Officers, Chief Executive Secretaries, Registry Supervisors, Senior Executive Officers, Senior Executive Secretaries, Assistant Registry Supervisors I and II, Executive Officers, Executive Secretaries, Chief Clerks, Chief Registry Clerks, Senior Private Secretaries, Senior Clerks, Senior Registry Clerks, Private Secretaries, Clerks, Registry Clerks and Equivalent Officers
Duration: 3 days
Deadline for nominations: **11th August, 2017**
☞ **This course can only accommodate 25 participants**

ENHANCING YOUR WRITING SKILLS I-II

Date: 18th – 21st September, 2017
Target Group: Security Officers, Port Officers, Telephonists I and II, Janitresses, Janitors, Cleaners, Handymen, Groundsmen, General Service Workers, Gardeners I and II, Filing Assistants, Office Assistants, Messengers, Receptionists, Stores Assistants, Drivers, Car Park Attendants and Maintenance Staff
Duration: 4 days
Deadline for nominations: 18th August, 2017

👉 This course can only accommodate 25 participants

DELIVERING EXCEPTIONAL CUSTOMER SERVICE IN THE PUBLIC SERVICE - 002

Date: 19th – 21st September, 2017
Target Group: Receptionists/Telephonists, Filing Assistants, Office Assistants, and Equivalent Officers
Duration: 3 days
Deadline for nominations: 18th August, 2017

👉 This course can only accommodate 25 participants

DELIVERING EXCEPTIONAL CUSTOMER SERVICE IN THE PUBLIC SERVICE - 003

Date: 19th – 21st September, 2017
Target Group: Security Officers, Port Officers, Telephonists I and II, Janitresses, Janitors, Cleaners, Handymen, Groundsmen, General Service Workers, Gardeners I and II, Filing Assistants, Office Assistants, Messengers, Receptionists, Stores Assistants, Drivers, Car Park Attendants and Maintenance Staff
Duration: 3 days
Deadline for nominations: 18th August, 2017

👉 This course can only accommodate 25 participants

EFFECTIVE WRITING IN THE PUBLIC SERVICE I-II (Grand Bahama Only)

Date: 19th – 22nd September, 2017
Target Group: Chief Executive Officers, Chief Executive Secretaries, Registry Supervisors, Senior Executive Officers, Senior Executive Secretaries, Assistant Registry Supervisors I and II, Executive Officers, Executive Secretaries, Chief Clerks, Chief Registry Clerks, Senior Private Secretaries, Senior Clerks, Senior Registry Clerks, Private Secretaries, Clerks, Registry Clerks and Equivalent Officers
Duration: 4 days
Deadline for nominations: 18th August, 2017

👉 This course can only accommodate 25 participants

LUNCH AND LEARN SESSION - OFFICE OF THE GOVERNOR GENERAL

Date: 22nd September, 2017
Target Group: All Officers preparing for Assessment Exercises
Duration: 12:15 p.m. – 1:30 p.m.
Deadline for nominations: 18th August, 2017

👉 This course can only accommodate 50 participants

MICROSOFT EXCEL FOR BEGINNERS

Date: 25th – 27th September, 2017
Target Group: Any Officer whose job requires the use of Excel
Duration: 3 days
Deadline for nominations: 25th August, 2017

☞ This course can only accommodate 20 participants

COVEY'S 7 HABITS FOR MANAGERS WORKSHOP

Date: 25th – 27th September, 2017
Target Group: Office Managers II and III, Assistant Secretaries, Chief Executive Officers, Senior Executive Officers, Supervisors and Equivalent Officers
Duration: 3 days
Deadline for nominations: 25th August, 2017

☞ This course can only accommodate 25 participants

WRITING CABINET MEMORANDA WORKSHOP I

Date: 26th – 28th September, 2017
Target Group: Senior Assistant Secretaries, Assistant Secretaries, or Equivalent Officers or any officer whose duties include writing Cabinet Memoranda
Duration: 3 days
Deadline for nominations: 25th August, 2017

☞ This course can only accommodate 25 participants

LUNCH AND LEARN SESSION - CABINET OFFICE AND OFFICE OF THE PRIME MINISTER

Date: 29th September, 2017
Target Group: All Officers preparing for Assessment Exercises
Duration: 12:15 p.m. – 1:30 p.m.
Deadline for nominations: 25th August, 2017

