XCELERATE TRAINING INSTITUTE

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PUBLIC SECTOR MANAGEMENT

Performance Management System in Government and Accountability of Public Officers

DURATION	LANGUAGE	FORMAT
10 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
8 – 19 Feb 2027	Live online	Online (live)	**€1,800**
15 – 26 Mar 2027	Boston	Classroom	**€7,200**
16 – 27 Aug 2027	Live online	Online (live)	**€1,800**

Register or ask a question

Online: x8ti.com/course/performance-management-system-in-government-and-acco…

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Performance Management System in Government and Accountability of Public Officers

Introduction

This course by Xcelerate Training Institutes provides the public sector is undergoing significant transformation due to increased public expectations for high-quality services. To meet these demands, public sector employees must become more accountable, customer-focused, and effective. Technology has enhanced service delivery but requires employees to upgrade their skills.

A strong performance management system is crucial for aligning efforts with organizational goals, fostering continuous improvement, and boosting employee engagement. Effective performance management connects individual contributions to organizational success, creating a sense of ownership. High-performing, engaged employees demonstrate greater accountability and drive organizational growth. Implementing effective performance management is challenging, especially in the public sector.

Obstacles include defining performance metrics, setting achievable goals, linking individual performance to organizational objectives, and overcoming resistance to change, political interference, and corruption. To address these challenges and improve accountability, public sector professionals need a comprehensive understanding of performance management systems.

Learning Objectives

This course aims to equip public sector professionals with:

- A deep understanding of performance management and various systems to enhance public sector performance.
- Skills to identify key performance indicators, set goals, and align individual performance with organizational objectives.
- Strategies to engage employees and foster accountability.
- The ability to improve public services and quality of life.
- Opportunities for professional development and career advancement.

Training Methodology

Xcelerate Training Institutes employs a variety of teaching methods, including presentations, group discussions, case studies, and role-playing. The course focuses on practical application of knowledge through real-world examples and challenges. It follows the Do-Review-Learn-Apply model for effective learning.

Benefits for Your Organisation

Organizations that invest in this course will benefit from:

- Improved performance management systems to track employee progress and identify development needs.
- A more skilled, accountable, and engaged workforce.

- Enhanced service delivery and increased customer satisfaction.
- A performance-driven and customer-oriented culture.

Benefits for You

Participants will gain:

- A comprehensive understanding of performance management and its importance.
- Clearer alignment of individual efforts with organizational goals.
- Increased engagement and ownership of work responsibilities.
- Opportunities for professional growth and advancement.
- Enhanced skills in accountability and customer orientation.

Who Should Attend

This course is designed for:

- Top management to understand performance management and develop appropriate systems.
- Investors and stakeholders interested in organizational performance.
- Human resource professionals responsible for creating a performance-driven culture.
- Any public sector employee seeking to improve performance and accountability.

Course Outline

Performance Management and Public Accountability

This course delves into the critical aspects of performance management and accountability within the public sector. It aims to equip participants with the knowledge and skills necessary to enhance organizational performance and ensure public officials are held responsible for their actions.

Understanding Performance Management

This section provides a foundational understanding of performance management including:

- Its definition
- Components
- Differentiation from performance measurement
- It explores the role of performance management in improving accountability
- Introduces the concept of public financial accountability

Building a Successful Performance Management System

- Outlines the key elements
- Creating an effective performance management system
- Covers the importance of alignment with organizational strategies
- Leadership commitment
- Fostering a performance-oriented culture
- Stakeholder engagement
- Continuous monitoring and improvement

- Adaptability to change

Overcoming Performance Management Challenges

This section addresses common challenges faced by public sector leaders in implementing performance management systems. It focuses on issues such as:

- Employee turnover
- Strategic clarity
- Feedback delays
- Limited incentives
- Inadequate performance tracking systems

Key Performance Indicators (KPIs)

This section delves into the essential characteristics of:

- Effective KPIs
- Emphasizes objectivity
- Simplicity
- Relevance to organizational goals
- Consistency
- Adaptability
- Action orientation

Establishing Accountability in the Public Sector

This section explores the core principles for building a culture of accountability in the public sector. It covers leadership by example:

- Employee responsibility
- Transparent communication
- Clear roles and expectations
- Public engagement through feedback mechanisms

Module Factors Influencing Public Sector Accountability

This section examines the factors that:

- Impact accountability within public organizations
- It highlights the significance of integrity
- Performance-driven culture
- Internal controls
- Effective leadership

Enhancing Public Financial Accountability

This section focuses on strategies for improving:

- Financial accountability in the public sector
- It emphasizes asset and liability tracking
- Comprehensive financial analysis

- Reducing corruption through data analytics
- Transparent reporting
- Strategic financial planning

Stakeholders in Performance Management and Accountability

This section identifies the key stakeholders involved in:

- Performance management and accountability
- It includes management
- Employees
- Human resources
- Media
- Public

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Registration Form

Performance Management System in Government and Accountability of Public Officers

Preferred dates: ..... Venue or online: .....

Duration: 10 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

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