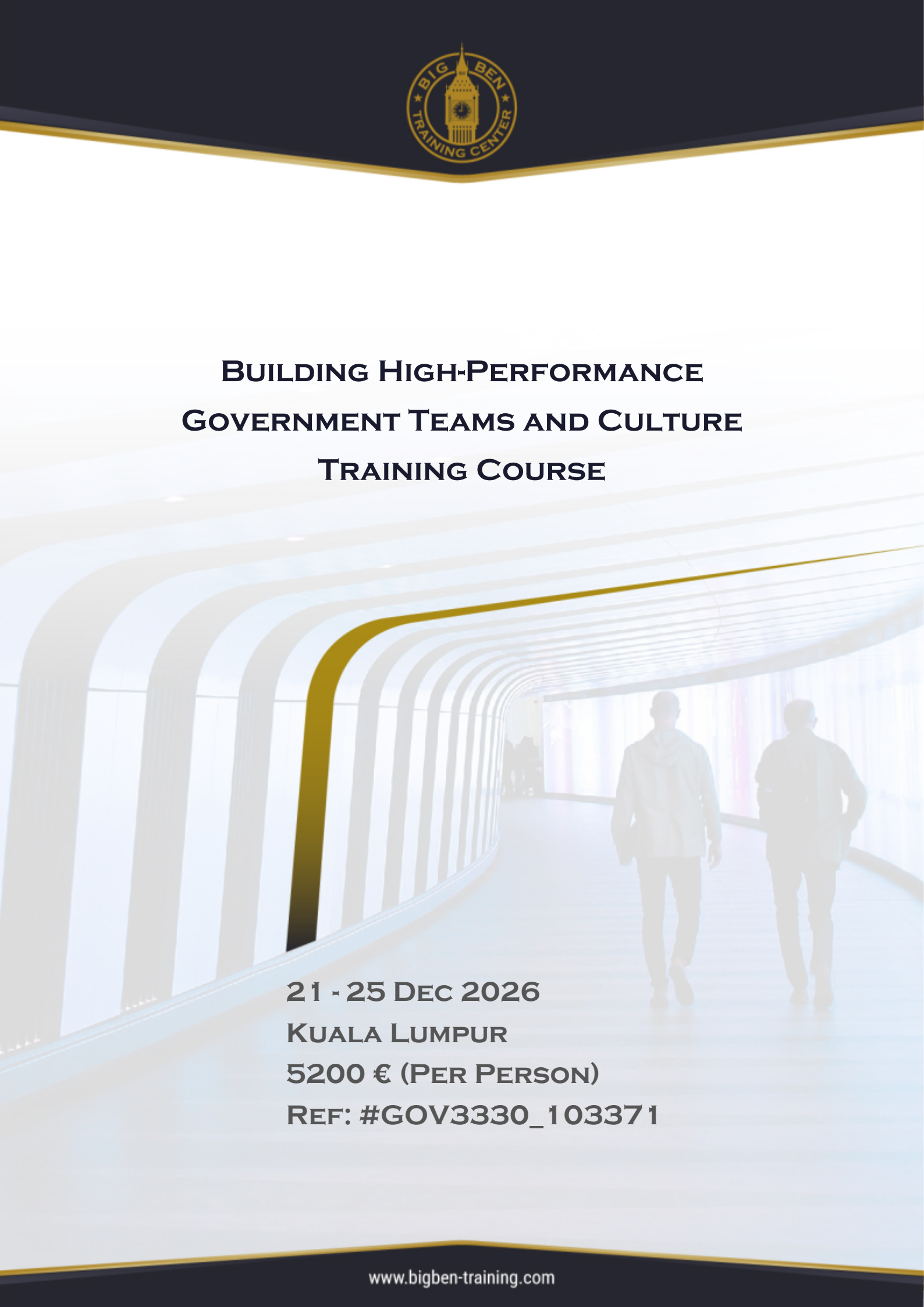
Building High-Performance Government Teams and Culture Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #GOV3330_103371

Course Introduction / Overview:

This intensive training course is designed to address the unique challenges and opportunities inherent in the public sector for creating and sustaining high-performance teams. In an environment defined by public accountability, regulatory complexity, and the imperative of service excellence, traditional team-building models often fall short. This program moves beyond theory to provide practical, actionable strategies for government leaders and professionals to cultivate a culture of collaboration, innovation, and results-driven performance. Drawing on foundational concepts from organizational behavior experts like Patrick Lencioni, author of "The Five Dysfunctions of a Team", we will adapt proven principles to the specific context of government operations. Participants will explore how to build trust, manage constructive conflict, and foster commitment within their teams to achieve shared objectives. BIG BEN Training Center has developed this curriculum to empower public servants to overcome bureaucratic inertia, enhance employee engagement, and ultimately deliver superior value to the citizens they serve. This course is a comprehensive journey from understanding team dynamics to implementing cultural change that supports lasting public service excellence and builds resilient, future-ready government organizations.

Target Audience / This training course is suitable for:

- Government Team Leaders and Supervisors.
- Public Sector Department Heads and Directors.
- Civil Service Managers and Senior Officers.
- Policy Advisors and Strategic Planners.
- Project Managers in Government Agencies.
- Human Resources Professionals in the Public Sector.
- Aspiring Leaders within Government Organizations.
- Public Administration Executives.

Target Sectors and Industries:

- Federal and National Government Agencies.
- State, Provincial, and Regional Government Bodies.
- Local, Municipal, and City Government Administrations.
- Public Utilities and State-Owned Enterprises.
- Regulatory and Compliance Authorities.
- Public Healthcare and Educational Institutions.
- International Governmental and Non-Governmental Organizations.
- Law Enforcement and Public Safety Agencies.