☞ This course can only accommodate 50 participants

OCTOBER COURSES

ENHANCING YOUR WRITING SKILLS III - IV

Date: 2nd – 5th October, 2017
Target Group: Security Officers, Port Officers, Telephonists I and II, Janitresses, Janitors, Cleaners, Handymen, Groundsmen, General Service Workers, Gardeners I and II, Filing Assistants, Office Assistants, Messengers, Receptionists, Stores Assistants, Drivers, Car Park Attendants and Maintenance Staff
Duration: 4 days
Deadline for nominations: 18th August, 2017

☞ This course can only accommodate 25 participants

EFFECTIVE WRITING IN THE PUBLIC SERVICE III – IV (Grand Bahama Only)

Date: 3rd – 6th October, 2017
Target Group: Chief Executive Officers, Chief Executive Secretaries, Registry Supervisors, Senior Executive Officers, Senior Executive Secretaries, Assistant Registry Supervisors I and II, Executive Officers, Executive Secretaries, Chief Clerks, Chief Registry Clerks, Senior Private Secretaries, Senior Clerks, Senior Registry Clerks, Private Secretaries, Clerks, Registry Clerks and Equivalent Officers
Duration: 4 days
Deadline for nominations: **18th August, 2017**
☞ **This course can only accommodate 25 participants**

MAINTAINING ETHICAL STANDARDS IN THE PUBLIC SERVICE SEMINAR

Date: 10th – 12th October, 2017
Target Group: Office Manager II and III, Personal Assistant II and III, Chief Executive Officers, Chief Executive Secretaries, Registry Supervisors, Senior Executive Officers, Senior Executive Secretaries, Assistant Registry Supervisors I and II, Executive Officers, Executive Secretaries, Chief Clerks, Chief Registry Clerks, Senior Private Secretaries, Senior Clerks, Senior Registry Clerks, Private Secretaries, Clerks, Registry Clerks and Equivalent Officers
Duration: 3 days
Deadline for nominations: **8th September, 2017**
☞ **This course can only accommodate 25 participants**

LUNCH AND LEARN SESSION – OFFICE OF THE AUDITOR GENERAL

Date: 13th October, 2017
Target Group: All Officers preparing for Assessment Exercises
Duration: 12:15 p.m. – 1:30 p.m.
Deadline for nominations: **8th September, 2017**
☞ **This course can only accommodate 50 participants**

ADVANCED WRITING SKILLS III - IV

Date: 16th – 19th October, 2017
Target Group: Senior Assistant Secretaries, Office Managers I, II and III, Personal Assistants I, II and III, Assistant Secretaries, Administrative Cadets or Equivalent Officers
Duration: 4 days
Deadline for nominations: **11th August, 2017**
☞ **This course can only accommodate 25 participants**

MAINTAINING ETHICAL STANDARDS IN THE PUBLIC SERVICE SEMINAR

Date: 17th – 19th October, 2017
Target Group: Security Officers, Port Officers, Telephonists I and II, Janitresses, Janitors, Cleaners, Handymen, Groundsmen, General Service Workers, Gardeners I and II, Filing Assistants, Office Assistants, Messengers, Receptionists, Stores Assistants, Drivers, Car Park Attendants and Maintenance Staff
Duration: 3 days
Deadline for nominations: **1st September, 2017**
☞ **This course can only accommodate 25 participants**

MAKING THE TRANSITION FROM LINE STAFF TO SUPERVISOR

Date: 17th - 19th October, 2017
Target Group: Officers who have been newly appointed to supervisory positions or officers functioning as supervisors without any formal training
Duration: 3 days
Deadline for nominations: 14th September, 2017
☞ This course can only accommodate 25 participants

DELIVERING EXCEPTIONAL CUSTOMER SERVICE IN THE PUBLIC SERVICE (Grand Bahama Only)

Date: 18th – 20th October, 2017
Target Group: Receptionists/Telephonists, Filing Assistants, Office Assistants, and Equivalent Officers
Duration: 3 days
Deadline for nominations: 15th September, 2017
☞ This course can only accommodate 25 participants

