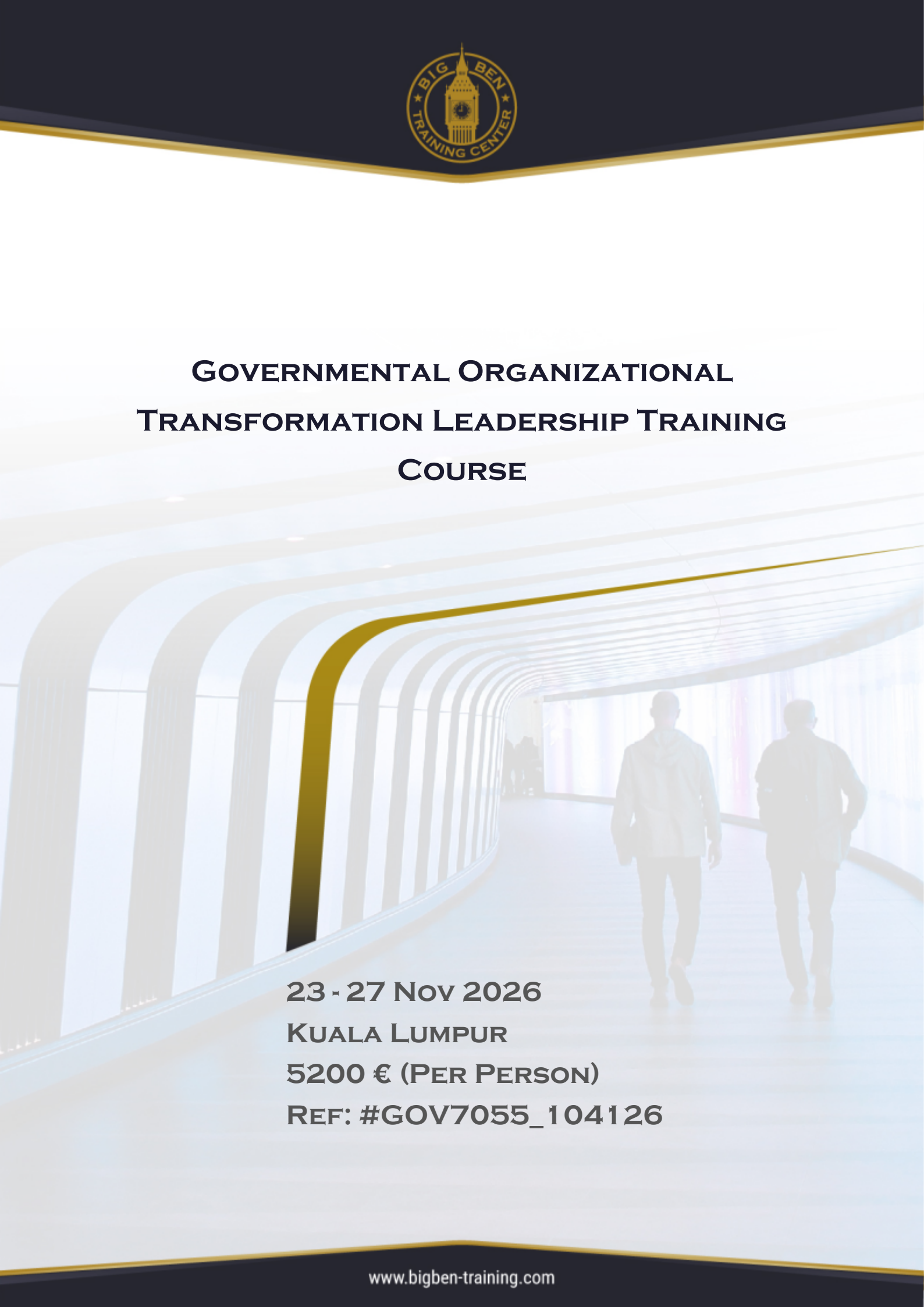
Governmental Organizational Transformation Leadership Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #GOV7055_104126

Course Introduction / Overview:

This course provides a comprehensive framework for leading and managing large-scale organizational transformation within government entities. In an era of rapid technological advancement and evolving citizen expectations, public sector organizations face immense pressure to modernize, improve efficiency, and deliver citizen-centric services. This program is meticulously designed to equip leaders with the strategic tools and practical skills necessary to navigate the unique complexities of public sector reform. Drawing upon foundational principles from leading thinkers like John P. Kotter, author of "Leading Change," the curriculum explores proven methodologies for driving sustainable change. Participants will delve into the critical aspects of creating a compelling vision, managing stakeholder engagement, overcoming bureaucratic inertia, and fostering a culture of continuous innovation. BIG BEN Training Center has developed this course to move beyond theoretical concepts, focusing on real-world case studies and actionable strategies tailored specifically for the governmental context, ensuring leaders can effectively spearhead digital transformation and public service excellence.

Target Audience / This training course is suitable for:

- Directors General and Deputy Directors.
- Heads of Departments and Section Managers.
- Public Sector Transformation and Strategy Managers.
- Senior Government Officials and Policy Advisors.
- Project Managers leading change initiatives.
- Human Resources and Organizational Development Professionals.
- IT Leaders driving digital transformation projects.
- Future leaders identified for senior management roles.

Target Sectors and Industries:

- Federal and Local Government Ministries and Agencies.
- State-Owned Enterprises and Public Corporations.
- Public Utility and Service Authorities.
- Regulatory Bodies and Commissions.
- Municipalities and Local Government Councils.
- Public Healthcare and Educational Institutions.
- Non-Profit Organizations collaborating with government.

Target Organizations Departments:

- Strategy and Corporate Planning Departments.
- Human Resources and Talent Management.
- Information Technology and Digital Services.
- Operations and Service Delivery.
- Policy and Legislative Affairs.
- Finance and Budgeting Departments.
- Communications and Public Relations.
- Quality and Excellence Departments.

Course Offerings:

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

- Develop a robust strategic vision for organizational transformation in a government context.
- Analyze the internal and external drivers compelling change in the public sector.
- Apply established change management models like Kotter's 8-Step Process to public entities.
- Master effective communication strategies to build consensus and manage resistance.
- Lead stakeholder engagement initiatives with diverse groups including employees, citizens, and policymakers.
- Design performance metrics to measure the impact and success of transformation projects.
- Foster a culture of innovation, agility, and continuous improvement within their teams.
- Navigate the political and bureaucratic complexities inherent in government reform.
- Implement digital transformation strategies to enhance public service delivery.
- Champion ethical leadership principles throughout the change process.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the challenges faced by public sector leaders. We believe that adult learning is most effective when it combines expert knowledge with practical application. The course will utilize a blend of instructional techniques, including facilitator-led presentations, in-depth group discussions, and interactive Q&A sessions to explore core concepts. A significant portion of the program is dedicated to analyzing real-world case studies of successful and unsuccessful government transformations from around the globe. Participants will work in teams on practical exercises and simulation activities that challenge them to apply change management frameworks to realistic scenarios. This hands-on approach ensures that learning is not merely theoretical but is immediately transferable to the workplace. Peer-to-peer learning is also a key component, allowing participants to share experiences and solutions. Continuous feedback from the instructor will guide participants in refining their leadership and strategic planning skills throughout the five-day course.

Course Agenda (Course Units):

Unit One: The Imperative for Government Transformation

- Understanding the drivers of public sector change.
- The unique challenges of transformation in a government context.
- Defining public value and citizen-centric service models.
- Contrasting public sector reform with private sector change management.
- Key concepts in organizational culture and its impact on change.
- Assessing organizational readiness for transformation.
- The role of leadership in initiating and championing change.

Unit Two: Crafting the Transformation Vision and Strategy

- Developing a compelling vision and mission for the future state.
- Conducting a comprehensive stakeholder analysis and mapping.
- Setting clear, measurable, and achievable transformation goals (SMART).
- Building a guiding coalition to lead the change effort.
- Aligning the transformation strategy with national and organizational objectives.
- Risk assessment and mitigation planning for change initiatives.
- Communicating the vision to inspire and mobilize the organization.

Unit Three: Leading and Managing the Change Process

- Applying John Kotter's 8-Step Model for Leading Change.
- Implementing the ADKAR model for individual change management.
- Strategies for effective communication throughout the transformation lifecycle.
- Identifying, understanding, and managing resistance to change.
- Techniques for empowering employees and enabling action.
- Generating and celebrating short-term wins to build momentum.
- Navigating the political landscape and securing buy-in.

Unit Four: Fostering a Culture of Innovation and Agility

- Principles of digital transformation in government (e-government).
- Introduction to Agile and Lean methodologies for the public sector.
- Building a culture that encourages experimentation and learning from failure.
- Re-engineering bureaucratic processes for efficiency and effectiveness.
- Leveraging data and analytics for informed decision-making.
- Promoting cross-departmental collaboration and breaking down silos.
- Developing employee capabilities for a transformed organization.

Unit Five: Sustaining Change and Measuring Impact

- Anchoring new approaches in the organizational culture.
- Developing key performance indicators (KPIs) for transformation success.
- Establishing mechanisms for continuous improvement and feedback.
- The leader's role in reinforcing and sustaining change over the long term.
- Succession planning for transformation leadership.
- Showcasing success and sharing lessons learned across the public sector.
- Final project presentation on a transformation plan.

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 public sector leaders balance the need for rapid, agile transformation with the inherent requirements of bureaucratic stability and public accountability?

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

This course distinguishes itself by its exclusive and deep focus on the unique ecosystem of government entities, a context fundamentally different from the corporate world. While many change management courses offer generic models, this program is specifically tailored to address the complexities of public sector reform, such as navigating political sensitivities, managing public scrutiny, adhering to regulatory frameworks, and motivating a civil service workforce. The curriculum moves beyond theory by integrating a rich tapestry of case studies drawn directly from municipal, federal, and international government transformation projects. This allows participants to analyze real-world successes and failures, providing practical, actionable insights. Furthermore, the course places a strong emphasis on creating "public value" as the ultimate goal of transformation, shifting the focus from profit-driven metrics to citizen satisfaction, service efficiency, and societal impact. The interactive methodology ensures that participants learn not only from the expert facilitator but also from the diverse experiences of their peers from across the public sector, creating a powerful and relevant learning environment.