



Miloda

Academy of Financial Studies (AFS)

The Training Arm of the Ministry of Finance

School of Leadership and
Organizational Management



Vision

The Academy of Financial Studies (AFS) aims to become a world-class centre of academic and professional excellence in human capital development across the financial services sector.

Mission

Producing high quality professionals for the Ministry of Finance through human capital development.

Working in partnership with the public and corporate sector to enhance the development, implementation and advocacy of professional standards and ethics in service delivery.

Developing and monitoring capacity building initiatives that drive efficiency, effectiveness and the structural development of the public sector.



Our Goals

- ✓ Build the capacities of employees in the Ministry of Finance in particular and to offer professional services to rest of the public sector.
- ✓ Become the center of excellence for financial studies in the country by way of delivering innovative cutting edge programmes.
- ✓ Ensure professionalism at any cost in all work both academic and non- academic service delivery.
- ✓ Disseminate the most updated information in the best possible mode of delivery to reach a wider segment of public sector employees.
- ✓ Improve rational thinking skills of personnel in the public service to transform them to a more dynamic forward looking driving force.
- ✓ Inculcate best practices in principles of 'Value for Money' with a views to manage public funds more efficiently and effectively for the betterment of the masses.

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1. Customer Service Masterclass for Bankers

Programme Name	Customer Service Masterclass for Bankers	
Purpose & Aim	This Programme is designed to enhance the service excellence mindset of the Banking staff and improve the skills to deliver a great customer service by identifying the dynamics of different customer segments. The participants will also learn the emerging trends and tools to deliver a world-class customer experience. Young banking staff is encouraged to apply for this seminar because it enables them to acquire important tips and tools in handling modern customers with varied necessities.	
Designed For	All front-line staff and their immediate supervisors/managers of the State Owned Banks.	
Learning Outcome	<p>By the end of the programme, participants would be able to:</p> <ul style="list-style-type: none"> • Define customer service in a banking environment and what customer service beliefs and expectations are. • Distinguish between the customer and consumer • Identify the different types of customers in today's context. • Demonstrate appropriate attitudes and behaviors in dealing with various customers. • Effectively deal with difficult customers and resolve service problems effectively. • Effectively use latest techniques and tools in delivering exceptional customer service. • Create a conducive environment to foster service excellence culture within the organization. 	
Programme Outline	<ul style="list-style-type: none"> • New definition of customer service and identifying the needs of different customer groups. • Attitudes and skills to serve various types of customers. • Impact of technology in serving the customers. • Emerging trends and strategies to deliver world-class customer experience. • Creating a conducive environment to facilitate excellent customer service. • The content also includes case studies and interactive activities. 	
Duration	01 day	
Course Fee	Rs. 7,750/-	
Medium	Sinhala & English	
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2. Decision Making Tools & Techniques

Programme Name	Decision Making Tools & Techniques	
Purpose & Aim	One of the most important roles of a leader, regardless of where he or she sits in the organization, is making decisions that guide an organization or unit toward success. Leaders make a variety of strategic and tactical decisions for their group, including those about the strategy of the unit, who is on the team, how the unit will function, and how resources are deployed in pursuit of a goal. Leading a unit is a complex endeavor and involves vision, passion, the ability to make decisions under pressure and uncertainty, and the ability to motivate others toward one's vision. This seminar analyzes the symbiotic relationship between leadership and decision making, combining classical wisdom, recent research, and theory and practice to teach leadership and decision making skills.	
Designed For	Managerial level staff in the public sector, semi-governmental organizations, provincial councils and local authorities.	
Learning Outcome	<ul style="list-style-type: none"> • By the end of the programme, participants would be able to: • Understand the process of modelling a problem and the process of making a decision based on one or more criteria. • Combine decision making methods in the presence of conditions leading to known or/and unknown (probabilistic) outcome and how to use these methods. • Apply decision making techniques in 'group decision making.' • Define the process of applying innovative approaches and relevant knowledge to investigate problems, evaluate alternative actions, and making suggestions. • Design and support the development of user friendly and comprehensive decision support systems. • Decision support systems. 	
Programme Outline	<ul style="list-style-type: none"> • Introduction to decision making process. • Importance of considering different aspects of an issue (human, social, economic, political, institutional). • Importance of getting the involvement of all stakeholders (top, middle & operational level staff, customers, other parties with a stake). • Decision making tools for identifying problems and creating solutions: brain storming, decision tree, relational diagram, force field diagram. • Cascade effects of a decision. • Decision evaluation and learning for future. 	
Duration	01 day	
Course Fee	Rs. 7,750/-	
Medium	Sinhala & English	
Contact	Thanuja Ekanayake Programme Assistant Mobile: 076 1359776 Office: 011 2176300 Fax: 011 2336439 E-mail: thanuja@afs.gov.lk	Hiranya Fernando Programme Assistant Mobile: 076 3164776 Office: 011 2176300 Fax: 011 2336439 E-mail: hiranya@afs.gov.lk

