ދިވެހިރާજ ރަސްމީ ސިވިލް سروس ކمישން އާ 2023-2021 ވިދުން ކުރެވިފައި ހުންނަ

ދިވެހިބަންދުން

27 ނޮވެम्ब
 2021

بسم الله الرحمن الرحيم

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بسم الله الرحمن الرحيم

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ހިންދުން ފެންނަން ތިން ބަސްވެގެން ހުންނަން ބެހިގެން ތާވަ�ތ ،2021-2023 (Executive Enhancement and Enrichment Program) ތެރެއިން ،ކ ،ﷺ ،ﷺ ،ﷺ

ހިންދުންގެ ދިވެހިރާއްޖެ ހިންދުން ތެރެއިން ބަލިކުރުން ހިންދުން ތެރެއިން ބަލިކުރުން ހިންގުމުގެ ކުރިން ބަލިކުރުން ބަލިވެ ހުންނަން ބޭނުންވާ ؤرؤ ؤرؤ ؤرؤ

23 ذوالقعدة 1443 - 27 ސެप्टेम्बर 2021 (ބުधަ)

ހއ.ހއ.ދ. ފިން ބ ،ؤ ،ؤ - ވެ: ހ،ؤ،ؤ 10:00

بِسْمِ ٱللَّهِ ٱلرَّحْمَٰنِ ٱلرَّحِيمِ

اللَّـهُ سُبْحَانَهُ وَتَعَالَىٰ ގެ ބަންދުކަން ބަލާ ،ؤ ،ؤ. ހ ،ؤ،ؤ ،ؤ ،ؤ ،ؤ ،ؤ ،ؤ ،ؤ ،ؤ **مُحَمَّدُ رَسُوْلُ اللهِ صَلَّى اللهُ عَلَيْهِ وَسَلَّمَ** ،ؤ ،ؤ ،ؤ ،ؤ ،ؤ ،ؤ ،ؤ ،ؤ

ދﷺ ދ ﷺﷺ، ދﷺﷺﷺﷺ ﷺﷺ ﷺ ﷺﷺﷺ، ﷺﷺﷺ ﷺﷺ ﷺﷺﷺ ﷺﷺ ﷺﷺﷺ. ﷺﷺﷺ ﷺﷺﷺﷺ ﷺﷺﷺﷺ ﷺﷺﷺ، ﷺﷺﷺﷺ ﷺﷺ ﷺﷺﷺ ﷺﷺﷺ، ﷺﷺﷺﷺ ﷺﷺﷺﷺ ﷺﷺﷺﷺ، ﷺﷺﷺﷺﷺﷺﷺﷺ ﷺﷺﷺﷺ ﷺﷺﷺﷺﷺﷺﷺﷺ ﷺﷺﷺﷺﷺﷺﷺﷺ ﷺﷺﷺﷺﷺﷺﷺﷺ ﷺﷺﷺﷺﷺﷺﷺﷺ.

ﷺﷺﷺﷺﷺﷺﷺﷺ، ﷺﷺﷺﷺﷺﷺ ﷺ ﷺﷺﷺﷺﷺﷺ ﷺﷺ، ﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺ ﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺ ﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺ. ﷺﷺﷺ ﷺﷺﷺﷺﷺﷺﷺﷺ ﷺ ﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺﷺ

ތަފުސީލުގައި ހިން ބަންދުކުރުން، ވަކިވާ ބާރުތަކުގެ ކުރިން ކަންކަން ކަންކުރުން، ހިންދާ ،،،ން ،،،ންނ،،،. ،،،ންނ،،، ،،،ން ،،،ންތ،،،. ،،،ންތ،،، ،،،ن ،،،ن،،،، ،،،ن ،،،ن،،،، ،، ،،،ن،،،، ،،،ن،،،، ،،،ن،،

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ދ އާއިއެކުވެގެން ތަންކަން ކުރުމުގައި ،ން ،ކ ،ވ ،ބ ،ﷺ ،ﷺ ،ﷺ

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Building a World Class Service Culture

Hussain Afeef

(Senior Director, Talent and Culture – Lux* Resorts and Hotels Maldives/ President, Maldives Association of Human Resource Professionals (MAHRP)

We all wonder why some organizations provide outstanding service, and some does not. Our curiosity around wanting to find what makes a great service culture starts with a series and sets of elements that help them to do what they do best. In today's world, we cannot compete in the line of products, but we can always set ourselves apart by using service as a competitive differentiator.

Building a World-Class Service Culture is not an easy task. It has never been and will never be. It requires constant effort, time, relentless pursuit of excellence and activities that keep the people aligned. Creating a World Class Service Culture requires a team to be fully committed doing what they do best regardless of the challenges and circumstances.

When we study some of the best companies and organizations in the world, they have five things in common which makes them world class.

1 - A **vision** that keeps their people-focused and wants to come to work every day.

