



سروکار سہولت پیشہ ورانہ تربیت
CIVIL SERVICE TRAINING INSTITUTE



سروکار سہولت کارین
CIVIL SERVICE COMMISSION

CIVIL SERVICE TRAINING INSTITUTE

TRAINING DIRECTORY

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سروجو سہولت تہذیبی
CIVIL SERVICE TRAINING INSTITUTE



سروجو سہولت تہذیبی
CIVIL SERVICE COMMISSION

CIVIL SERVICE TRAINING INSTITUTE

TRAINING DIRECTORY

تہذیبی سہولت سروجو

20
25

GUIDE TO THIS DIRECTORY

CATEGORIES

-  **FINANCIAL MANAGEMENT**
-  **GOOD GOVERNANCE**
-  **LANGUAGE AND COMMUNICATION**
-  **HUMAN RESOURCE MANAGEMENT & DEVELOPMENT**
-  **INFORMATION TECHNOLOGY & INNOVATION**
-  **PERSONAL DEVELOPMENT**

LEVELS

Civil Service Training Institute (CSTI) offers a comprehensive suite of programs for people working at different job categories of Maldives Civil Service. To aid your search for appropriate programs we have classified the programs, into five levels and further tagged them to relevant designations or job levels.

1	LEVEL 1	EX7
2	LEVEL 2	EX3 – EX6
3	LEVEL 3	MS3 – EX2
4	LEVEL 4	GS1 – MS2
5	LEVEL 5	SS1 – SS4
ALL	ALL LEVELS	

EX - Executive Level
MS - Managerial Level

GS - General Service
SS - Support Service

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- 02.** GUIDE TO THIS DIRECTORY
- 03.** THE MESSAGE
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- 05.** TRAINING POLICY IMPLEMENTATION
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- 09.** SCHEDULED TRAININGS
- 13.** ATOLL TRAININGS
- 15.** MONTHLY SPECIAL PROGRAM
- 16.** UPSKILLING HR PROFESSIONALS
- 18.** IMPLEMENTING SERVICE CHARTERS
- 19.** JOB SPECIFIC PROGRAMS - PROGRAM DETAILS
- 21.** *ދިވެހިސަރުކާރުގެ ގެޒެޓް*
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- 24.** CORPORATE TRAININGS
- 25.** OFFERED PROGRAMS
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THE MESSAGE



MOHAMED NASIH

PRESIDENT

CIVIL SERVICE COMMISSION

PRESIDENT CIVIL SERVICE COMMISSION

Training of civil servants has been an integral mandate of the Civil Service Commission since its inception and continuous efforts have been put in place every year to cater for the specific needs of the civil service entities nationwide. The Training Directory 2025, is a result of the routine assessment carried out by the Civil Service Training Institute to fulfill this objective.

Our focus has been to provide a platform for continuously updating and upgrading the skills of the civil servants, in the light of the innovation taking place across the whole spectrum of workforce, to help them serve our citizens with professionalism, efficiency, dedication, and care. Emphasis is given to preparing our staff for the modern workplace with the relevant skillsets needed to cater for customer expectations.

Delivery of the training to a wider audience in the MDAs and local councils across the country has always been a priority. As such, all available training methodologies and tools will continue to be adopted by CSTI to ensure effective delivery of the training to the targeted recipients.

I am hopeful that this prospectus will serve as a comprehensive guide on the training opportunities available in 2025. Our proficient CSTI team will always be there to assist the organisations in providing tailor-made solutions to address their specific needs, while rolling out the training programs in a planned manner throughout the year.

I encourage the civil service community to make the best use of the training opportunities available and look forward to their active participation in our capacity building efforts with a view to collectively achieving our common targets.

Best wishes for a successful year ahead!

DIRECTOR GENERAL CIVIL SERVICE TRAINING INSTITUTE

The Civil Service Training Institute (CSTI) is committed to shaping a modern, world-class civil service in the Maldives. Over the years, CSTI has focused on equipping government employees with the skills, knowledge, and values necessary to deliver high-quality public services.

As we launch our 2025 Training Directory, our upcoming programs have been derived from the annual Training Needs Analysis. By addressing identified skill gaps, our training initiatives are designed with a focus on job-specific and cadre-based programs, we aim to prepare CS employees to excel in their unique roles and responsibilities.

In addition to our standard offerings, CSTI provides customized training solutions tailored to meet the specific needs of organizations. These bespoke programs ensure impactful and relevant learning experiences that directly benefit participants and their respective institutions. This initiative will be extended to all MDAs located in Male' and the Atolls alike.

As we look ahead, we remain optimistic that 2025 will mark a year of notable achievements and collaborative progress. By strengthening the civil service, we aim to enhance its capacity to provide transparent, efficient, and responsive services to the public. Together, we aspire to build a professional, globally conscious civil service that upholds the values and aspirations of our nation.