STRATEGIC PLANNING WORKSHOP

Date: 23rd – 26th October, 2017
Target Group: Senior Assistant Secretaries, Office Managers II and III, Personal Assistants II and III, Assistant Secretaries, Executive Officers, Supervisors and Equivalent Officers
Duration: 4 days
Deadline for nominations: 22nd September, 2017
☞ This course can only accommodate 25 participants

LUNCH AND LEARN SESSION- MINISTRY OF FINANCE INCLUDING TREASURY, DEPARTMENT OF INLAND REVENUE AND BAHAMAS CUSTOMS DEPARTMENT

Date: 27th October, 2017
Target Group: All Officers preparing for Assessment Exercises
Duration: 12:15 p.m. – 1:30 p.m.
Deadline for nominations: 29th September, 2017
☞ This course can only accommodate 50 participants

EFFECTIVE WRITING IN THE PUBLIC SERVICE III - IV

Date: 30th October, 2017 - 2nd November, 2017
Target Group: Chief Executive Officers, Chief Executive Secretaries, Registry Supervisors, Senior Executive Officers, Senior Executive Secretaries, Assistant Registry Supervisors I and II, Executive Officers, Executive Secretaries, Chief Clerks, Chief Registry Clerks, Senior Private Secretaries, Senior Clerks, Senior Registry Clerks, Private Secretaries, Clerks, Registry Clerks and Equivalent Officers
Duration: 4 days
Deadline for nominations: 4th August, 2017
☞ This course can only accommodate 25 participants

NOVEMBER COURSES

ENHANCING YOUR PROFESSIONAL IMAGE IN THE WORKPLACE SEMINAR (Grand Bahama Only)

Date: 1st – 3rd November, 2017
Target Group: Security Officers, Port Officers, Telephonists I and II, Janitresses, Janitors, Cleaners, Handymen, Groundsmen, General Service Workers, Gardeners I and II, Filing Assistants, Office Assistants, Messengers, Receptionists, Stores Assistants, Drivers, Car Park Attendants and Maintenance Staff
Duration: 3 days
Deadline for nominations: 6th October, 2017
☞ This course can only accommodate 25 participants

ADVANCED WRITING SKILLS V

Date: 6th – 9th November 2017
Target Group: Senior Assistant Secretaries, Office Managers I, II and III, Personal Assistants I, II and III, Assistant Secretaries, Administrative Cadets or Equivalent Officers
Duration: 4 days
Deadline for nominations: 11th August, 2017
☞ This course can only accommodate 25 participants

MICROSOFT EXCEL WORKSHOP (INTERMEDIATE)

Date: 7th – 9th November, 2017
Target Group: Any Officer whose job requires the use of Microsoft Excel and would have already completed the Microsoft Excel for Beginners Workshop
Duration: 3 days
Deadline for nominations: 6th October, 2017
☞ This course can only accommodate 20 participants

LUNCH AND LEARN SESSION – OFFICE OF THE ATTORNEY GENERAL AND MINISTRY OF LEGAL AFFAIRS

Date: 10th November, 2017
Target Group: All Officers preparing for Assessment Exercises
Duration: 12:15 p.m. – 1:30 p.m.
Deadline for nominations: 6th October, 2017
☞ This course can only accommodate 50 participants

ENHANCING YOUR PROFESSIONAL IMAGE IN THE WORKPLACE SEMINAR

Date: 13th – 15th November 2017
Target Group: Chief Clerks, Chief Registry Clerks, Senior Private Secretaries, Senior Clerks, Senior Registry Clerks, Clerks, Registry Clerks and Equivalent Officers
Duration: 3 days
Deadline for nominations: 13th October, 2017
☞ This course can only accommodate 25 participants

ENHANCING YOUR WRITING SKILLS V

Date: 13th – 16th November 2017
Target Group: Security Officers, Port Officers, Telephonists I and II, Janitresses, Janitors, Cleaners, Handymen, Groundsmen, General Service Workers, Gardeners I and II, Filing Assistants, Office Assistants, Messengers, Receptionists, Stores Assistants, Drivers, Car Park Attendants and Maintenance Staff
Duration: 4 days
Deadline for nominations: **18th August, 2017**