2 - All the employees in such organizations have a **purpose** that drives them to deliver their best at work. This could be an organizational or personal purpose that deliver specific the behaviors. Observable behavior is always seen through personal values.

3- A **learning culture** where they believe "they don't know everything". Therefore, they invest time and energy in learning and living a life of growth mindset.

4 - **Personal commitment** to always making their customer's day and living the mantra of Be There for the Customers and always living with a positive mindset. Living with a positive attitude is not being naive; it is a fundamental value of leadership and humankind.

5- Culture and Genuine commitment to **Taking Personal Responsibility** for getting things done and delivering the best possible service at all times.

After all, everything rises and falls on leadership. This was once said by John C. Maxwell, which became a mantra of good leadership learning and lessons across the globe. Therefore, using this as a guideline, one could say Service Culture in an organization will always rise and falls to the levels.

To create a Service Excellence Culture mindset, organizations and their leadership must build up the below qualities. These qualities will keep the organization on the right path to Excellence.

1- Declare Service Excellence as the Number One Priority: - Declaring is not just enough. Leaders must practice, share, and walk through the organization's values, mission, and vision. Leaders must be the role model and the change they want to see in their workplace.

2 - Speak and Promote the Language or Communication that matters to the Core of the Business:- The Core of every single business is PEOPLE. This is the same for every single product or service related. Leaders must speak daily about its importance and take customers or people related matters as a priority.

3- Focused on measuring what matters most: To Create a Culture of Excellence, Organizations and their leaders must ensure to measure what matters most - what is related to the people and the experience of customers.

4- Create and lead a culture where front liners are empowered to do whatever it takes to provide excellent service to customers, regardless of the

experience. This is all about ensuring that all roadblocks to making decisions where customers will always receive the proactive approach when it comes to resolving issues or providing additional services or requests, they may have during a particular service encounter.

5 - Maintain the Energy and Enthusiasm within the Team:- Energy is everything. It is how we show others how passionate we are about the service we provide and deliver. A team which is energized and enthusiastic is always one step ahead. This starts with the leaders too.

Excellence is not a milestone. It is a journey. A journey that we have to live every single day. Once a commitment is made, Excellence is all about doing what we do best every day. Excellence starts with small things that we do. Smiling, acknowledging, coming to work with the utmost energy and passion, consistently wanting to help others and contribute, and taking personal responsibility every day are excellent attributes of an excellence service culture and mindset. When a group of people does these almost every day, it creates a level of energy, which exudes positivity and forms the Culture of Excellence. To maintain the Culture, a team must repeat these attributes and do it every day.

Excellence is the result we get based on what we do every day. World Class Service Cultures are not created overnight. It results from a dedicated group of service professionals committed to a higher cause just than having a job. Excellence is a MINDSET, nothing less, nothing more.

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ދަންނަވައިދިން ބަސް

(ސިއުދަން ژުރެއަކަ ކަންބަންދެން ބަންދުވިން ތެރެއަށް ބިލެއަށް ؟ (ދިވެހި)/ ފެންވަރެއަ، ބޭފުކަ ތެރެއިން ؟ ؟ ؟

ތަފުސީލުގެ ބަންދުވުން ތެދުކުރެއްވި ތަންދުއިން، ފާހިއުމާ 20 ބަދަން ދާންދާ ތެރެއިން ރ.ކ.ބ ބ.ދ.ބ.ބ.ބ.ب.ب.ب

1962 ވަނަދުން، ތުއްތުގެ ބަދިއެ ؟ش.ތ.ؤ.ކ.ؤ، ދ ؤ ؤ ؤ

ذُوَرْمَيَ ڤُرْسْ، އެ ؤُبِرِسْتَرْڈَلْ دَسَۀْرَىْمُلْتَرِمْؤَ ؤُبِرِسْتِ رُسْتَ سِؤَمَۀْرَىْدَسْ ڤُرُّسَّلْتَرَدَ ڤُرَىَدْلْتَؤُسِ ڤُرَىَدْلْتُؤُ.

1. އެچِرُسْ دَسَۀْرَىْمُلْتَرَ ڤَبَرْڈُ رِمْرَدَڤُرْمَسَرَسْ رَكَرْڈُ.
2. އެچِرُسْ ذُوَرْمَيَ ڤُرْسْتَڈُڤْ وِسْمَسَرْڈُ. އَڤِ ذُؤُسْ ھَڤَرِ لْتُرْڈُ.

