



Government of the Republic of Trinidad and Tobago

Ministry of Public Administration

MEDIA RELEASE

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IMPROVED SERVICE DELIVERY EXPECTED AS MPA AND THA COLLABORATE TO TRAIN 93 PUBLIC OFFICERS IN TOBAGO

Improved efficiency, increased savings for taxpayers, seamless processes and improved service delivery are what members of the public can expect when they access Government services on our sister isle of Tobago. These sentiments come on the heels of a recent collaboration done between the Public Service Academy (PSA) of the Ministry of Public Administration (MPA) and the Tobago House of Assembly (THA), who provided specialised training to ninety-three (93) THA Officers aimed at building personal and professional capacities in the workplace.

A total of four training workshops were conducted during the period February 11-15th, 2019 in Tobago, which included Communication for Effective Customer Service; Cabinet Note Writing; Supervisory Management and Introduction to Ethics and Values. The courses, which were facilitated by the MPA, were offered as part of an ongoing development needs training scheme that aims to build competencies in the Public Service through the implementation of modernised human resource structures.

Speaking to the trainees at the launch of the Supervisory Management workshop, Ms Denise Phillip, Director of the PSA said, "Sitting here among us are the leaders of tomorrow. You are the ones with the power to set the standards and deliver quality service to our citizens. However, we must understand and appreciate the importance of this training component first. We cannot expect to fix our systems and practices if we do not first work on ourselves."

Providing specific training to the employees of the Public Service falls within the remit of the MPA who is the centralised Government body responsible for the modernisation of the Public Service. Through its modernisation agenda, the MPA offers a multitude of courses that seek to advance the services provided by the public sector. Some of these courses include Presentation Skills for Senior Managers; Leading with Emotional Intelligence; Succession Planning in the Public Service; Ethics in Procurement and Creativity and Innovation for Leadership just to name a few.

To learn more about the PSA and the training modules that they offer, please contact them at 625-6724 extension 31951, or visit their office located at Level 5, National Library Building, Corner Hart and Abercromby Streets, Port of Spain. Also, for a complete listing of their courses, persons are invited to visit the Ministry's website at www.mpac.gov.tt.

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