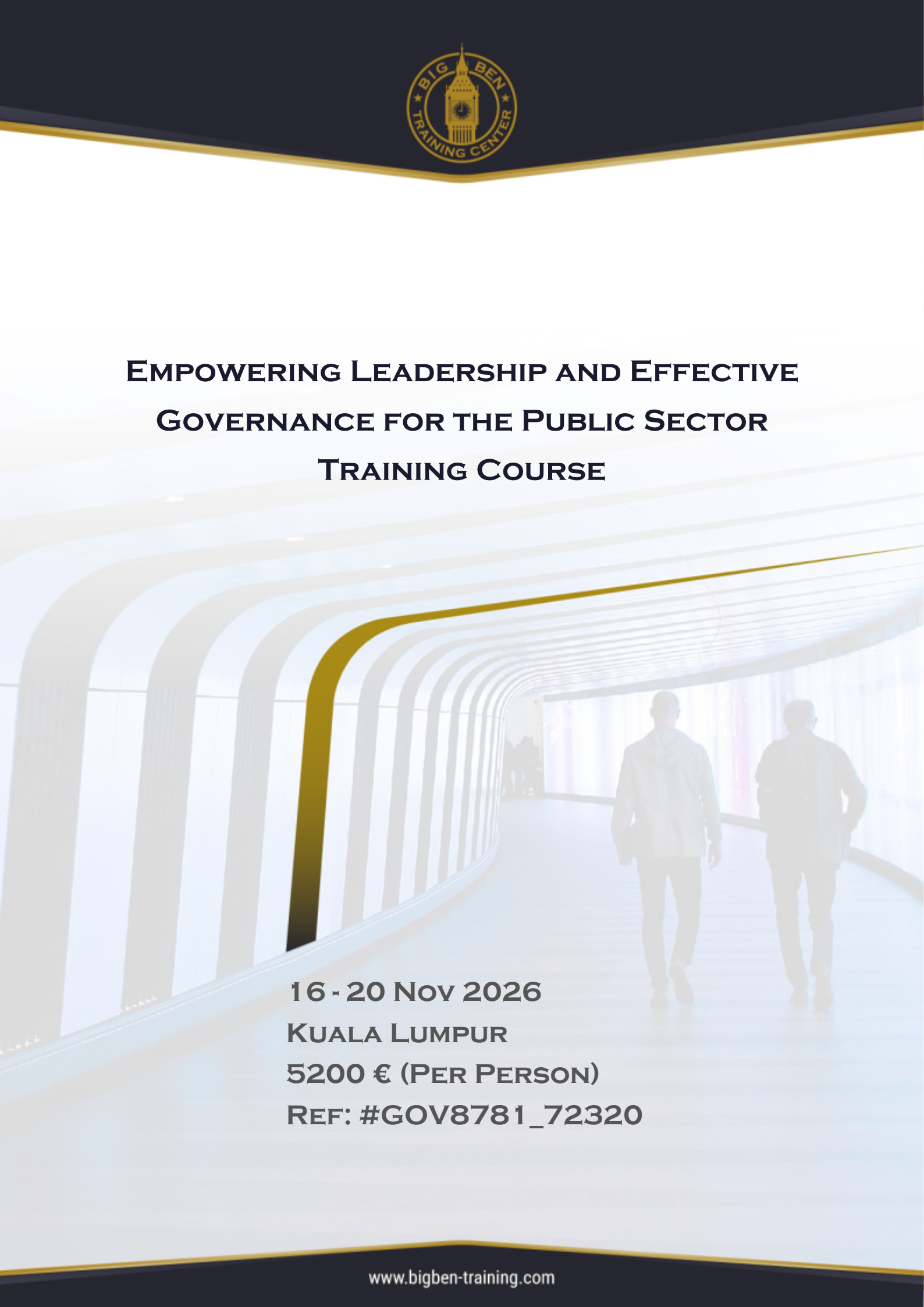
Empowering Leadership and Effective Governance for the Public Sector Training Course



16 - 20 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #GOV8781_72320

Course Introduction / Overview:

This comprehensive training course provides a strategic framework for mastering leadership and governance within the unique context of the public sector. Unlike private enterprises, public organizations are held to a higher standard of accountability and must navigate complex political landscapes and diverse stakeholder interests. This course, offered by BIG BEN Training Center, is grounded in the foundational principles of public administration and political science, drawing on the academic work of leading authors like Robert D. Behn, whose book "Rethinking Democratic Accountability" provides a critical perspective on how public leaders can be more effective. We will explore how to move beyond traditional management and adopt a leadership style that inspires public servants, builds trust with citizens, and drives positive policy outcomes. Participants will learn how to lead change, manage a diverse workforce, and make ethical decisions that uphold public trust. By the end of this program, you will possess the tools to not only manage your team effectively but to serve as a visionary and ethical leader who champions good governance.