3. Design Thinking Tools for Efficient Public Service

Programme Name	Design Thinking Tools for Efficient Public Service	
Purpose & Aim	The key task of an administrator or manager is to take prudent, timely and acceptable decisions. This workshop helps taking such decision so that the organization could design and deliver better services, make larger changes in how they serve their citizens. Design thinking directs towards how they can be used in a government context in a proactive manner.	
Designed For	Staff grade officers in public sector <ul style="list-style-type: none"> • Secretary • Addl. Secretary • Directors • Assistant Directors 	
Learning Outcome	Participants will be able to <ul style="list-style-type: none"> • Identify mental traps in decision making • Describe the steps in the decision cycle and state the challenges one could face in each step with strategies to overcome • Create alternatives for decision consideration • Analyze decision consequences • Evaluate decisions • Use new practical tools and methods to address problems in decision situations 	
Programme Outline	<ul style="list-style-type: none"> • Two thinking processes (Analysis and Synthesis) • Thinking tools (Logic and Intuition) • Limits and strengths of different thinking processes and tools • Combining the two for better decisions • Decision cycle • Decision tools • Applying design thinking to work 	
Duration	02 days	
Course Fee	Rs. 13,000/-	
Medium	Sinhala & English	
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4. Managing People with Challenging Behaviour

Programme Name	Managing People with Challenging Behaviour	
Purpose & Aim	Dealing with difficult behaviour can be challenging for both the recipient and the person displaying the behaviour. When at work, we may come across challenging behavior from a number of sources our colleagues, our manager, our customers or suppliers. Consequently, how you manage the difficult behaviour, may be slightly different dependent upon the context of the situation. The aim of this seminar is to provide participants with the skills and strategies to enable them to address difficult behaviours of people in the workplace. The course provides participants with the opportunity to analyze authentic cases which will enable them to leave the training fully equipped with some effective, practiced strategies for achieving a more successful outcome.	
Designed For	Staff grade officers in the public sector, semi-governmental organizations, provincial councils, and local authorities.	
Learning Outcome	<p>By the end of the programme, participants would be able to:</p> <ul style="list-style-type: none"> • Consider the causes of challenging behaviours. • Recognize different behaviour types and how to deal with them. • Learn techniques to deal with difficult or aggressive people. • Deliver feedback assertively. • Identify the best strategies for addressing a current difficult behaviour. 	
Programme Outline	<ul style="list-style-type: none"> • Understanding behaviour and what makes behaviour difficult. • Building a toolkit for dealing with difficult behaviour. • Different behaviour types and how to deal with them. • Using assertive communication. • Handling and defusing conflict and emotions. • Giving constructive feedback. • Action planning and reaction. 	
Duration	01 day	
Course Fee	Rs. 7,750/-	
Medium	Sinhala & English	
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5. Supervisory Skills for Newly Promoted Managers

Programme Name	Supervisory Skills for Newly Promoted Managers	
Purpose & Aim	<p>You promote your best workers to be new Supervisors. They are excited with the promotion and are motivated to perform better in their new role. But are they equipped with the right skills set? Do they have good leadership skills? Do they have the people's skills to manage others? Your new supervisors have spent most of their working life up until now following orders but now they are tasked to lead a team. How can they be able to make the smooth transition in their new leadership role? This Supervisory Development seminar provides participants with strategies for effective supervision, and the skills and knowledge required to lead a team or work group in a business environment. This course includes developing plans, providing leadership and supervising the performance of a work team.</p>	
Designed For	Officers in the public sector, semi-governmental organizations, provincial councils, and local authorities holding supervisory level jobs and for those wish to improve on supervisory skills.	
Learning Outcome	<p>By the end of the programme, participants would be able to:</p> <ul style="list-style-type: none"> • Apply interpersonal skills more effectively to communicate, listen, and handle conflicts. • Accomplish goals and control outcomes when dealing with staff, peers, management and other departments. • Analyze their own and others' style of behavior and recognize their strengths/weaknesses. • Identify their primary leadership style and techniques to achieve the most out of that style. • Develop more flexibility to use other leadership styles, according to the context. 	
Programme Outline	<ul style="list-style-type: none"> • Leadership style and personality types. • Teamwork and managing people. • Managing time and commitments, and delegating. • Coaching and influencing skills for supervisors. • Being a successful leader and supervisor. 	
Duration	01 day	
Course Fee	Rs. 7,750/-	
Medium	Sinhala & English	
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6. Transformational Leadership for Leaders