👉 This course can only accommodate 25 participants

EFFECTIVE WRITING IN THE PUBLIC SERVICE V (Grand Bahama Only)

Date: 14th – 17th November, 2017
Target Group: Chief Executive Officers, Chief Executive Secretaries, Registry Supervisors, Senior Executive Officers, Senior Executive Secretaries, Assistant Registry Supervisors I and II, Executive Officers, Executive Secretaries, Chief Clerks, Chief Registry Clerks, Senior Private Secretaries, Senior Clerks, Senior Registry Clerks, Private Secretaries, Clerks, Registry Clerks and Equivalent Officers
Duration: 4 days
Deadline for nominations: **18th August, 2017**

👉 This course can only accommodate 25 participants

TEAM BUILDING WORKSHOP

Date: 20th – 22nd November, 2017
Target Group: First Level Supervisors, Team Leaders, and Equivalent Officers
Duration: 3 days
Deadline for nominations: **20th October, 2017**

👉 This course can only accommodate 25 participants

LUNCH AND LEARN SESSION - MINISTRY OF FINANCIAL SERVICES, TRADE AND INDUSTRY, AND IMMIGRATION

Date: 24th November, 2017
Target Group: All Officers preparing for Assessment Exercises
Duration: 12:15 p.m. – 1:30 p.m.
Deadline for nominations: **20th October, 2017**

👉 This course can only accommodate 50 participants

EFFECTIVE WRITING IN THE PUBLIC SERVICE V

Date: 27th – 30th November, 2017
Target Group: Chief Executive Officers, Chief Executive Secretaries, Registry Supervisors, Senior Executive Officers, Senior Executive Secretaries, Assistant Registry Supervisors I and II, Executive Officers, Executive Secretaries, Chief Clerks, Chief Registry Clerks, Senior Private Secretaries, Senior Clerks, Senior Registry Clerks, Private Secretaries, Clerks, Registry Clerks and Equivalent Officers
Duration: 4 days
Deadline for nominations: **4th August, 2017**

👉 This course can only accommodate 25 participants

DECEMBER COURSES

LUNCH AND LEARN SESSION - MINISTRY OF WORKS

Date: 1st December, 2017
Target Group: All Officers preparing for Assessment Exercises

Duration: 12:15 p.m. – 1:30 p.m.

Deadline for nominations: 3rd November, 2017

☞ **This course can only accommodate 50 participants**

MICROSOFT POWER POINT FOR BEGINNERS

Date: 4th – 6th December, 2017
Target Group: Any Officer whose job requires the use of Power Point

Duration: 3 days

Deadline for nominations: 3rd November, 2017

☞ **This course can only accommodate 20 participants**

PRE-RETIREMENT SEMINAR (New Providence & Grand Bahama)

Date: 4th – 8th December, 2017
Target Group: Officers who will be exiting the Public Service in 5-10 years

Duration: 5 days

Deadline for nominations: 3rd, November, 2017

PERFORMANCE MANAGEMENT – MANAGING EMPLOYEE PERFORMANCE

Date: 11th – 13th December, 2017
13th – 15th December, 2017 (**Grand Bahama Only**)

Target Group: Senior Assistant Secretaries, First Level Supervisors, Team Leaders and Equivalent Officers

Duration: 3 days

Deadline for nominations: 10th November, 2017

☞ **This course can only accommodate 25 participants**

Please complete the attached nomination form **in full** for each nominee, and submit same to **Mrs. Thomasina Adderley-Thompson, Chief Training Officer (CTO)**. **Kindly note – all incomplete nomination forms will be returned to the respective Ministry/Department.** Please adhere to the deadlines listed above to enable timely processing and facilitation of seminars and workshops. All New Providence classes will be held at the J. L. Building, Blake Road. Venues for Grand Bahama will be announced.

For further information, you may contact CTO (Thompson) at telephone numbers 325-5463/5/8 or thomasinaadderley@bahamas.gov.bs.

You will be informed of the outcome of your nomination(s), prior to the commencement of each seminar/workshop. We look forward to a successful partnership in realizing the overall vision of the Ministry of the Public Service.


Elise Delancy (Miss)
Permanent Secretary