Target Organizations Departments:

- Human Resources and Talent Management.
- Policy Development and Strategic Planning.
- Operations and Public Service Delivery.
- Information Technology and Digital Transformation.
- Finance, Budgeting, and Administration.
- Legal, Regulatory, and Compliance Affairs.
- Communications and Public Relations.
- Audit and Accountability Units.

Course Offerings:

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

- Diagnose the current state of their team's performance and culture using established frameworks.
- Develop strategies to build foundational trust and psychological safety within government teams.
- Implement effective communication techniques to foster open dialogue and constructive conflict.
- Establish clear performance metrics and accountability systems tailored for the public sector.
- Lead change initiatives to shift organizational culture towards innovation and continuous improvement.
- Enhance cross-departmental collaboration to break down silos and improve service delivery.
- Apply coaching and mentoring skills to develop the capabilities of team members.
- Foster a resilient team environment capable of navigating political and administrative pressures.
- Champion a citizen-centric mindset throughout their teams and departments.

Course Methodology:

The training methodology for this course is designed to be highly interactive, practical, and participant-centered, ensuring that theoretical concepts are translated into real-world government applications. BIG BEN Training Center believes in learning by doing. The sessions will blend expert-led presentations with a variety of engaging activities, including in-depth case studies drawn from actual public sector scenarios, collaborative group discussions, and problem-solving workshops. Participants will engage in role-playing exercises to practice crucial skills such as giving constructive feedback and managing difficult conversations in a safe environment. The course emphasizes peer-to-peer learning, allowing attendees to share experiences and best practices from their diverse government backgrounds. Self-assessment tools and practical planning templates will be provided to help participants diagnose their team's needs and create actionable improvement plans. Our expert facilitators create a supportive learning atmosphere where open dialogue is encouraged, ensuring every participant leaves with the confidence and tools to drive tangible performance improvements within their organization.

Course Agenda (Course Units):

Unit One: Foundations of High-Performance in the Public Sector

- Defining the High-Performance Government Team.
- Unique Challenges and Pressures in a Public Service Environment.
- The Critical Link Between Culture, Engagement, and Performance.
- Understanding the Five Dysfunctions of a Team in a Government Context.
- Assessing Your Team's Current Performance Level and Cultural Health.
- The Role of Public Trust and Accountability in Team Dynamics.
- Setting a Compelling Vision and Mission for Your Public Sector Team.

Unit Two: Leadership for Public Service Excellence

- The Leader's Role in Shaping Team Culture and Performance.
- Developing Emotional Intelligence for Effective Government Leadership.
- Situational Leadership in a Bureaucratic Environment.
- Fostering Accountability Without Creating a Culture of Fear.
- Mastering Communication Strategies for Clarity and Impact.
- Ethical Leadership and Decision-Making in Public Service.
- Coaching and Mentoring for Civil Service Career Development.

Unit Three: Building Cohesion and Collaborative Dynamics

- Establishing Foundational Trust and Psychological Safety.
- Techniques for Mastering Constructive Conflict and Debate.
- Achieving Genuine Commitment to Decisions and Action Plans.
- Strategies for Effective Cross-Agency and Inter-Departmental Collaboration.
- Navigating Team Politics and Influencing Stakeholders.
- Leveraging Diversity and Inclusion as a Performance Driver.
- Facilitating Productive and Outcome-Focused Team Meetings.

Unit Four: Driving Performance and Citizen-Centric Results

- Translating Strategic Goals into Meaningful Team Objectives.
- Developing Relevant KPIs and Performance Metrics for Government Work.
- Implementing a Fair and Effective Performance Management Cycle.
- The Art of Giving and Receiving Constructive Feedback.
- Recognizing and Rewarding Performance in a Non-Monetary Environment.
- Fostering a Mindset of Continuous Improvement and Lean Principles.
- Connecting Team Efforts to Citizen Value and Public Outcomes.

Unit Five: Cultivating a Culture of Innovation and Resilience

- Creating a Culture that Encourages Prudent Risk-Taking and Innovation.
- Leading and Managing Change Effectively within Government Structures.
- Building Team Resilience to Navigate Uncertainty and Setbacks.
- Empowering Employees and Delegating for Growth and Efficiency.
- Developing a Proactive and Future-Focused Team Outlook.
- Strategies for Succession Planning and Knowledge Transfer.
- Creating a Personal Action Plan for Team and Culture Transformation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can government teams effectively balance the inherent need for procedural stability and regulatory compliance with the agility required to foster true innovation and respond to evolving citizen needs?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by being meticulously tailored to the specific realities of the government workplace, moving far beyond generic corporate team-building theories. While other programs may offer one-size-fits-all solutions, our curriculum directly addresses the unique constraints and pressures of the public sector, such as navigating bureaucracy, managing public scrutiny, and motivating teams within rigid civil service frameworks. We focus on providing practical, implementable strategies that leaders can apply immediately to foster a culture of excellence and accountability. The content is enriched with relevant case studies and examples drawn from local, state, and federal government scenarios, ensuring the learning is both relatable and actionable. Rather than just focusing on abstract concepts, the course emphasizes the development of specific leadership behaviors that build psychological safety, encourage constructive dissent, and drive a shared commitment to public service outcomes. It provides a unique forum for public sector professionals to share challenges and solutions with peers, creating a powerful and supportive learning network that extends beyond the training room.