ZARANA IBRAHIM

DIRECTOR GENERAL

CIVIL SERVICE TRAINING INSTITUTE

MANDATE OF CSTI

Civil Service Training Institute (CSTI) is dedicated to help shape the public service by establishing a mechanism to train and develop the government employees and establish a career based system for the Civil Service.

OUR MISSION

To deliver high quality programs based on identified human resource development needs, resulting in a cadre of civil service officers committed in **delivering high quality service in the Maldives**



OUR VISION



To be a training and development institute of international standards, leading to the development of a **modern world class civil service in the Maldives**

Our main aim is to build a cadre of potential workforce that has instilled the core values of civil service when providing result - focused service to the public to achieve service excellence.

CORE VALUES OF MALDIVES CIVIL SERVICE

INTEGRITY



DISCIPLINE



COMPETENCE



DEDICATION



TIMELINESS



TRAINING POLICY IMPLEMENTATION



Training Policy Implementation



The responsibility for implementing the policy lies with CSTI, all civil service organizations, and every civil service employee.

ROLE OF CIVIL SERVICE ORGANIZATIONS TO IMPLEMENT THE TRAINING POLICY

- Training opportunities for employees (Local & International)
- Provide job related trainings during the year
- Conducting GAP analysis and training plan for the year ahead
- Evaluate trainings with employees' performance
- Induction Program for new recruits

REGISTER YOUR HR HEAD AND FOCAL POINT AT CSTI

The registered HR Head and Focal Point will receive emails regarding scheduled trainings and other different training and development opportunities conducted by CSTI. Email us at csti@csc.gov.mv to register or to change HR Head and Focal Point information.

THEME OF THE YEAR

UPSKILLING HR PROFESSIONALS

This year, will focus on upskilling HR professionals, which is crucial to keep up with the rapidly changing workplace. HR leaders and officers must be equipped with the latest tools, strategies, and knowledge to effectively manage modern talent. This includes adopting data-driven decision-making, mastering new technologies and automation, and implementing job-specific training programs.

Additionally, providing dynamic learning and development opportunities is essential to ensure HR professionals stay current with the latest trends and best practices. By fostering an environment of growth, inclusion, and agility, HR can maintain its relevance and impact in an ever-evolving workplace.

- Upskilling Human Resource professionals for Human Resource Professionals on strengthening core functions of Human Resource Management.
- Upskilling Induction Mentors

For more details (Page 16 & 17)

JOB SPECIFIC PROGRAM FOR HR PROFESSIONALS

- Job Specific Program: HR Essential Skills (Page 7)
- Job Specific Program: Management Development Program (Page 7)

Stay **UpToDate** on our social media for Public Lectures and Webinars schedule for the year on trending topics.



Training Calendar 2025

JOB SPECIFIC TRAINING (PHYSICAL)

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Management Development Program for Executives				MAY 11 ↓ 15					OCT 05 ↓ 09	
Management Development Program for SG's (City, Atoll & Island Councils)			APR 20 ↓ 24		JUN 15 ↓ 19		AUG 17 ↓ 21			
Management Development Program for Executives of Health Services			To be conducted Jan - Jun as per schedule							
HR Essential Skills						JUL 06 ↓ 10				NOV 09 ↓ 13
Essential Skills for Financial Administrator						JUL 13 ↓ 17				
Service Excellence for Managers and Supervisors of Service Centers				MAY 11 ↓ 15				SEP 07 ↓ 11		
Essentials of Service Excellence for frontliners			APR 13 ↓ 17				AUG 10 ↓ 14			
Essential Skills for Support Service				MAY 25 ↓ 29				SEP 14 ↓ 18		

RAMADAN

CS ESSENTIAL TRAININGS (PHYSICAL & ONLINE)

PHYSICAL

ONLINE

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Induction Phase 2 - Online											
Induction Mentor Training	26 ↓ 27						28 ↓ 29				23 ↓ 24
Performance Appraisal & Management System (TOT)		09 ↓ 13					13 ↓ 17				
Performance Appraisal & Management System (General)	20 ↓ 21					11 ↓ 12					
Performance Appraisal & Management System for Supervisors	26 ↓ 27					22 ↓ 23					
Civil Service Gavaaidhu Awareness	19 ↓ 20				27		29		29		25
Usoolu Training	To be conducted upon a new or change in policy implementation										
VIUGA Training	To be conducted upon request										
Usoolu Training (Refresher Training) - Online											
Awareness of Training Policy (General Session)		05		09	14	01					
Conducting GAP Analysis (Supervisors)		23		27	25	03					
Implementing Training Policy for HR Heads and Focal Points					04 ↓ 05						
Service Charter Alignment	02 ↓ 03										
								Focused training based on Audit findings			