Programme Name	Transformational Leadership for Leaders	
Purpose & Aim	Most leaders are transactional. They give if only there is an assurance of a return. On the contrary, the Transformational Leaders are ready to empower the team with a confidence that a net return would be forthcoming. Not only they believe in such returns, but will work towards getting those. People normally returns such gestures with miraculous results. The workshop intends to create the paradigm change; from transaction to transformational. The programme hopes to re-engineer the leadership skills which will create innovation, efficiency and outstanding results, in the organization.	
Designed For	People in positions of Authority or Influence senior managers	
Learning Outcome	Participants will be able to <ul style="list-style-type: none"> • State the best practices of motivation strategies • Differentiate transactional and transformational leaders • Inspire the staff to innovate and create outstanding results • Use both inspiration and motivation in mobilizing the staff to achieve the organization's mission and vision. 	
Programme Outline	<ul style="list-style-type: none"> • Content the process theories of motivation and their application in the context of the country. • People, task and system-oriented leaders • Transformational and transactional leaders • Dealing with problem employees and employees with problems • Best practices and examples 	
Duration	01 day	
Course Fee	Rs. 7,750/-	
Medium	Sinhala & English	
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7. Customer Care and Service Excellence

Programme Name	Customer Care and Service Excellence	
Purpose & Aim	<p>“Customer is King” is a popular adage in marketing. Whether it is public or private, all those who visit your office are customers seeking your service. Your way of talking, your way of addressing the issue, and your way of keeping the customer satisfied will determine the level of your service excellence. This unique training program provides you with variety of skill-building and information-packed sessions. Each session will explore a critical aspect of serving customers better and to excel in the service delivery and to provide the “WOW” satisfaction.</p>	
Designed For	Front Office employees both in the public and private sector organizations and those who wish to acquire customer care and service delivery skills.	
Learning Outcome	<p>By the end of the programme, participants would be able to:</p> <ul style="list-style-type: none"> • Enhance their service delivery skills. • Improve on performance indicators. • Ensure customer satisfaction. 	
Programme Outline	<ul style="list-style-type: none"> • The ultimate truth-the nature of customers. • Manage customer expectations. • Set customer service standards. • Building rapport and win respect. • Change is possible: creating a positive environment. • Implement an excellent customer service management action Plan 	
Duration	02 days	
Course Fee	Rs. 13,000/-	
Medium	Sinhala & English	
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8. Event Management in your Organization

Programme Name	Event Management in your Organization	
Purpose & Aim	Event Management is a rapidly growing field within the services sector not only for its recreational qualities, but also for its power of communication. The great strength of this business sector is that a well-organized event is capable of satisfying guests and participants on multiple levels an event is not only a diversion for its participants but a tool capable of unifying large bodies of people around a specific happening, and at its best around a specific idea. This programme includes planning, organization and execution of an event which requires a thorough grasp of key procedures, such as forming an initial concept and targeting an audience through market research, as well as branding and sponsorship	
Designed For	Staff grade officers in the public and private sector, semi-governmental organizations, provincial councils and local authorities.	
Learning Outcome	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> • Develop sound knowledge on planning, managing and executing an event. • Coordinate with stakeholders and prepare contingency plans where necessary. • Gain practical experience in working with teams and handle challenges. • Pursue careers in event industry and perform effectively 	
Programme Outline	<ul style="list-style-type: none"> • Introduction to event management. • Types of Events. • Planning and designing events. • Preparing budgets and managing finances for events. • Contingency planning. • Marketing events. • Implementation and monitoring events 	
Duration	02 days	
Course Fee	Rs. 13,000/-	
Medium	Sinhala & English	
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9. Leading for the Next Generation

