



Government of the Republic of Trinidad and Tobago

**Ministry of Public Administration**

**MEDIA RELEASE**

**20<sup>TH</sup> April 2023**

**MPA Launches Change Management Training for Public Service**

***For immediate release:*** To ensure a proactive, customer-focused public service, the Ministry of Public Administration recently launched a Change Management Training Programme (on March 27<sup>th</sup>, 2023) at the Old Fire Station, Hart Street, Port of Spain. The staff and management of six ministries attended the first in a series of programmes which were facilitated by Anthony Watkins of Odyssey Consulting Inc.

The first cycle of the *Change Management Strategic Framework for A Transformation-Enabled Trinidad and Tobago Public Service* programme was launched with sixty-four (64) participants from the Ministries of Health, Planning and Development, Youth Development and National Service, Sport and Community Development, Social Development and Family Services, Agriculture, Land and Fisheries and Public Administration.

“This transformative Change Management Framework will ensure a strategic and coordinated approach to preparing and equipping the leadership and staff of the Government of Trinidad and Tobago to deliver change in public service delivery,” Senator the Honourable, Allyson West, Minister of Public Administration explained.

“We have our eyes on the prize and service excellence is the goal. This programme will embed a proactive cultural framework that is results-oriented and performance-driven. We have a multi-faceted strategic approach: enhancing our eHRM system, our Human Resources and Performance Management systems, so that we can assess and then reward those who are consistently customer-focused and results oriented; enabling the digitalisation of services to citizens; and the roll-out of the Citizen Feedback Survey to measure our progress.”

This year, all 23 Government Ministries, will take part in the transformative initiative. The three-month sessions include multi-faceted modules for managers and staff, divided into working groups.

*The Ministry of Public Administration proactively partners with stakeholders to strengthen the public service workforce, provide safe and comfortable accommodation solutions and enable digital services that work.*

To learn more: visit [mpa.gov.tt](http://mpa.gov.tt)

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