

## WHAT'S NEW

### TRAINING AND DEVELOPMENT FOR PILOT AGENCIES

The Service Improvement Unit, as a part of its strategic objective to facilitate the programme's sustainability in the six pilot agencies, has conducted a monthly reporting exercise with discussions centered around challenges/opportunities presenting relative to facilitating the goals and objectives of each of the pilot agencies' Service Improvement Plan.

It was noted that one of the fundamental concerns regarding facilitating the changes desired, was the impact of staff morale and the organizational ethos affecting norms and mores demonstrated in the agencies. This underscored the need for interventions focused on team building/leadership and organizational behaviour.

A Retreat on Service Improvement for staff of the Department of Public Service was the first in a series of training initiatives. The sessions highlighted the core values and elements which contribute to the development of a culture of excellence with particular emphasis on the key service dimensions that drive quality service and customer satisfaction. Sessions were held February 5 & 6, 17 & 18 and 24 & 25, and March 3 & 4, 2009 and were facilitated by Roosevelt Finlayson & Associates of Management Development Resources (MDR).

Mr. Michael C. Pintard, Motivational Consultant of Scribes Ltd., facilitated the Team Building/Leadership Intervention for the Building Control Division and the Road Traffic Division of The Ministry of Public Works & Transport. The training sessions were conducted over a two week period and involved the training of approximately 140 officers.

The training sessions with Mr. Pintard included the following themes and issues:

- Exercising leadership from where ever you are (regardless of your title) in the organization.
- Importance of ongoing learning and self development.
- How to build a dream team

- How to deliver quality customer service.

The intended outcomes of the workshops were as follows:

- ✓ Identify leadership strengths within the organization;
- ✓ Motivate staff to higher levels of productivity;
- ✓ Improve performance both with internal and external customers;
- ✓ Enhance the internal work environment;
- ✓ Deliver superior customer satisfaction.

## **WALK THE TALK SUCCESS SERIES VIDEO TRAINING**

Enjoy the video and other training materials available at this website.

### **[Walk the Talk Success Series Video Training Program](#)**

## **TRAINING OFFICERS' MINISTRY ASSIGNMENTS**

In an effort to facilitate the deliverables of the respective Service Improvement Programmes of the Pilot Agencies, the following officers are assigned for any required training initiative:

<b>TEAM I</b>	<b>TEAM II</b>	<b>TEAM III</b>
<b>NICOLA CLARKE</b> Ministry of the Environment - <b>Physical Planning Department</b>	<b>ARCHILENE HEPBURN</b> Foreign Affairs & Immigration - <b>Passport Office</b>	<b>THOMASINA ADDERLEY</b> Ministry of Public Works and Transport - <b>Building Control</b>
<b>TEAM IV</b>	<b>TEAM V</b>	<b>TEAM VI</b>
<b>DENISE BENEBY</b> Office of the Attorney General & Legal Affairs Judiciary - <b>Registrar General's Department</b>	<b>CHRISTEN CAMPBELL</b> Office the Prime Minister - <b>Department of Public Service</b>	<b>OPHELIA COOPER</b> Ministry of Public Works and Transport - <b>Road Traffic Department</b>

## **SERVICE IMPROVEMENT QUICK WINS**

The Service Improvement Unit wishes to applaud and highlight the initiatives being undertaken by each agency. We congratulate your 'Quick Wins' and celebrate your successes.

<b>AGENCY</b>	<b>'QUICK WINS'</b>
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<p>Building Control Division</p>	<p>1. The Social Committee hosted its 1st Annual Fun, Run &amp; Walk which was a huge success with trophies and medals being awarded to the participants.</p> <p>2. The use of calling cards has been introduced. The calling cards are left at the sites once the officers visit so that customers can contact the department to reschedule inspections.</p>
<p>Department of Physical Planning</p>	<p>1. The total transformation of the reception area.</p> <p>2. Standard building applications are now being produced in 9 days.</p>
<p>Passport Office</p>	<p>1. A shift system has been implemented and customers are now being enrolled from 7:30 am.</p> <p>2. Data entry section has moved to the new space on the second floor. The number of data entry staff has been increased.</p>
<p>Department of Public Service</p>	<p>1. The publication of a quarterly newsletter "The Soaring Spirit".</p> <p>2. Training workshop on the J D Edwards System was conducted with the ministries of Health, Works, Department Of Social Services and the Road Traffic Department.</p> <p>3. Human Resource Training Sessions were conducted with the departments of Civil Aviation and Public Health</p> <p>4. A new PSC Form to be used service wide for the standardization of submissions for promotions, 7A increments, reassessments etc has been drafted and submitted for approval.</p>
<p>Registrar General's Department</p>	<p>1. Sponsored a successful Customer Appreciation Day.</p> <p>2. Certificates were awarded to staff members who had perfect attendance and punctuality for a month.</p> <p>3. Customers visiting the Corporate Registry are now able to view documents on line.</p>
<p>Road Traffic Department</p>	<p>1. The new and revised 'Highway Code of The Bahamas' is posted on the department's website and can be downloaded.</p>