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Induction Phase 2 - Online		16 ↓ 20				01 ↓ 04			07 ↓ 11		16 ↓ 20
Induction Mentor Training	29 ↓ 30			29 ↓ 30			30 ↓ 31				26 ↓ 27
Performance Appraisal & Management System (TOT)											
Performance Appraisal & Management System (General)	22 ↓ 23					18 ↓ 19					
Performance Appraisal & Management System for Supervisors	29 ↓ 30					24 ↓ 25					
Civil Service Gavaaidhu Awareness	22 ↓ 23				28		30		30		26
Usoolu Training	To be conducted upon a new or change in policy implementation										
VIUGA Training	To be conducted upon request										
Usoolu Training (Refresher Training) - Online		26				25			17		27
Awareness of Training Policy (General Session)	06	13		10	15	02					
Conducting GAP Analysis (Supervisors)		24		28	26	04					
Implementing Training Policy for HR Heads and Focal Points					03		08				
Service Charter Alignment	05 ↓ 06										
								Focused training based on Audit findings			

The above mentioned online trainings (other than Induction Phase 2, Usoolu & VIUGA) are only offered to civil service offices based in atolls. Offices may nominate their staff via the shared nomination form with the registered HR Heads and Focal Points.

SHORT TERM TRAININGS (PHYSICAL)

FINANCIAL MANAGEMENT

	LVL	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Bid Evaluation & Procurement	3 4	FEB 16 ↓ 20	RAMADAN					AUG 17 ↓ 21			
Internal Audit	3 4			APR 13 ↓ 17						OCT 26 ↓ 30	
Maaliyyathu Gavaaidhu	ALL			APR 06 ↓ 10							
Preparing Financial Statements	3 4 5						JUN 15 ↓ 19				
Public Sector Financial Management	3 4 5							JUL 20 ↓ 24			
Stock, Record & Data Management	2					MAY 11 ↓ 15					NOV 23 ↓ 27

INFORMATION TECHNOLOGY & INNOVATION

	LVL	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	
Advanced Computer Skills	2 3 4 5	FEB 09 ↓ 13	RAMADAN							OCT 05 ↓ 09		
AutoCAD	2 3 4 5	FEB 23 ↓ 27							AUG 03 ↓ 07			
Computer Proficiency	2 3 4 5			APR 20 ↓ 24								
Cyber Security for Everyone	ALL					MAY 18 ↓ 22				SEP 28 → OCT 02		
Graphics Designing	2 3 4							JUL 06 ↓ 10				
Microsoft Office 365 Excel	2 3 4 5				APR 13 ↓ 17				AUG 10 ↓ 14			NOV 23 ↓ 27
Microsoft Office 365 Package	2 3 4 5						JUN 29 → JUL 03			SEP 14 ↓ 18		



LANGUAGE AND COMMUNICATION

	LVL	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Effective Communication Skills	2 3	FEB 23 ↓ 27	RAMADAN					AUG 10 ↓ 14			
English Language for Workplace	2 3		RAMADAN		APR 20 ↓ 24						
Presentation Skills	3 4 5		RAMADAN				JUL 13 ↓ 17				
Project Proposal & Report Writing	2 3		RAMADAN					AUG 17 ↓ 21			
Public Speaking	2 3 4		RAMADAN						SEP 28 → OCT 02		
Research Proposal Writing	3 4 5		RAMADAN				JUL 06 ↓ 10				
Research Writing	2 3 4		RAMADAN								NOV 16 ↓ 20
تدريس دروس تخصصية	3 4 5		RAMADAN							OCT 12 ↓ 16	
تدريس مقرر 1	ALL		RAMADAN			MAY 18 ↓ 22			SEP 28 → OCT 02		
تدريس مقرر 2	ALL		RAMADAN			MAY 25 ↓ 29				OCT 05 ↓ 09	
دراسة بحوثية متخصصة وكتابة	ALL		RAMADAN				JUN 29 → JUL 03				



GOOD GOVERNANCE

	LVL	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Civil Service Introductory Program for Schools			RAMADAN					AUG 17 ↓ 21			
Effective Compliance and Ethics	3 4	FEB 23 ↓ 27	RAMADAN					AUG 10 ↓ 14			
Gender Equality and Women Empowerment	ALL		RAMADAN		APR 06 ↓ 10						
Gender Sensitization	ALL		RAMADAN			JUN 22 ↓ 23				OCT 29 ↓ 30	
Good Governance in Public Sector	3 4 5		RAMADAN			MAY 18 ↓ 22			SEP 07 ↓ 11		
Shaping an Ethical Workplace Culture	ALL		RAMADAN				JUL 06 ↓ 10			OCT 19 ↓ 23	



