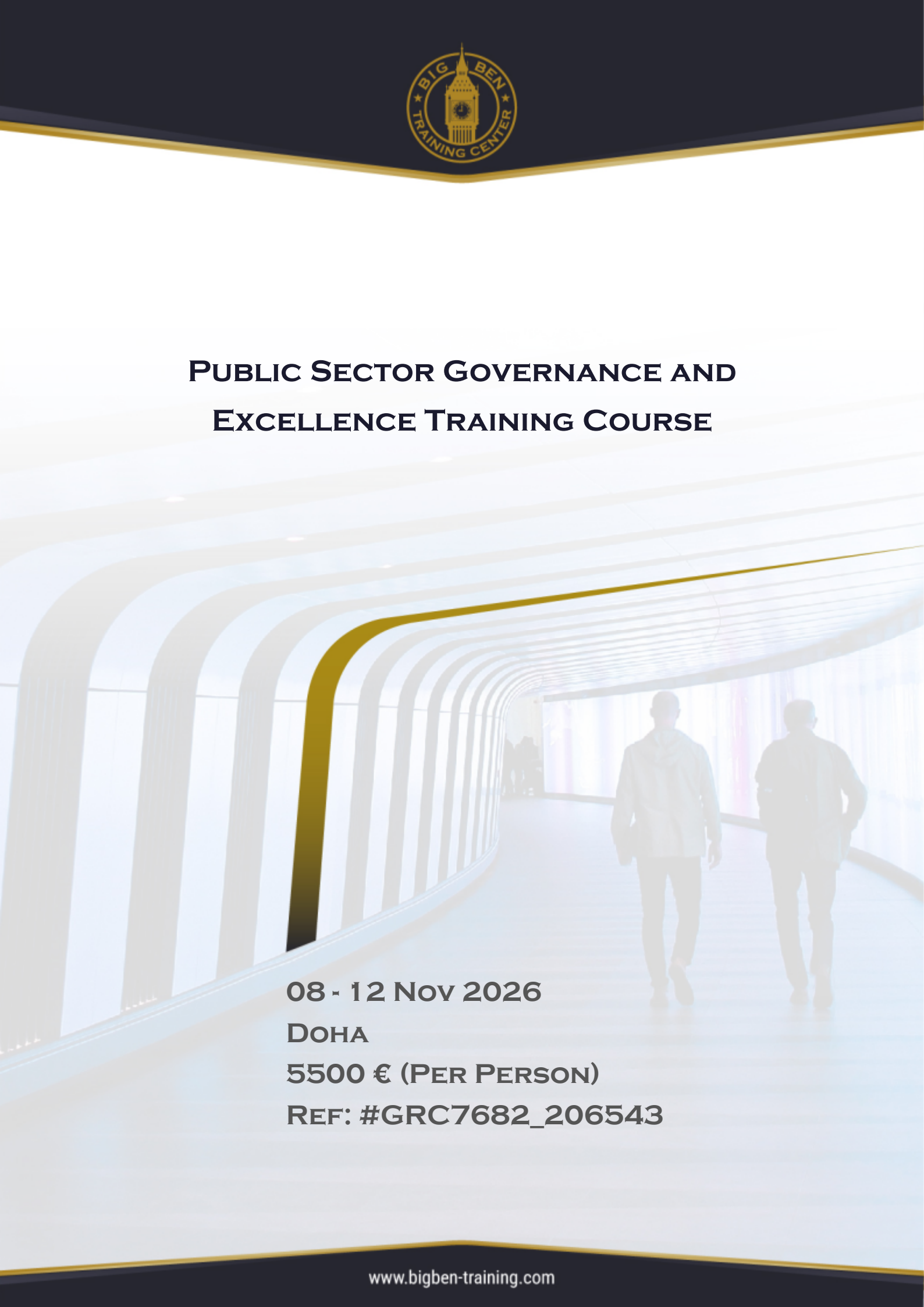
Public Sector Governance and Excellence Training Course



08 - 12 Nov 2026

Doha

5500 € (Per Person)

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Course Introduction / Overview:

In today's dynamic world, effective public sector governance and organizational excellence are paramount for nations to thrive and meet the evolving needs of their citizens. This comprehensive training course, offered by BIG BEN Training Center, is meticulously designed to equip participants with the knowledge, skills, and insights necessary to navigate the complexities of modern public administration. Drawing upon established principles and contemporary best practices, this course delves into the core elements of governance frameworks, ethical leadership, and strategic management. We explore how transparency, accountability, and citizen engagement are essential pillars of a well-functioning public sector. The course also addresses critical areas such as policy implementation, performance management, public finance, and risk mitigation. Participants will learn how to foster innovation, drive change, and enhance service delivery to create lasting public value. Inspired by the work of scholars like Paul Cairney, particularly his insights on complexity theory and public policy, this course emphasizes the importance of adaptive leadership and evidence-based decision-making in navigating complex governance challenges. His book "Understanding Public Policy: Theories and Issues" provides a valuable framework for understanding the dynamics of policy processes. BIG BEN Training Center is committed to providing a transformative learning experience that empowers public sector professionals to lead with integrity, drive positive change, and build more resilient and responsive government institutions.