Programme Name	Leading for the Next Generation	
Purpose & Aim	With a very real crisis of leadership looming, it is essential that the next generation of leaders are identified, retained and developed. These emerging leaders are at the heart of successful, sustainable organizations. The focus of this seminar is on developing leadership skills, knowledge and mind-sets, which can be used immediately to increase their impact beyond their own self through influencing others and working on wider areas.	
Designed For	Staff grade officers in the public sector, semi-governmental organizations, provincial councils, and local authorities.	
Learning Outcome	<p>By the end of the programme, participants would be able to:</p> <ul style="list-style-type: none"> • Understand fundamental aspects of management and the critical role all managers play in the organizational development process. • Formulate new responses to some of the persistent complex problems, the organization faces. • Become familiar with big external changes and handle impacts, constraints, and opportunities arise from those external factors. • Identify the personal, interpersonal, intra-organizational dynamics to perform as leaders, managers and implementers 	
Programme Outline	<ul style="list-style-type: none"> • Goal setting: achieving results through others. • Decision making and creative problem solving. • Coaching your team to peak performance. • Effective meeting techniques. • Multi directional managing. • Positive appraisals and performance management. Managing conflicts • Communication skills for win-win scenarios. 	
Duration	2 days	
Course Fee	Rs. 13,000/-	
Medium	Sinhala & English	
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10. Project Proposal Writing Skills

Programme Name	Project Proposal Writing Skills	
Purpose & Aim	The ability of development partners to implement their project interventions are dependent on their access to donor funding. Access to these funds require submission of proposals for consideration by the potential donors. Project results should be effectively communicated and shared through good reports. For sustainable and effective implementation of project interventions, it is essential that organizations have the capacity to design, write and deliver high quality project proposals and reports. This course aims to equip participants with skills in writing and presenting effective and successful proposals. The participants will also acquire skills in writing quality reports which can engage the audience.	
Designed For	Officers in the public sector organizations, provincial councils and local authorities who are involved in writing project proposals.	
Learning Outcome	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> • Understand different ways of resource mobilization. • Understand the principles of project development and proposal writing. • Organize the different components of a proposal in a logical flow. • Write an effective proposal according to donor's requirements and guidelines. • Use of M&E frameworks in project design when developing a proposal. • Write good quality reports tailored to a target audience. 	
Programme Outline	<ul style="list-style-type: none"> • Problem identification. • Defining project objectives. • Stakeholder analysis. • Logical framework. • Structuring the report presentation. • Writing a proposal for a short project. 	
Duration	02 Days	
Course Fee	Rs. 13,000/-	
Medium	English	
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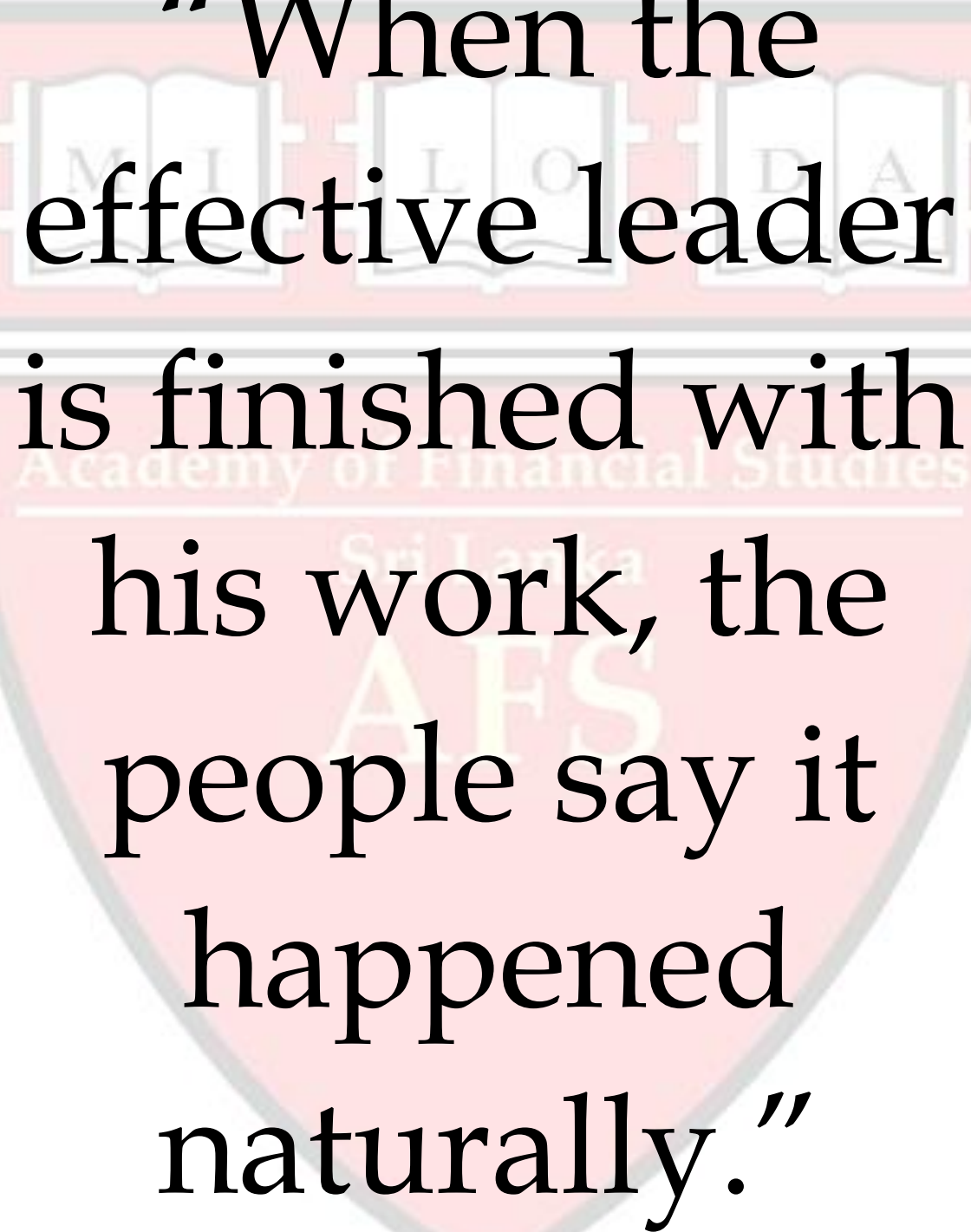
11. Personality and Personal Development