Target Audience / This Training Course is Suitable for:

- Public sector executives and senior leaders.
- Government officials and civil servants.
- Managers and team leaders in government.
- Policy advisors and strategic planners.
- Board members of public agencies.
- Anyone in a leadership role in the public sector.

Target Sectors and Industries:

- Government and public administration agencies.
- Public health and social services.
- Urban and municipal government.
- Education and academic institutions.
- Non-profit organizations and NGOs.
- Law enforcement and public safety.

Target Organizations Departments:

- Executive and C-Suite.
- Strategic Planning.
- Policy and Governance.
- Human Resources.
- Operations.
- Finance.

Course Offerings:

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

- Apply strategic leadership principles in a public context.
- Understand and apply good governance frameworks.
- Navigate complex political and bureaucratic environments.
- Build high-performing and motivated public service teams.
- Lead organizational change and manage resistance.
- Make ethical decisions and uphold public accountability.
- Foster a culture of transparency and integrity.
- Communicate effectively with diverse stakeholders.
- Measure the impact of leadership on public outcomes.
- Develop a personal leadership development plan.

Course Methodology:

This training course at BIG BEN Training Center uses a highly interactive and practical approach to ensure participants can immediately apply their new skills. We move away from simple lectures and instead use a blend of engaging activities, including high-stakes simulations, group case studies, and real-world scenarios. For example, participants will work in teams to solve complex policy challenges, negotiate with different stakeholders and make a final decision that balances competing interests. Collaborative workshops will allow for peer-to-peer learning, where attendees can share challenges and best practices from their own organizations. The course also includes hands-on practice sessions for public speaking and media relations. We emphasize a continuous feedback loop, not just for employees but for the participants themselves. Throughout the program, our experienced instructors provide personalized guidance and constructive feedback, creating a supportive learning environment that prepares professionals to be catalysts for change in public service.

Course Agenda (Course Units):

Unit One: Strategic Leadership for Public Service

- The difference between management and leadership.
- Core competencies of a public sector leader.
- Understanding the political environment.
- Leading with a mission-driven purpose.
- The role of vision and strategic direction.
- Case studies in public sector leadership.
- Building a foundation of trust.

Unit Two: Governance, Accountability, and Ethics

- Defining good governance.
- Principles of public accountability.
- Ethical decision-making frameworks.
- Navigating conflicts of interest.
- The role of transparency in building public trust.
- Oversight bodies and compliance.
- The importance of integrity in public service.

Unit Three: Leading Change and Innovation

- Why is change difficult in the public sector?
- Developing a change management strategy.
- Communicating a vision for change.
- Overcoming resistance to new ideas.
- Fostering a culture of innovation.
- The role of a leader in empowering others.
- Implementing new technologies and processes.

Unit Four: Stakeholder and Team Management

- Identifying and mapping key stakeholders.
- Building effective communication strategies.
- Managing a diverse and multi-generational workforce.
- Performance management for public servants.
- Conflict resolution and negotiation.
- Developing and mentoring future leaders.
- Creating a positive and supportive work environment.

Unit Five: The Future of Public Leadership

- Emerging trends in public administration.
- The role of data and technology in governance.
- Preparing for the future of work.
- Personal leadership development and reflection.
- The leader's role in promoting diversity and inclusion.
- Building a resilient public service.
- Leaving a legacy of good governance.

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, who are often constrained by rigid bureaucracy and political pressure, cultivate a culture of innovation that is typically found in more agile, private-sector environments?

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

This training course distinguishes itself by providing a robust and practical framework for leadership and governance that is tailored exclusively for the public sector. While many programs offer generic leadership advice, our content addresses the specific governance, ethical, and political challenges of government. The course empowers participants to lead with integrity and purpose by focusing not just on the management of tasks, but on the leadership of people and the pursuit of public values. We emphasize a hands-on approach, using simulations and real-world case studies to help participants navigate complex real-world dilemmas. It is this combination of academic rigor, practical application, and an unwavering focus on the unique public service context that sets this program apart.