XCELERATE TRAINING INSTITUTE
your learning & development partner

PUBLIC SECTOR MANAGEMENT

Public Service Management Training Course

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

Upcoming dates

Dates	Venue	Format	Fee
3 – 14 May 2027	Live online	Online (live)	**€1,800**
14 – 25 Jun 2027	Bahrain	Classroom	**€7,200**
8 – 19 Nov 2027	Live online	Online (live)	**€1,800**

Register or ask a question

Online: x8ti.com/course/public-service-management-training-course/
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Public Service Management Training Course

Introduction

The increasing interconnectedness of the global economy, law, politics, society, culture, and technology has necessitated the modernization of public services. To meet rising citizen expectations for better, more efficient, and convenient services, modernization is no longer optional but essential. Global competitiveness demands a departure from traditional methods.

As citizens become more tech-savvy, they seek easier and more efficient access to public services. Thus, modernizing information technology is crucial for effective public sector service delivery.

Modernization enhances efficiency, simplifies processes, improves service quality consistency, and optimizes public funds. It also fosters government-citizen interaction, enabling public sector reforms aligned with citizen needs.

Traditional approaches hinder global competitiveness and negatively impact service delivery. E-governance has emerged as a critical solution, embraced by governments worldwide.

Building an information society is synonymous with e-governance, driven by technological innovation and global networking. While technology is central, it alone cannot guarantee successful modernization.

Modernization requires legal harmonization, public sector skill enhancement, economic independence, and stronger international ties. It necessitates fundamental changes in work methods, organizational culture, and values. Decentralization is another key modernization component.

This course by Xcelerate Training Institutes provides in-depth knowledge of public service modernization needs and implementation strategies.

The Certificate in Public Service Management equips participants with the knowledge, skills, and experience to drive organizational modernization. It prepares them for expanded roles, technological advancements, and career growth.

This certificate comprehensively covers e-governance, enabling participants to excel within their organizations and across public, private, and mixed sectors.

The course empowers participants to build successful organizations, contribute to societal well-being through improved public services, and secure their professional futures.

Learning Objectives

The primary goal of this Certificate in Public Service Management is to equip public sector professionals with:

- Comprehensive knowledge of modernization principles, trends, and practices
- In-depth understanding of e-governance tools and implementation techniques

- Proficiency in handling new modernization-related technologies and software
- Strategic thinking for developing and presenting public service modernization plans
- Problem-solving and challenge-overcoming abilities
- Innovation skills to enhance public service delivery

Training Methodology

Xcelerate Training Institutes employ diverse training formats tailored to content and participant backgrounds. The course combines trainer presentations, discussions, and interactive elements like questions, experience sharing, case studies, role-plays, group activities, and assignments. It follows the Do-Review-Learn-Apply model.

Benefits for Your Organisation

By participating in the Certificate in Public Service Management, organizations benefit from:

- A workforce capable of initiating and managing public service modernization
- Increased employee innovation and change proposals
- Enhanced service delivery through collective efforts
- A skilled workforce equipped to manage modernization-related changes
- Optimized public sector reforms with maximum return on investment
- Reduced modernization implementation risks
- Increased client satisfaction due to improved services
- A positive, motivated, and fulfilling work environment
- A competitive edge in the global market

Benefits for You

Public sector professionals gain the following from this certificate:

- In-depth e-governance understanding and implementation expertise
- Enhanced ability to manage organizational change
- Confidence to drive public sector reforms and optimize resource utilization
- Career security through standardized organizational practices aligned with global standards
- Proficiency in using the latest technologies for efficiency gains.
- Expanded career opportunities across public, private, and mixed sectors
- Agility and readiness for expanded roles and career advancement
- Contribution to societal well-being through improved public services

Who Should Attend

- Public sector organization directors, board members, and top management to gain a comprehensive understanding of public service modernization
- Human resource professionals responsible for fostering an innovative, value-driven, and high-performing work culture

- Auditors and compliance officers to ensure transparency and integrity in public sector reporting
- Other public sector personnel contributing to service improvement and modernization
- Individuals from outside the public sector interested in e-governance and public sector innovation

Course Outline

Certificate in Public Service Management

This course focuses on modernizing public services. It covers key areas essential for transforming public sector operations.

Understanding Modernization

- Defining modernization and its necessity in public services
- Analyzing modernization examples in other sectors
- Outlining a step-by-step approach to successful modernization

Benefits of Modernizing Public Services

- Exploring how modernization strengthens democratic governance and citizen involvement
- Examining the link between modernization and efficient
- Sustainable operations
- Understanding how modernization reduces corruption and improves public sector integrity
- Highlighting the impact of modernization on public service quality
- Innovation
- Crisis management

Modernization Strategies for the Public Sector

Identifying key areas for modernization:

- Citizen and business engagement
- Investment
- Policy
- Data
- Innovation
- Organizational structure
- Workforce
- Overall productivity

E-Governance

- Defining e-governance and its components
- Outlining steps to successfully implement e-governance

Open Government Partnerships

- Defining open government partnerships and their connection to modernization
- Exploring the goals and advantages of open government initiatives

Modernizing Public Employment

- Discussing strategies for increasing managerial effectiveness and accountability

- Examining ways to attract and retain skilled public sector talent
- Outlining improvements to employment contracts and performance-based incentives
- Exploring accelerated career progression systems

Factors for Modernization Success

- Analyzing the role of government structure and relationships
- Examining the impact of democratization
- Decentralization
- Social reforms
- Understanding the importance of technology and skilled personnel in modernization

Overcoming Modernization Challenges

Identifying common obstacles to public sector modernization such as:

- Resistance to change
- Political interference
- Workforce limitations
- Resource constraints
- Accountability issues
- Proposing strategies to overcome these challenges

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Registration Form

Public Service Management Training Course

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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Open the course page