HUMAN RESOURCE MANAGEMENT & DEVELOPMENT

	LVL	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Coaching Skills & Mentoring	3 4 5		RAMADAN				JUL 13 ↓ 07			OCT 26 ↓ 30	
Digitalization of HRM in the Public Sector	3 4 5										NOV 23 ↓ 27
Effective Leadership for Supervisors	3 4				APR 27 ↓ 30						NOV 16 ↓ 20
Employee Relations	3					MAY 04 ↓ 08					
Event Management	2 3 4				APR 27 ↓ 30						OCT 12 ↓ 16
Human Resource Management for Supervisors	3 4						JUN 15 ↓ 19				
Interview Panelist Training	3 4 5	FEB 23 ↓ 27						JUL 20 ↓ 24			
Management Skills for Administrative Professionals	3 4 5	FEB 09 ↓ 13									
Managing HR Processes, Culture and Change	3 4										OCT 05 ↓ 09
Project Management	2 3					MAY 18 ↓ 22				SEP 25 ↓ 28	
Public Relations	3 4									SEP 28 → OCT 02	
Strategic Leadership	3 4 5						JUN 01 ↓ 04		AUG 31 → SEP 03		
Team Building	2 3 4					JUN 29 → JUL 03					



PERSONAL DEVELOPMENT

	LVL	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	
Conflict Mediation Negotiation	3 4 5		RAMADAN								NOV 16 ↓ 20	
Developing a Growth Mindset for Success	2 3 4 5	FEB 16 ↓ 20							AUG 03 ↓ 07			
Emotional Intelligence	3 4									SEP 14 ↓ 18		
Enhancing Employability with Health and Safety	2 3 4					MAY 04 ↓ 08						
Increasing Performance with a Positive Mindset	3				APR 13 ↓ 17		JUN 29 → JUL 03					
Interpersonal Skills	3 4					MAY 18 ↓ 22						
Motivation, Persuasion & Creativity	2 3						JUN 15 ↓ 19				OCT 12 ↓ 16	
Positive Thinking and Positive Attitude	2 3 4										OCT 19 ↓ 23	
Problem Solving and Decision Making	3				APR 14 ↓ 17							NOV 16 ↓ 20
Stress Management	ALL								AUG 17 ↓ 21			
Synergy and Professional Development	3 4							JUL 13 ↓ 17		SEP 21 ↓ 25		
Work Life Balance	2 3 4									SEP 14 ↓ 18		

ATOLL TRAININGS

CAPACITY DEVELOPMENT PROGRAM

Every year, customized and scheduled trainings are conducted for selected atolls to develop and transform the civil service officials working in the atolls.

In 2025, Capacity Building Programs will be conducted based on the TNA. The most needed trainings for staff development of the councils in the atolls will be customized and delivered.

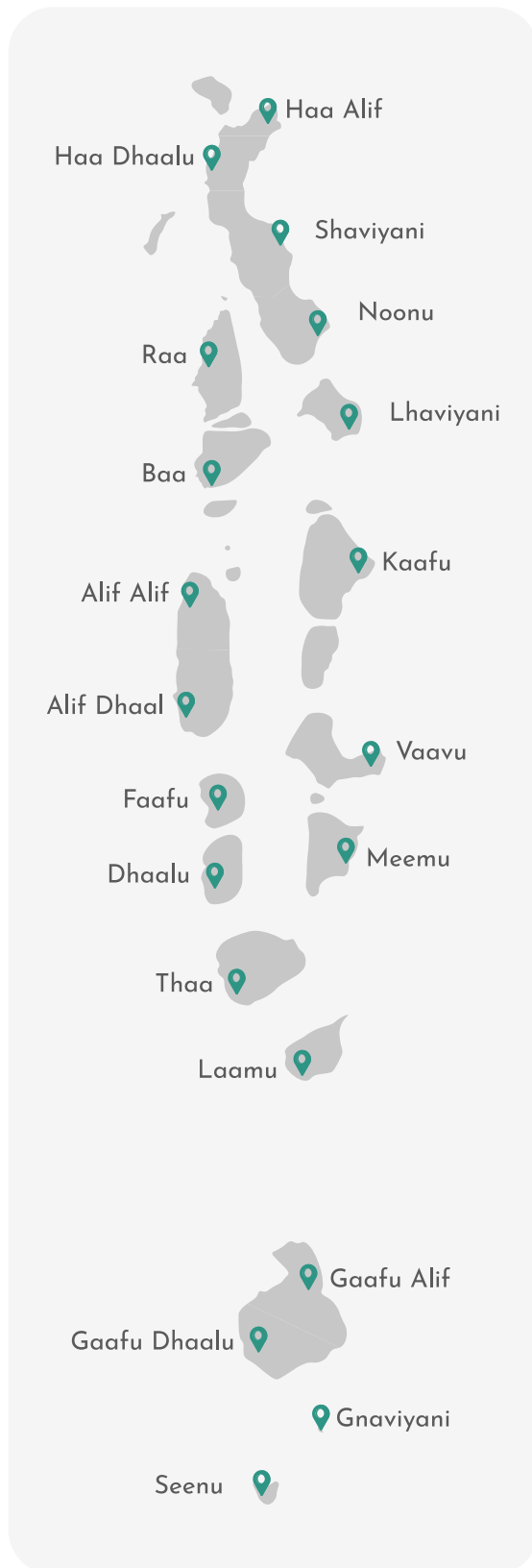
REQUEST TRAININGS

In addition to our scheduled trainings, we also offer trainings upon request from civil service offices. These trainings can be arranged via email or letter sent to CSTI and can be customized to meet the specific needs of the organization. Our offered programs are listed on pages 25-26.







ATOLL COORDINATOR

The Atoll Training Coordinator is responsible for overseeing and implementing training programs within the atoll. This role involves identifying training needs, developing customized training plans, and ensuring the effective delivery of training sessions to enhance the skills and knowledge of civil service employees.

The atoll coordinator will be working in collaboration with CSTI.



ONLINE TRAININGS FOR ATOLL AND ISLAND INSTITUTIONS ONLY

	LVL	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
 FINANCIAL MANAGEMENT	Internal Audit	3 4	RAMADAN			JUN 01 04					
	Maaliyathu Gavaaidhu	ALL	RAMADAN		MAY 04 08						
	Stock, Record & Data Management	2	RAMADAN					AUG 25 28			
 GOOD GOVERNANCE	Effective Compliance and Ethics	3 4	RAMADAN	APR 20 24							
	Gender Sensitization	ALL	RAMADAN				JUL 02 03				NOV 05 06
	Good Governance in Public Sector	3 4 5	RAMADAN				JUL 20 24				
	Shaping an Ethical Workplace Culture	ALL	RAMADAN		MAY 04 08						
 LANGUAGE AND COMMUNICATION	Effective Communication Skills	2 3	RAMADAN	APR 06 10							
	1 ڤڤو ڤڤو	ALL	RAMADAN				JUL 20 24			OCT 19 23	
	2 ڤڤو ڤڤو	ALL	RAMADAN					AUG 03 07		OCT 26 30	
 HUMAN RESOURCE MANAGEMENT & DEVELOPMENT	Management Skills for Administrative Professionals	3 4 5	RAMADAN			JUN 10 12					
	Effective Leadership for Supervisors	3 4	RAMADAN		MAY 18 22				SEP 21 25		
	Digitalization of HRM in the Public Sector	3 4 5	RAMADAN					AUG 31 SEP 03			
 INFORMATION TECHNOLOGY & INNOVATION	Cyber Security for Everyone	ALL	RAMADAN		MAY 04 08					OCT 12 16	
	Graphics Designing	2 3 4	RAMADAN			JUN 22 25				OCT 26 30	
	Microsoft Office 365 Package	2 3 4 5	RAMADAN						SEP 07 11		
 PERSONAL DEVELOPMENT	Emotional Intelligence	3 4	RAMADAN					SEP 21 25			
	Positive Thinking and Positive Attitude	2 3 4	RAMADAN	FEB 09 13							NOV 04 06
	Problem Solving & Decision Making	3	RAMADAN			JUN 10 12					NOV 09 13

MONTHLY SPECIAL PROGRAM

CAPACITY BUILDING PROGRAM FOR MDA's

A compiled set of short trainings selected from our TNA and customized for the organization based on their needs to enhance performance and efficiency.

FEBRUARY

- MINISTRY OF DHIVEHI LANGUAGE, CULTURE AND HERITAGE
- ATTORNEY GENERAL'S OFFICE

APRIL

- MINISTRY OF DEFENCE
- MINISTRY OF TOURISM
- MINISTRY OF ISLAMIC AFFAIRS

MAY

- MINISTRY OF AGRICULTURE AND ANIMAL WELFARE
- MINISTRY OF YOUTH EMPOWERMENT INFORMATION AND ARTS

JUNE

- MINISTRY OF HEALTH
- MINISTRY OF CONSTRUCTION, HOUSING, AND INFRASTRUCTURE
- MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE

JULY

- MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT
- MINISTRY OF EDUCATION
- MINISTRY OF FISHERIES AND OCEAN RESOURCES

AUGUST

- MINISTRY OF HOMELAND SECURITY AND TECHNOLOGY
- MINISTRY OF CITIES, LOCAL GOVERNMENT AND PUBLIC WORKS
- MINISTRY OF CLIMATE CHANGE, ENVIRONMENT AND ENERGY

SEPTEMBER

- MINISTRY OF TRANSPORT AND CIVIL AVIATION
- MINISTRY OF HIGHER EDUCATION, LABOUR AND SKILL DEVELOPMENT

OCTOBER

- MINISTRY OF FINANCE AND PLANNING
- MINISTRY OF SPORTS, FITNESS AND RECREATION

UPSKILLING HR PROFESSIONALS

STRENGTHENING CORE FUNCTIONS OF HUMAN RESOURCE MANAGEMENT

This is a training for Human Resource Executives (HR Heads) and Human Resource Officers to equip them with the needed aptitude and knowledge to perform their job tasks and roles. The participants will be given refresher trainings on HR applications and tools, which they could use at a day-to-day basis in the workplace. Additionally, to enable them to be familiar with the policies and procedures related to the HR functions.



TARGET AUDIENCE

HR Heads

HR Focal Points

SCHEDULE

FEBRUARY

AUGUST

UPSKILLING INDUCTION MENTORS

This training is designed to empower mentors who guide and support newly appointed civil servants during their induction period. By addressing key challenges, enhancing mentoring skills, and developing structured frameworks, the program ensures mentors are better equipped to facilitate a smooth transition for recruits into the civil service.



TARGET AUDIENCE

Induction mentors within civil service organizations who play a pivotal role in onboarding and nurturing new employees.

SCHEDULE

APRIL

SEPTEMBER

PROGRAMS FOR EXECUTIVES

ORIENTATION PROGRAM FOR PERMANENT SECRETARIES & SECRETARY GENERALS

This program has been designed for newly recruited PS and SGs. Providing essential information required to execute their roles and responsibilities for administration.

RETREAT FOR PERMANENT SECRETARIES & SECRETARY GENERAL'S

This program aims to foster a dynamic environment for robust discussions on the key opportunities and challenges faced by organizations and the Civil Service. It also provides a valuable networking opportunity. The program is specifically designed for PS and SGs.

IMPLEMENTATION OF SERVICE CHARTERS

The Service Charter Alignment Program of the Civil Service Training Institute is designed to help civil service organizations create clear and transparent Service Charters that define the services provided to the public. It sets service standards, and timelines. This program ensures improved service delivery, accountability, and public trust.

Jan - Mar 2024

Updating service charters

Align civil service organizations service charters with scope of work and make required revisions.



1



2

Apr - Jul 2025

Audit

An audit will be conducted by CSC to assess service charter's clarity, accuracy and alignment with organizational goals and public expectations.

Aug - Nov 2025

Focused trainings based on audit findings

Provide targeted training sessions for staff to address the gaps identified in the audit, ensuring that the updated service charters are effectively implemented and communicated



3

JOB SPECIFIC PROGRAMS

PROGRAM DETAILS

01

MANAGEMENT DEVELOPMENT PROGRAM FOR EXECUTIVES

This program is a comprehensive training initiative designed to equip senior and mid-level managers with the strategic, leadership and decision-making skills and enhancing ability to lead high-performing teams, manage complex organizational dynamics, and institutes productivity.

02

MANAGEMENT DEVELOPMENT PROGRAM FOR SGs

This is a specialized training designed to equip Secretary Generals with strategic planning, leadership and organizational management skills. This program focuses on the unique challenges faced by Secretary Generals in leading organizations, coordinating with diverse stakeholders, managing governance processes and ensuring smooth operations for public service.

03

MANAGEMENT DEVELOPMENT PROGRAM FOR EXECUTIVES OF HEALTH SERVICES

This training is modeled to enhance the leadership capabilities of health services executives, enabling them to drive organizational growth, improve patient care, and navigate the complexities of healthcare management in the health sector of Maldives.

04

SERVICE EXCELLENCE PROGRAM FOR MANAGERS AND SUPERVISORS OF SERVICE CENTERS

Enhancing the leadership, management and customer service skills of individuals in managerial and supervisory roles within service-oriented environments. This program focuses on equipping leaders with the tools and techniques to deliver exceptional service, motivate teams, and drive operational efficiency in service centers, ensuring customer journey satisfaction.

05

ESSENTIALS OF SERVICE EXCELLENCE FOR FRONT LINERS

This is a dynamic and interactive training program specifically designed for front-line staff who directly interact with customers in service environments. This program equips participants with the essential skills, attributes, and knowledge needed to deliver exceptional customer service, exceed client expectations, and contribute to building a positive and customer-centric culture within the organization.

06

HR ESSENTIAL SKILLS

This program focuses on the core competencies required to manage key HR functions, including recruitment, employee relations, performance management, compliance, and talent development, while fostering a positive and productive organizational culture.

07

ESSENTIAL SKILLS FOR FINANCIAL ADMINISTRATORS

This program focuses on strengthening key competencies such as budgeting, financial reporting, compliance, and financial analysis, enabling financial administrators to support organizational goals while ensuring accuracy, efficiency, and compliance in financial practices.

