

Managing and Improving Public Sector Performance in the 21st Century

COURSE OVERVIEW

This course equips public sector leaders and managers with the knowledge, tools, and strategies to drive high performance, innovation, and accountability in government institutions. With increasing demands for transparency, service delivery excellence, and value for money, public organizations must adopt modern performance management approaches.

Delegates will explore how to set measurable goals, align resources with strategic priorities, and embed performance cultures that promote efficiency, responsiveness, and results. The course blends global best practices with practical tools to foster impactful leadership in today's dynamic governance landscape.

WHO SHOULD ATTEND?

This course is suitable for Senior Government Officials, Public Sector Managers, Policy Advisors, Strategy and Planning Officers, Monitoring and Evaluation (M&E) Specialists, and Institutional Reform Consultants involved in improving governance and operational effectiveness.

COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Understand the evolving expectations of public sector performance in the 21st century
- Design and implement performance frameworks linked to institutional goals
- Set and measure Key Performance Indicators (KPIs) across departments
- Promote a results-driven culture through leadership and accountability
- Use digital tools and data for monitoring, reporting, and decision-making
- Engage stakeholders and citizens in the performance improvement process

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- Designing strategic performance management systems
- KPIs, scorecards, and public service delivery metrics
- Leadership for high-performance government teams
- Global innovations in public sector reform and benchmarking
- Integration of digital tools, dashboards, and real-time data
- Monitoring and evaluation frameworks for transparency and results
- Linking national development goals to agency-level performance
- Citizen engagement and feedback in performance planning

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded