

**REFORM EFFORT STRENGTHENED
BY
THE PUBLICATION OF GUIDELINES**

With the release of three new publications targeted to the public service, the Office of Public Sector Reform continues the process of building institutional capacity in Barbados' Public Service.

The publications will assist government agencies in developing in-house skills in critical areas such as Guidelines for Planning and Conducting Workshops and Seminars, Developing Service Standards, and Addressing Complaints. The department has also reprinted its very popular, 'How to make the Telephone Work for you'.

Acting Director, Mr. Winston Chase indicated that a large number of government employees come into contact with the general public daily, and whilst some officers do get some form of training, either through the Training Administration Division or, through their respective department's, there is not a large body of local resource material out there. He said that the publications would go a long way in aiding department's achieving consistent professional standards.

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