08

ESSENTIAL SKILLS FOR SUPPORT SERVICE

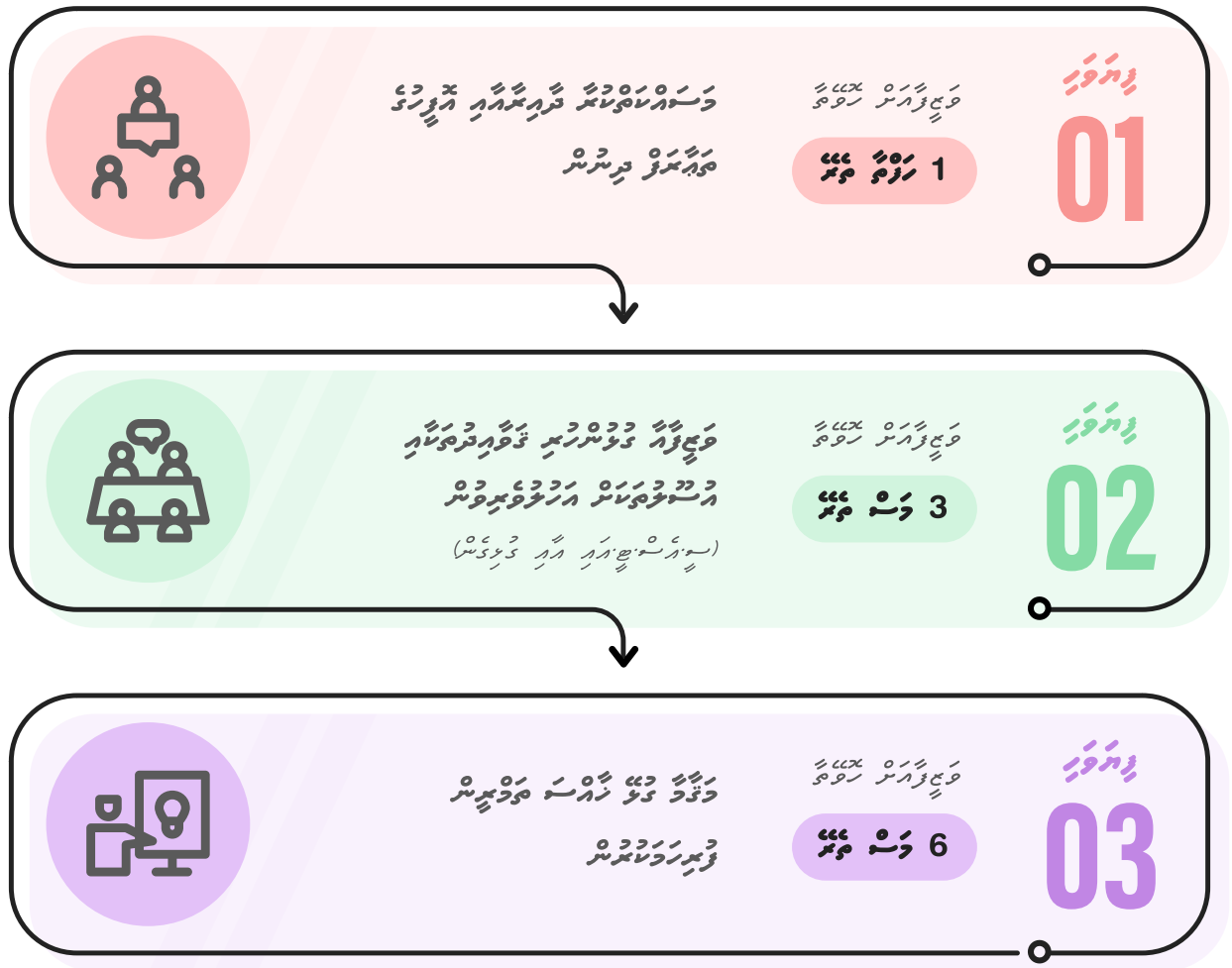
This training focuses on developing core competencies such as communication, problem-solving, time management and technical proficiency. Additionally, Civil Service Gavaaidhu and Performance Management information will be provided.

دستورالعمل‌های آموزشی

سه اصل اساسی و حیاتی در آموزش

در آموزش، سه اصل اساسی وجود دارد: اول، یادگیری، دوم، انتقال و سوم، ارزیابی. این سه اصل در کنار هم باعث می‌شوند که یادگیرنده بتواند مهارت‌های خود را در دنیای واقعی به کار برد. اگر یکی از این اصول نادیده گرفته شود، نتیجه آموزش به شدت کاهش می‌یابد.

توجه به این سه اصل می‌تواند به بهبود کیفیت آموزش و افزایش انگیزه یادگیرندگان کمک کند.



یادگیری، انتقال و ارزیابی، سه اصل اساسی و حیاتی در آموزش هستند. اگر یکی از این اصول نادیده گرفته شود، نتیجه آموزش به شدت کاهش می‌یابد.

PUBLIC LECTURE SERIES

Public lecture series is an initiative offered by CSTI that aims at enriching the knowledge and professional development of all civil servants. These lectures which are open to the public will be conducted by well-known experts in various fields and are designed to provide valuable insights on a wide range of topics relevant to evolving public sector landscapes. The individual lectures will be held in each quarter of the year and are held by different expert speakers, who approach the topic from different perspectives.



WEBINAR SERIES



In June 2020, our webinar series was launched, facilitated by experienced local and international speakers. This series was designed to meet the needs of professionals in the workplace, offering a range of topics chosen based on the most trending subjects to enhance their development. Conducted entirely on the virtual platform Microsoft Teams, the webinars provided convenient access to valuable insights and knowledge. The series aims to keep learners engaged and informed, addressing contemporary challenges and opportunities in various fields.