އَؤُىَسِؤْدُسْسَرْ ذُسَّتَڤْرِسِ لَّلْمُڈُ. އَؤُىَسِؤْدُسْ وَيِڤَّ ھَسْدَىِ ڤَھَرِمُڈُ. ذُسَّتَڤْرِسِ ىَرْمِرِمُسْتُ. دِوَيِڤَّرَىِ ىَرْمِرِمُسْسَرْ ىِڤْدَمُڤِدْسَرْ އَؤُىَسِؤْدُسْتَ رَوَّڤُلْتُرِوِڤَرِوَّ ؤِسْدَّڈُلْتُ. ىَرْمِرِمُسْتَڈُڤْ އَؤُىَؤْدُسْسَرْ ڤُمُھَّرِ އِبْرُمِتَّڈُلْ ىَسْمَۀْرْتُڤُمُڈُ. ىَسْمَۀْمَۀْ لْتَرْسْوِ ىَرْسَىَؤْدَھْمُ އَؤُىَسِؤْدُسْسَرْ އُسَىُڈُ. އُرِ ىِڤْدَمُ ڤَرْسْمِوِ ذُوَرْمَيَ ڤُرْسْتُؤُسْ ىِڤْدَمُ ڤُمُڈَرْ ھَڤِرُسْمَىَرْ ڤَرِىْدُ ھَسْدَّڈُمُ ىَسْرَىَرْ ڤَسْتَرَرِسْ ىِرْسْڈُدَّرِ، ھُسَّڈَمَرْ ىَسْمَۀْذُدَّرِ ىِڤْدَمُ ڤُمُڈَرْ ھُڤَّ ڤَىَّمُمَىَرْدُ دُڤْدَىِ مَڤَّمُمْىَرْلْتَرْسْ ڤَرَڤَ ىَسْمَۀْمَىَرْلْتُؤُ. دِڈَمَرْ އَؤُىَؤْدُسْسَرْ އَدَذُڤْلْتَڤُمُڈُ. އُىَىَرْ دِڈَمَرْ ىَسْمَۀْمَۀْ لْتَرْڤِڤَرِ އَسْىَىَرْ އُ ڈَمَرْ ىَسْ

ކުންފުނިތަކުން ބެހިގެންވާ، ކުއްލިން ބަދަލުވާން ތައްޔާރުކުރާ ބަދަލުތަކުން ބަދަލުވެދާނެ. ތަނިން ކުއްލިން ؤ ؤ ؤ

ދަންވެ ތަންދުއެއްކުރުމަށާއި، ތަފާތު ބަންދުތަކުން ތަންދުކުރުން ،ތަންދުކުރުން ،ތަންދުކުރުން ،ތަންދުކުރުން ،ތަންދުކުރުން ،ތަންދُ. ،ތަންدُ. ،ތަ ،ت ،ت ،ت

ބާކީ ވަނީ 40 ބަދަން ވެފައެވެ. ކަމަކުން ކުރިން ކުރިއަށް ދާ ބަދަލުތަކުން، ދިވެހި ބަންދުކުރެއްވި ފަރާތްތަކުން ތިބެންވާ ބަދަލުތައް ދަންނަން ބޭނުންވާ ފަރާތްތަކުން ބަދަލުތަކުން ދަންނަން ބޭނުންވާ ބަދަލުތަކުން. ބާކީ ން ކިހާ ބަދަލެއް، ން ބަދަން ދަންނަން ބާކުރެވިދާނެ، ދިވެހި ރިޔާސަކުން ބަދަލުތަކުން ވާނެ ކުރެވިދާނެ.

ބަދަލުކުރުން، ކުރެހި ބުރުކުރުން ވިދާން ތިމަން ބުރަކުރުން ދަންނަން ކުރުން، ވަކިވަންކަން ؟ ކަން ކުރެވެ. ބަދِ ބާ ކުރެވެ. ވަކِ ބާ ކުރެވެ. ؟ ؟ ؟

Executive Enhancement and Enrichment Program (EEEP)

2021-2023

Since the onset of the Covid-19 pandemic, the socio-economic and political environment of the Maldives is undergoing major transformations. This requires new and improved methods to realign the national priorities for a broader recovery lead by enhanced productivity.

To increase government's ability in responding to the transformations set in momentum by Covid-19, it is necessary to ensure that senior government employees are equipped with the updated tool-set to act as "change agents", in their organizations. Hence, experience of experts in the field is vital to address this transformational challenge. This program is designed for high – ranking government officials, to enrich and develop their Leadership and Management skills to expand their job performance.

OBJECTIVES

- Develop the capacity of the political appointees
- Instill and promote a culture of service excellence
- Improve service delivery of government offices
- Strengthen democracy and inclusiveness and bolster resilience of high-ranking government officials

FIELDS OF EXPERTISE TO BE COVERED

- Maximizing Potential through Positivity
- Growth Mindset and Generating New Ideas
- Employee Engagement and Involvement
- Strategic Thinking
- Wellness and Work-Life Balance

CIVIL SERVICE COMMISSION

Organized by the President's Office in collaboration with the Civil Service Training Institute.

2023-2021

CIVIL SERVICE COMMISSION

Civil Service Training Institute