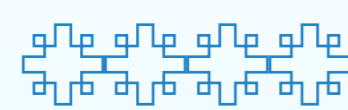
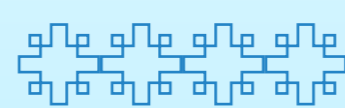




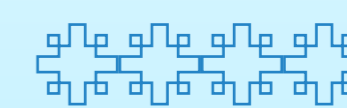
CIVIL SERVICE TRAINING CENTRE



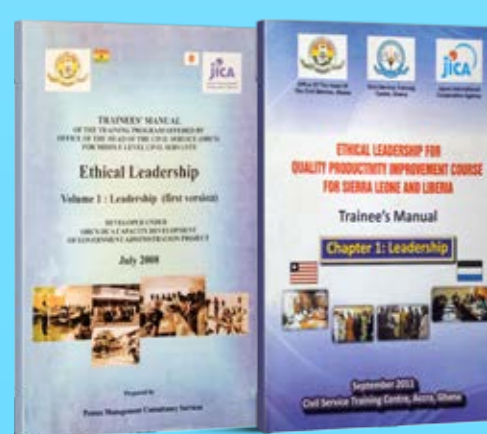
OFFICE OF THE HEAD OF THE CIVIL SERVICE



2019 TRAINING CALENDAR



TRAINEE'S MANUALS



TITLE	DATES		
CIVIL SERVICE ENTRANCE EXAMINATION	February 23rd		
LEADERSHIP AND ORGANISATIONAL DEVELOPMENT	1	2	3
Ethical Leadership for Quality Productivity Improvement	Feb. 11-15	Apr. 23-26	Sep. 30-Oct. 4
Transformational Leadership in the four line Directorates	Mar. 20-21	May 15-16	Aug. 14-15
Evidence Based Policy Making	Mar. 19-21	Jul. 23-25	Nov. 18-22
Cabinet Memorandum Writing	Mar. 26-29	May 21-24	Aug. 20-23
The Practice of Ethics	Apr. 10-11	Jul. 17-18	Oct. 9-10
Training of Trainers for HR Directors	May 20-24	Sep. 23-27	
Change Management	Mar. 12-14	Jun. 5-7	Sept. 17-19
Emotional Intelligence for Effective Leadership	Mar. 20-22	May 8-10	May 21-24
Presentation Skills	Mar. 21-22	Jun. 26-27	Sept. 18-19
Introduction to Organisational Development	Apr. 9-12	Jul. 17-19	Nov. 6-8
Policy Development and Analysis	Apr. 16-19	Jul. 23-26	Nov. 12-14
Conflict Management	May 6-10	Oct. 14-18	
CORPORATE GOVERNANCE	1	2	3
Building an Effective Board	Mar. 21-22	Jun. 26-27	Sept. 18-19
Preparing to work on a Board	Apr. 9-12	Jul. 17-19	Nov. 6-8
Building Effective Board Committees	Apr. 15-18	Jul. 23-26	Nov. 12-14
CIVIL SERVICE SCHEME OF SERVICE TRAINING	1	2	3
Scheme of Service Training (AD1 & Analogous Grades)	Feb.18-Mar 1	Jul. 2-12	Sept. 2-13
Leadership Course for Deputy Directors & Analogous Grades	Mar. 18-29	May 13-24	Aug. 12-23
Scheme of Service Training (AD11Bs & Analogous Grades)	Mar. 11-22	Jul. 15-26	Oct. 7-18
Scheme of Service Training (AD11As & Analogous Grades)	Apr. 8-19	Jul. 15-26	Oct. 7-18
Scheme of Service Training (PS, SS & Analogous Grades)	Apr. 15-26	Jun. 3-14	Sept. 9-20
Scheme of Service Training ((SG2/ SG1 & Analogous Grades)	Apr. 15-26	Jun. 3-14	Sept. 9-20
GENERAL MANAGEMENT AND ADMINISTRATION	1	2	3
Time and Stress Management	Feb. 20-21	May 2-3	Oct. 2-3
Civil Service Administrative Management Skills	Mar. 12-13	Jul.16-17	Oct. 8-9
Strategic Thinking and Planning	Mar. 21-22	May 16-17	Aug. 15-16
Organisational Security	Apr. 18	Jun. 6	Sept. 12
Team Building and Team Work	Apr. 18	Jun. 7	Sept. 13
Effective Managerial / Supervisory skills	Apr. 17-18	Jun. 5-6	Sept. 11-12
Professional Office Management for Secretarial Staff	Apr. 16-17	Jun. 4-5	Sept. 10-11
Basic Customer Care	Apr. 18	Jun. 7	Sept. 13
Superior Customer Care (Delighting your Customer)	Apr. 1-18	Jun. 5-6	Sept. 12-13
ADMINISTRATIVE WRITING SKILLS	1	2	3
Proposal Writing Skills	Feb 21-22	Mar. 27- 29	Jul. 4-5
Speech Writing Skills	Mar. 20-22	May 15-17	Aug. 14-16
Minutes Writing Skills	Apr. 16-18	Jun. 11-13	Sept. 17-19
Memo Writing Skills	Apr. 17-18	Jun. 5-6	Sept. 11-12
Report Writing Skills	Apr. 15 -18	Jul. 8-11	Sept. 9-12
Briefs and Speaking Notes	Apr. 12	Jul. 5	Sept. 6
Proof Reading & Editing Skills	Apr. 16-18	Jul. 17-19	Sept. 11-13

