



Government of the Republic of Trinidad and Tobago  
Ministry of Public Administration and Artificial Intelligence

## **PUBLIC SERVICE ACADEMY**

# Learning Activities

April to September 2026

# Learning Activities for the month of April

Course Title	Course Objective	Target Group
Customer Service Online	The main objective of the course is to 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 course is designed for officers who are required to interface directly with customers, namely, Customer Service Representatives, Receptionists, Frontline Officers, Clerk/Typists, Clerical Officers, Secretarial, Counter and Manipulative Staff.
Webinar: Thrive not Survive: Women's Wellness in the Workplace	The main objective of the webinar is to explore the intersection of women's health, neuroscience, emotional intelligence and leadership effectiveness in order to advance their well-being, emotional regulation, cognitive performance and workplace effectiveness.	The webinar is designed for all levels of staff across the Public Service, with particular relevance to female officers.
Webinar: Professionalism in the Workplace	This webinar is designed to provide participants with guidelines for professional behavior in the workplace	The webinar is designed for Clerical and Secretarial Officers up to Range 20 or equivalent.

# Learning Activities for the month of May

Course Title	Course Objective	Target Group
Leading for Results from the Middle	The main objective of the workshop is to expose managers to tools and strategies required for motivating employees to perform beyond their expectations.	The workshop is designed for mid-senior level managers and other professionals who report directly to Directors and other divisional heads.
Corporate Image and Protocol	The main objective of this workshop is to expose participants to the principles of professional imaging and workplace etiquette.	The workshop is designed for Senior Officers, Range 54 and above who wish to enhance their professional image
Accounting Procedures in Government	The main objective of the workshop is to expose participants to the fundamentals of the Government Accounting System.	The workshop is designed for Officers of the Sub-Accounting Units who perform varying accounting functions in Ministries/Departments.
Webinar: Improving Time Management & Productivity	The main objective of the Webinar is to provide entry and lower-level public officers with practical tools and strategies for improving their time management skills and increasing workplace productivity.	This Webinar is designed for junior Technical, Administrative and Clerical employees who wish to improve their productivity and learn time management techniques.

# Learning Activities for the month of June

Course Title	Course Objective	Target Group
Leadership Fundamentals: Leading from Any Level	To equip participants with foundational leadership skills which will empower them to lead in their current roles while enhancing their capacity to influence, inspire, and contribute to the success of their Ministries/ Departments.	This workshop is designed for junior technical, administrative and clerical employees, seeking to develop their leadership skills and influence within their roles.
Introduction to Ethics and Values	The main objective of the workshop is to examine the principles of ethical behaviour and their relationship to productivity, morale and performance in the workplace.	This workshop is designed for Clerical Officers, Clerk Typists, Manipulative Staff and other Officers who occupy offices at Range 25 and under and who provide administrative and clerical support in their Ministries/Department.
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.

# Learning Activities for the month of July


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 overview of the key functional areas of HR Practice in the Public Service.	The workshop is designed for Senior Managers, Administrative Officers, Technical Officers and other professionals who require a foundational understanding of HR practices to lead their teams more effectively.
Office Etiquette for Administrative Support	The main objective of the workshop is to expose participants to the key concepts and principles of office etiquette and its contribution to organizational effectiveness in the Public Service	The workshop is designed for Business Operations Assistants, Clerical Officers, Drivers/Messengers and other Public Officers who provide administrative support.
Ethics, Accountability and Good Governance	The main objective of the course is to enhance accountability, ethical conduct, and good governance in the Public Service by examining relevant mechanisms, analyzing the Public Service Code of Conduct, and exposing participants to principles and practices that promote integrity and professionalism.	This workshop is designed for Directors, Technical and Administrative Officers, and other senior officers responsible for financial management, procurement and policy matters.

# Learning Activities for the month of July cont'd

Course Title	Course Objective	Target Group
Responding to Parliamentary Questions	The workshops aim to serve as a platform for enhancing leadership capacity in the Public Service and will expose participants to the tools and techniques that are used in preparing appropriate responses to questions posed by Parliamentary Committees	The workshop is designed for Directors, Senior Technical Officers and other Senior Public Officers who have not previously participated in this workshop
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.

# Learning Activities for the month of September

Course Title	Course Objective	Target Group
Business Writing for Public Officers (Level 1) Online	The main objective of this workshop, is to provide participants with information and techniques that will enable them to effectively draft business correspondence that conform to modern business writing standards.	Public Officers - Range 30 and below.
Training of Trainers	The main objective of the workshop is to provide knowledge and skills to equip participants to effectively undertake the delivery of training.	Human Resource Officer I's and other professionals who may be required to deliver training within their respective Ministries/Departments.
Ethics, Accountability and Good Governance	The main objective of the course is to enhance accountability, ethical conduct, and good governance in the Public Service by examining relevant mechanisms, analyzing the Public Service Code of Conduct, and exposing participants to principles and practices that promote integrity and professionalism.	This workshop is designed for Directors, Technical and Administrative Officers, and other senior officers responsible for financial management, procurement and policy matters.
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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