

Excellence in Public Service Management and Supervision

Human Resource
Munich (Germany)
22 - 26 Sep 2025

UK Traininig

PARTNER



Excellence in Public Service Management and Supervision

Ref: 321579_132747 **Date:** 22 - 26 Sep 2025 **Location:** Munich (Germany) **Fees:** 4400 Euro

Course Description

This intensive 5-day course equips public service leaders with advanced skills in supervision, creativity, and excellence in management. Participants will explore innovative approaches to public service delivery, develop strategic thinking capabilities, and enhance their leadership competencies. The course combines theoretical frameworks with practical applications, ensuring participants can immediately apply their learning to real-world challenges in public administration.

Learning Objectives

- Develop advanced supervisory skills tailored to the unique challenges of public service management
- Foster a culture of innovation and creativity within public sector organizations
- Enhance strategic thinking and decision-making capabilities in complex governmental environments
- Improve communication and team-building skills to drive organizational excellence
- Learn to implement performance management techniques that motivate and engage public sector employees

Course Modules

Day 1: Foundations of Excellence in Public Service Management

- Understanding the evolving landscape of public administration
- Key principles of effective public service leadership
- Balancing accountability and innovation in government operations
- Ethical considerations in public sector management

Day 2: Creative Approaches to Public Service Delivery

- Fostering a culture of innovation in government organizations
- Design thinking for public sector problem-solving
- Leveraging technology for improved service delivery
- Case studies of creative public sector initiatives

Day 3: Advanced Supervisory Skills for Public Administrators

UK Training
PARTNER



- Effective communication strategies for diverse teams
- Conflict resolution and negotiation in governmental settings
- Motivating and engaging public sector employees
- Performance management techniques for the public sector

Day 4: Strategic Thinking and Decision Making in Government

- Developing a strategic mindset for public service leadership
- Tools for environmental scanning and trend analysis
- Risk assessment and management in public administration
- Collaborative decision-making processes

Day 5: Driving Organizational Excellence in Public Services

- Building high-performing teams in government agencies
- Implementing continuous improvement methodologies
- Measuring and communicating public sector performance
- Change management strategies for public organizations

Practical Wins for Participants

- A personalized action plan for implementing creative leadership strategies in their organization
- A toolkit of innovative problem-solving techniques applicable to public sector challenges
- Enhanced ability to motivate and manage teams in government settings
- Improved skills in strategic planning and decision-making for public service excellence

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles emanating from a point on the board.

UK Training
PARTNER

Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training
PARTNER



Blackbird Training Category



Human Resource



Audit & Quality Assurance



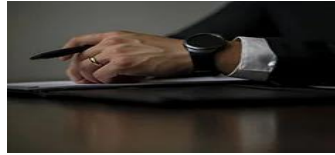
Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



Blackbird training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335