Target Audience / This training course is suitable for:

- Senior government officials.
- Public sector managers.
- Policy advisors.
- Governance professionals.
- Public administration consultants.
- Civil servants.
- Leaders in public sector organizations.

Target Sectors and Industries:

- Government agencies at all levels.
- Public sector organizations.
- Non-profit organizations working with the public sector.
- International development agencies.
- Regulatory bodies.
- Healthcare sector.
- Education sector.

Target Organizations Departments:

- Policy and planning departments.
- Governance and compliance departments.
- Strategic management departments.
- Human resources departments.
- Finance departments.
- Operations departments.
- Legal departments.

Course Offerings:

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

- Understand the principles of good governance and their application in the public sector.
- Develop and implement effective strategic plans for public sector organizations.
- Enhance leadership skills to drive organizational excellence.
- Improve performance management systems to achieve desired outcomes.
- Promote ethical conduct and transparency in public administration.
- Foster citizen engagement and improve service delivery.
- Manage risks effectively and ensure regulatory compliance.

Course Methodology:

BIG BEN Training Center employs a dynamic and engaging training methodology that combines theoretical knowledge with practical application. The course incorporates a variety of interactive learning techniques, including case studies, group discussions, simulations, and role-playing exercises. Participants will have the opportunity to analyze real-world scenarios, share their experiences, and collaborate with their peers to develop innovative solutions to complex governance challenges. Emphasis is placed on teamwork, critical thinking, and problem-solving skills. Expert facilitators will provide guidance and feedback throughout the course, ensuring that participants gain a deep understanding of the subject matter and develop the skills necessary to apply their knowledge in their respective roles. The training also incorporates the use of relevant tools and technologies to enhance learning and facilitate knowledge sharing. BIG BEN Training Center is committed to creating a supportive and collaborative learning environment that empowers participants to achieve their full potential.

Course Agenda (Course Units):

Unit One: Foundations of Public Sector Governance

- Introduction to public sector governance.
- Principles of good governance: transparency, accountability, participation, and rule of law.
- Governance frameworks and structures.
- Ethical governance and anti-corruption measures.
- The role of leadership in promoting good governance.

Unit Two: Strategic Planning and Management

- Developing a strategic vision for public sector organizations.
- Setting strategic goals and objectives.
- Developing action plans and performance indicators.
- Resource allocation and budget management.
- Monitoring and evaluating strategic performance.

Unit Three: Leadership and Organizational Excellence

- Leadership styles and their impact on organizational performance.
- Building high-performing teams.
- Motivating and empowering employees.
- Managing change effectively.
- Fostering a culture of innovation and continuous improvement.

Unit Four: Public Policy and Service Delivery

- The policy-making process: from agenda setting to implementation.
- Evidence-based policymaking.
- Citizen engagement and consultation.
- Improving service delivery through innovation and technology.
- Measuring and evaluating the impact of public policies.

Unit Five: Risk Management and Regulatory Compliance

- Identifying and assessing risks in the public sector.
- Developing risk mitigation strategies.
- Ensuring compliance with relevant laws and regulations.
- Building a culture of risk awareness.
- Crisis management and business continuity planning.

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 organizations effectively balance the need for innovation with the imperative of maintaining accountability and transparency?

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

This Public Sector Governance and Excellence Training Course offered by BIG BEN Training Center distinguishes itself through its comprehensive and integrated approach to public administration. Unlike courses that focus solely on theoretical concepts, this program emphasizes practical application and skill development. Participants will engage in real-world case studies, simulations, and group projects that allow them to apply their knowledge to complex governance challenges. The course also incorporates the latest research and best practices in public sector management, ensuring that participants are equipped with the most up-to-date information and tools. Furthermore, the course benefits from the expertise of seasoned facilitators who have extensive experience working in the public sector. They bring a wealth of practical knowledge and insights to the training, providing participants with valuable guidance and mentorship. By combining theoretical rigor with practical application and expert guidance, this course provides a transformative learning experience that empowers public sector professionals to lead with integrity, drive positive change, and build more resilient and responsive government institutions. The course also draws inspiration from academic frameworks such as New Public Management and Public Value Management, providing a robust theoretical foundation for practical application.