XCELERATE TRAINING INSTITUTE

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PUBLIC SECTOR MANAGEMENT

Government Excellence and the EFQM Model Training Course

Preparing for Excellence Awards and Building a Culture of Excellence

DURATION	LANGUAGE	FORMAT	COURSE CODE
5 days	English or Arabic	Classroom / Online	PSM-102

Upcoming dates

Dates	Venue	Format	Fee
18 – 22 Jan 2027	Madrid	Classroom	€4,800
22 – 26 Mar 2027	Manama	Classroom	€3,800
3 – 7 May 2027	Paris	Classroom	€4,800
12 – 16 Jul 2027	Singapore	Classroom	€5,500
20 – 24 Sep 2027	Amman	Classroom	€3,800
22 – 26 Nov 2027	Amsterdam	Classroom	€4,800

Register or ask a question

Online: x8ti.com/course/government-excellence-and-the-efqm-model-training-co…

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Government Excellence and the EFQM Model Training Course

Introduction

Excellence models and awards play a major role in Gulf government performance, from national excellence programmes to quality awards in the private sector. Many of these awards are based on, or inspired by, the EFQM Model.

This course explains the EFQM Model and the main Gulf excellence frameworks, and shows how to assess an organisation, write award submissions, collect evidence and use excellence to drive real improvement in strategy, people, services and results.

Learning Objectives

By the end of this course, participants will be able to:

- Explain the EFQM Model and the main Gulf excellence frameworks
- Conduct a self-assessment against excellence criteria
- Use the RADAR logic to evaluate approaches and results
- Identify strengths and improvement priorities
- Prepare evidence and award submissions
- Lead an excellence programme in their organisation

Training Methodology

This course combines short expert presentations with practical exercises, case studies from the Gulf and international organisations, group discussions and work with real templates and tools. Participants are encouraged to bring examples from their own work so that the learning can be applied immediately.

Participants assess a case organisation using RADAR and draft parts of an award submission.

Benefits for Your Organisation

- Readiness for excellence awards and assessments
- Clear improvement priorities
- Better alignment of strategy, people and results
- Improved service quality and customer satisfaction
- A sustainable culture of excellence

Benefits for You

- In-depth knowledge of excellence models
- Assessment and submission writing skills
- Ability to coordinate excellence programmes
- Understanding of assessor expectations
- A key competence for government careers

Who Should Attend

This course is designed for:

- Excellence and quality managers
- Strategy and performance teams
- Government department heads
- Award coordinators and assessors
- Institutional development professionals

Course Outline

Day 1: Excellence Models

- The concept of organisational excellence
- The EFQM Model: direction, execution and results
- Gulf government excellence programmes and awards
- Linking excellence to national visions
- Roles in an excellence programme

Day 2: Self-Assessment

- Self-assessment approaches
- RADAR logic and scoring
- Collecting evidence
- Identifying strengths and areas for improvement
- Self-assessment workshop

Day 3: Strategy, People and Processes

- Purpose, vision and strategy
- Organisational culture and leadership
- Engaging stakeholders and employees
- Creating sustainable value and services
- Driving performance and transformation

Day 4: Results and Measurement

- Stakeholder perception results
- Strategic and operational performance
- Trends, targets and comparisons
- Designing an excellence scorecard
- Benchmarking

Day 5: Award Submissions and Improvement

- Writing an effective submission
- Preparing for site visits
- Turning feedback into improvement plans
- Sustaining excellence

- Action plan

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Registration Form

Government Excellence and the EFQM Model Training Course

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

Duration: 5 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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Register online
Open the course page