Programme Name	Personality and Personal Development	
Purpose & Aim	Personal Development planning (PDP) is the process of creating an action plan based on awareness, values, reflection, goal - setting and planning for personal development within the context of career, education, relationship or for self-improvement. A PDP can be used to plan for a variety of things, including career progression, career change, moving into further education, or to organization the actions needed to gain a new skill for your own self-improvement. This programme will enable you to plan your long - term and short- term goals using modern tools and techniques which will pave the way for you to succeed in both your personal and professional development.	
Designed For	Staff grade officers in the public and private sector, semi-governmental organizations, provincial councils and local government authorities.	
Learning Outcome	<p>By the end of the programme, participants would be able to:</p> <ul style="list-style-type: none"> • Understand who you are? (self-awareness). • Find out your unique purpose of the life. • Prepare a value statement, vision of the life, definition for success. • Know how to use personal SWOT analysis, skill gap analysis, self- esteem assessment for self-development. Set strategic goals for the life based on career, wealth, health, relationships, entertainment, family and spirituality. • Complete action plan and monitoring plan. 	
Programme Outline	<ul style="list-style-type: none"> • Introduction to personal development and personal development planning. • Understand your self (who you are). • Techniques to understand yourself. • For dimension and seven statement and definition for “success”. • Strategic goal setting. • Preparation of action plan. • Monitoring and evaluation. 	
Duration	03 days	
Course Fee	Rs. 18,000/-	
Medium	Sinhala & English	
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12. Power of Positive Thinking

Programme Name	Power of Positive Thinking	
Purpose & Aim	This highly interactive workshop will help you to better understand the power of positive thinking. The workshop explores what positive thinking is, analyses its benefits and traps, as well as barriers to change. It also identifies the essential components to develop the skill of positive thinking in a way that is effective. Using experiential learning methodology, visualization techniques and action planning, the seminar will guide you through a reflective self-discovery	
Designed For	Management assistants, development officers and similar grades in the public sector, semi-governmental organizations, provincial councils, and local authorities.	
Learning Outcome	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> • Get rid of negative thought patterns. • Develop positive thinking skills. • Discover one's self and personality. 	
Programme Outline	<ul style="list-style-type: none"> • Staying positive - importance of positive thinking. • The power of realistic, practical optimism. • Positive thinking at work. • Overcoming negative thoughts. • Fear of Failure. • Flexibility: making the most of your tool. • Using self-affirmations to create a positive mindset. • Inspiration ultimate result. 	
Duration	03 days	
Course Fee	Rs. 18,000/-	
Medium	Sinhala & English	
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“When the
effective leader
is finished with
his work, the
people say it
happened
naturally.”

Lao Tzu