

Always be ready to exchange ideas and information with other officers. This makes for pleasant personal relations in the office and improves team work. It also leads people to pass on ideas to you in return. Sharing ideas has the further advantage of coaching understudies, thus enabling you to pass on to a higher post more readily. Aid thus given has often decisive effects on a man's career.

Your Relations with the Public

From all kinds of contacts, the public gathers impressions of the public servant—in government offices and on the telephone, in meetings of private associations and in post offices, in streets and on buses. It is just because these impressions are piece-meal, and incomplete, the product of innumerable chance contacts, that public servants should take special care in each of their relationships with the public.

It goes without saying that the public servant should be courteous, fair and, within the limits of his department's powers, as helpful as possible. Courtesy is desirable in all public contacts—in the corridors of public offices; at public counters; on the telephone and in letters. Always direct or, if possible, accompany people who are apparently puzzled and astray in office corridors; never leave a caller standing at a counter while you talk to another officer; receive incoming telephone calls in a friendly tone and see that the caller finds the right officer if he has been wrongly connected. From these small, kindly and reasonable actions you and your department can determine the reputation of the whole of that department, and perhaps of the Public Service generally, in the mind of each person he deals with. We should behave officially and privately so that we give to the Public Service a good reputation and in turn membership of the Service will mark us as good citizens.



As a civil servant you belong to an interesting and a useful profession. What has been said in this handbook, only scratches the surface of it; the rest you will find out gradually, by training, by experience, and sometimes no doubt by your mistakes.

Take full use of any staff training schemes that are available, keep abreast of what Government and your Department particularly is doing by reading the Gazette and official reports; continue to broaden your mind by studying or joining groups formed to study your particular interests; improve your control of language by both intensive and extensive reading.

If you think you have a grievance about anything, or if you feel unhappy about your personal position in the service, or if you need help on some personal problem, ask to see your head of department. However busy he is, he will always be prepared to advise you and explain things to you as far as he can. If you feel you want other advice, the association which represents you will always try to help.

Good luck to you in your career in the service of the public.