MALDIVES CIVIL SERVICE CONFERENCE 2026

The Maldives Civil Service Conference (MCSC) is a bi-annual event organized by the CSTI. Since its first launch in 2014, it has been conducted in 2016, 2018 and 2024. The Conference brought together government officials, civil servants, and local and international experts to discuss key issues, share best practices, and explore ways to improve public service delivery in the Maldives, and the call for papers will be announced in 2025, for the next conference which is planned for 2026.



CORPORATE TRAININGS

CSTI offers variety of corporate trainings to all interested government organizations and State Owned Enterprises. The trainings can be conducted upon request via e-mail to CSTI and they can be customized according to the client's need.

DISCOVER YOUR TRUE LEADERSHIP POTENTIAL

Before we can lead others with influence and confidence, we must first find the inner qualities and strengths to lead ourselves with conviction.

ORGANIZATIONAL BEHAVIOR: HOW TO MANAGE PEOPLE

Designed for Human Resource professionals, this program will provide a deeper understanding of employees at individual and group levels, employee productivity, motivating along with creating and sustaining a healthy organizational culture.

WORK-LIFE BALANCE; PROFESSIONAL & PERSONAL WELL-BEING

Employees tend to feel highly motivated and less stressed out at work, which thereby increases organization's productivity.

CORPORATE LANGUAGE TRAINING

A well-tailored language training for the corporate sector, combined with both Dhivehi and English Language that will provide the participants an opportunity to refresh some of the most essential language components required in the work life of the corporate managers and their staff.

PATHWAY TO PEAK PERFORMANCE

Making the most of your employee competencies means more than simply motivating them.

SUCCESS IS A CHOICE

Often it is our choices that leads us to success or failure. Mastering the right tactics helps deciding a choice for your pathway to success.

For customized training programs contact us at:

csti@csc.gov.mv

OFFERED PROGRAMS

FINANCIAL MANAGEMENT

- ✓ Bid Evaluation and Procurement
- ✓ Entrepreneurship
- ✓ Financial Management
- ✓ Internal Auditing
- ✓ Preparing Financial Statements
- ✓ Public Sector Financial Management, Control and Measuring Results
- ✓ Stock, Record and Data Management
- ✓ Maaliyathu Gavaaidhu

GOOD GOVERNANCE

- ✓ Induction Phase 2
- ✓ Civil Service Gavaaidhu
- ✓ Induction Mentor Training
- ✓ Training Policy Implementation
- ✓ Effective Compliance and Ethics
- ✓ Good Governance in Public Sector
- ✓ Role of Civil Service
- ✓ Civil Service Introductory Program for schools (awareness)
- ✓ VIUGA Trainings
- ✓ Performance Appraisal
- ✓ Interview Panelist Training

LANGUAGE AND COMMUNICATION

- ✓ Effective Communication Skills
- ✓ English Language for Workplace
- ✓ Office Dhivehi 1
- ✓ Office Dhivehi 2
- ✓ Presentation Skills
- ✓ Project Proposal and Report Writing
- ✓ Introduction to Research and Proposal Writing
- ✓ Advanced Communication Skills
- ✓ Media and Public Speech

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

- ✓ Administrative Skills
- ✓ Change Management
- ✓ Induction Mentor Training
- ✓ Effective Leadership Skills for Supervisors
- ✓ Employee Relation
- ✓ Event Management
- ✓ Human Resource Management for Supervisors
- ✓ Project Management 8. Strategic Management
- ✓ Work Place Investigation
- ✓ Perfect Receptionist
- ✓ Public Relations
- ✓ General Management and Leadership
- ✓ Work Place Ethics
- ✓ Team Building

IT & INNOVATION

- ✓ Advance Computer Skills
- ✓ Computer Proficiency
- ✓ Cyber Security for Everyone
- ✓ Graphic Designing
- ✓ Innovation and Creativity
- ✓ Microsoft Office Excel
- ✓ Microsoft Office Package
- ✓ Installing, Configuring and Optimizing Operating System
- ✓ Introduction to Windows 7
- ✓ Networking Basics

PERSONAL DEVELOPMENT

- ✓ Developing a Growth Mindset for Success
- ✓ Increasing Performance with a Positive Mindset
- ✓ Interpersonal Skills
- ✓ Motivation, Persuasion and Creativity
- ✓ Positive Thinking and Positive Attitude
- ✓ Problem Solving and Decision Making
- ✓ Simplify Your Time
- ✓ Stress Management
- ✓ Emotional Intelligence
- ✓ Synergy and Professional Development
- ✓ Anger Management
- ✓ Life Skills
- ✓ Meeting Skills
- ✓ Conflict Meditation, Negotiation & Resolution

OTHERS

- ✓ Induction Program
- ✓ Civil Service Entrance Exam
- ✓ Civil Service Recruitment Exam
- ✓ Maldives Civil Service Conference
- ✓ Self-Learning Training Pack
- ✓ Corporate Training Programs

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GALLERY







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