TITLE	DATES		
PRODUCTIVITY IMPROVEMENT	1	2	3
Business Process Mapping and Reengineering	Mar. 14-15	Jul. 18-19	Oct. 10-11
Problem Analysis Techniques	Mar. 14-15	Jul. 18-19	Oct. 10-11
Performance Management and the conduct of Appraisal	Mar 18-29	May 13-24	Aug. 12-23
Application of Quality and Productivity Improvement Tools	Mar. 22	Jul. 26	Sept. 18
Setting Performance Target	Apr. 11-12	Jul. 18-19	Oct. 10-11
Business Process Reengineering and Continuous Improvement (KAIZEN)	Apr. 10-12	Jul. 17-19	Oct. 9-11
Attitudinal Change for Increased Productivity	April 17-18	June 6-7	Sept. 12-13
Public Service Delivery Improvement	May 6-17	Aug 12-23	Nov 4-15
Six Sigma	June 4	Sept. 5	Nov. 7
Total Quality Management	June 13	Sept.10	Nov 12
GENDER AND DEVELOPMENT	1	2	3
Gender Mainstreaming into Civil Service		Jun. 5-7	Sept. 4-6
Women in Leadership and Governance	Mar. 12-14	Jun. 12-14	Sept. 11-13
Gender and Organisational Development	Mar. 20-22	Jun. 19-21	Sept 17-19
Gender Monitoring and Reporting	Mar. 27-29	Jun. 25-27	Sept. 25-27
FINANCIAL MANAGEMENT, AUDITING & ACCOUNTING	1	2	3
Public Accountability and Internal Controls	Apr. 3 - 5	Jul. 24 - 26	Oct. 9-11
Public Financial Administration Regulations	Apr. 10-12	Jul. 10-12	Oct. 16-18
Public Private Partnership Course (Part 1)	Apr. 23-25	Jul. 17-19	Oct. 22-24
LOGISTICS, PROCUREMENT AND SUPPLY CHAIN	1	2	3
Workplace Auditing		Jun. 11-13	Aug. 13-15
Contract Management and Administration	Apr. 3-5	Jun. 26-28	Sept. 25-27
Inventory Control and Management	Apr. 9-11	Jun. 4-6	Jul. 24-26
Services Procurement Management	Apr. 10-12	Jul. 17-19	Nov. 4-8
Leading and Influencing in Supply chain	May 21-23	Jul. 16-18	Nov. 20-22
Supply chain Relationship Management	May 27-29	Aug. 20-22	Oct. 9-11
INFORMATION COMMUNICATION TECHNOLOGY (ICT)	1	2	3
Leveraging ICT for increased Productivity	Jun. 5-7	Sept. 3-5	Nov. 6-8
Electronic Records Management	Apr. 23-25	Jun. 11-13	Sept. 17-19
Microsoft Office Suit (Excel)	Apr. 24-26	Jun. 12-14	Sept. 18-20
Microsoft Office Suit (Access)	May 6-9	Jul. 3-5	Oct. 16-18
Microsoft Office Suit (Power Point Presentation)	May 21-23	Aug. 20-22	Oct. 29-31
PERSONAL DEVELOPMENT AND EFFECTIVENESS	1	2	3
Building Your Personal Resilience	Apr. 17-18	Jun. 5-6	Sept. 12-13
Handling Difficult Clients	Apr. 18	Jun. 7	Sept. 13
Professional Conduct for official visits and Functions	Apr. 18	Jul. 26	Oct. 18
Essential Habits of Highly Effective People	May 7	Aug. 13	Oct. 10
The Art of Networking	May 9	Aug. 15	Oct. 15
Stress Management through body awareness	May 21	Aug. 20	Oct. 22
Effective relaxation Methods	Jun. 4	Sept. 5	Nov. 7
Health Management	Jun. 13	Sept. 10	Nov. 12
Planning for Retirement	Jun. 20	Sept. 24	Nov. 21

OUR CLIENTELE (SELECTED)

MINISTRIES

- Ministry of Finance
- Ministry of Foreign Affairs
- Ministry of Trade & Industry
- Ministry of Interior
- Ministry of Energy & Petroleum
- Ministry of Lands & Natural resources
- Ministry of Health
- Ministry of Food & Agriculture
- Ministry of Employment & Labour Relations
- Other Ministries

DEPARTMENTS

- Department of Feeder Roads
- Department of Cooperatives
- Department of Social Welfare
- Department of Community & Development

COMMISSIONS

- Energy Commission
- Lands Commission

AUTHORITIES

- Food and Drugs Authority
- Public Procurement Authority
- Fisheries Authority
- Ghana Revenue Authority
- Driver and Vehicle Licensing Authority

PUBLIC SERVICES

- Local Government Service
- Ghana Health Service
- Parliamentary Service
- Judicial Service

INTERNATIONAL CLIENTS

- Japan International Cooperation Agency
- Australia Embassy
- French Embassy
- Liberia Public Service
- Sierra Leone Public Service

With several years of offering training to Civil, Public and Private Sectors, the Civil Service Training Centre (CSTC) Cantonments, Accra under the auspices of the Office of the Head of Civil Service (OHCS) announces to the general public its training programmes for the year 2019. Interested Ministries, Departments and Agencies (MDAs) as well as Metropolitan, Municipal and District Assemblies (MMDAs), Public and Private Sector institutions and Individuals are invited to participate in the above-listed programmes.

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