



Training Workshop on  
***General Management***

Training Profile

07 – 11 January 2012

## **Introduction:**

The training on General Management was requested by Ministry of Public Health for its staff from different departments to be conducted in Dushanbe, Tajikistan. The training requirement included different topics (mentioned below) relating to general operations of an organization.

A course outline and tentative dates were shared by Risalat Consultants with the ministry which were accepted by the Ministry representatives. However, due to some internal issues inside the ministry, the training dates were changed by MoPH and the new dates were agreed upon by both sides for conducting the training.

Apart from provision of Tajikistan visa, the training arrangements also included provision of accommodation facilities for the participants in Dushanbe during the training days.

## **Training Delivery:**

The training was a five day event which was conducted from **07 to 11 of January, 2012**. It was conducted by one of RC's expert trainers who has several years of experience in conducting similar trainings.

At RC, before starting a training, we conduct a short pre-test which gauges the existing knowledge and capabilities of the participants about the ideas and concepts to be delivered during the training. Also there is a post-test conducted at the end of the training which contains different questions but ask about similar concepts asked in the pre-test. This is aimed at comparing the participants' knowledge of the ideas discussed in the training workshop before the training and after they participated in the training.

Different training methodologies were used by the trainer during the training in order to enable the participants gain maximum benefit from the workshop and also share their experiences with one another, so that they not only learn from the trainer but also from each other.

## **Major Topics Covered During the Training:**

The training workshop covered major topics from the following five areas in Management:

- *Basics of Management*
- *Office Management*
- *Time Management*

- *Delegation and Motivation*
- *Inventory Management*

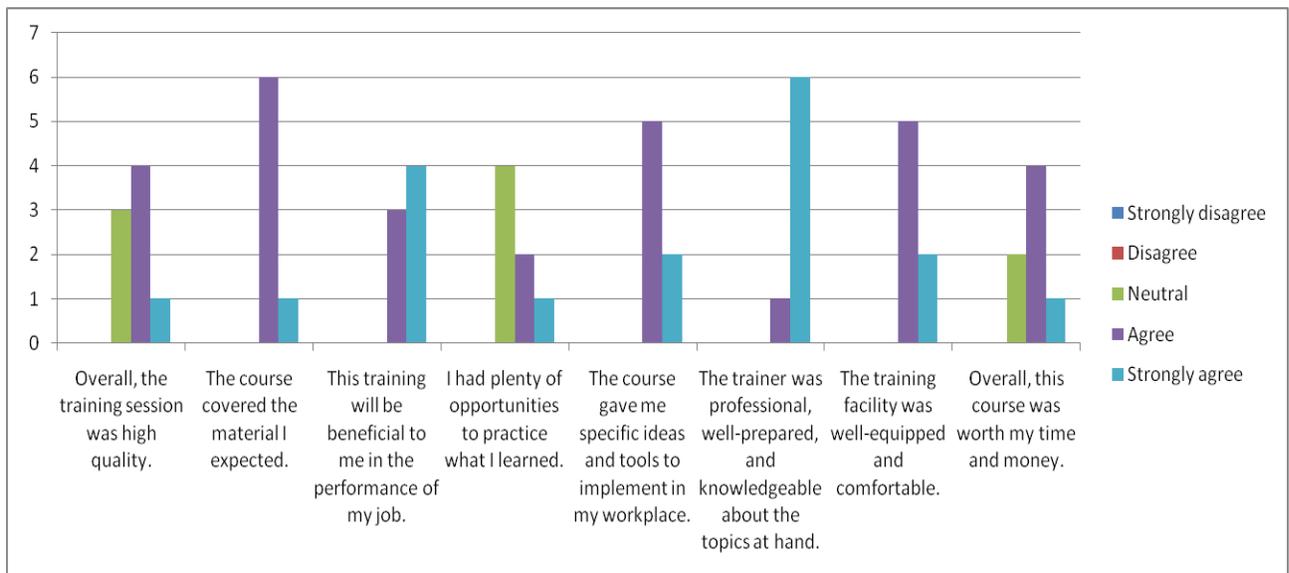
**Participating Organization(s):**

As mentioned above, the training participants were from different departments of MoPH:

**Workshop Evaluation:**

At the end of the program an end of workshop evaluation is conducted which is aimed at improving performance and the quality of RC’s services. The evaluation forms were filled by training participants. In this evaluation different questions about their impressions of the training event, the contents of the workshop delivered and the overall management of the workshop by RC were asked. Participants ranked the statements on a scale of 1 to 5 (from strongly agree to strongly disagree). There is also space for participants to express their own views and comments about the training experience apart from the questions asked by RC.

The following graph shows a summary of the feedback participants of the training on General Management provided at the end of the program.



**Workshop Evaluation Results**