



Government of the Republic of Trinidad and Tobago

Ministry of Public Administration

# *Learning Activities*

July – September, 2022

**PUBLIC SERVICE ACADEMY**

# Learning Activities for the month of *July*

Course Title	Course Objective	Target Group
Cabinet Note Writing	The main objective of the workshop is to provide participants with the basic knowledge and skills required for the preparation of a Cabinet Note in conformity with existing guidelines. As well as, to provide participants with an overview of the Cabinet System of Government in the decision making process and certain implementation aspects thereof.	The workshop is designed for Middle to Senior level officers charged with the responsibility of writing Notes for Cabinet, as well as other relevant Notes.
Skills Building in Policy Development: HIV Workplace Policy	The main objective of the workshop is to equip personnel with tools and skills for the effective development and structuring of a Workplace Policy on HIV and AIDS for implementation in their respective organizations.	This workshop is designed for public officers who have worked in one or more of the following areas: Human resources, Health, Safety and Environment, Policy and/or Programme Development, Research, Legal Services or who have been union representatives.
Leadership Webinar: Neuroscience Insights for Managers on Motivation and Leadership	The purpose of these webinars is to provide leaders with a medium through which they can be sensitized on various current matters.	Permanent Secretaries, Deputy Permanent Secretaries, Directors, and other senior public officers.

# Learning Activities for the month of *September*

Course Title	Course Objective	Target Group
HR for Non-HR Professionals	The main objective of the workshop is to provide Non-HR professionals with an introduction to the key functional elements of HR practice in the Public Service.	This workshop is designed for senior managers, administrative officers, technical officers and other professionals who supervise staff or lead a team but possess no formal training or experience in Human Resource Management.
Supervisory Management Online	The main objective of the workshop is to expose participants to the tools and techniques that will enable them to be effective supervisors.	This workshop is designed for Administrative Officers, Human Resource Officers I, Clerks IV and other officers whose duties involve the supervision of staff.
Customer Service Online	The main objective is 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.	The workshop is designed for 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.
Leadership Webinar	The purpose of these webinars is to provide leaders with a medium through which they can be sensitized on various current matters.	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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