BLACKBIRD FOR TRAINING

# Managing & Improving Public Sector Performance Excellence

5 – 9 July 2027
Vienna (Austria)

UK Traininig
PARTNER



# Managing & Improving Public Sector Performance Excellence

**Ref:** 3267_137691 **Date:** 5 – 9 July 2027 **Location:** Vienna (Austria) **Fees:** 5900 GBP

## Why This Course

In an era of increasing accountability and citizen expectations, public sector leaders are under growing pressure to deliver measurable results, enhance transparency, and ensure efficient use of resources. Effective performance management is no longer optional — it's a strategic necessity.

The Public Sector Performance Management and Leadership Excellence program is an intensive 1-week course designed for government officials, policy leaders, and public administrators who seek to strengthen their capacity to manage performance, drive innovation, and create a culture of continuous improvement within their institutions. Participants will gain practical tools to design and implement performance frameworks, measure outcomes, and lead organizational transformation through data-driven decision-making.

## What You'll Learn and Practice

By joining this program, you will:

- Design and implement effective performance measurement systems in public organizations.
- Align strategic goals with measurable performance outcomes.
- Build a culture of accountability, learning, and continuous improvement.
- Apply data analytics and performance dashboards to support decision-making.
- Strengthen leadership and communication skills to drive performance excellence.

## The Program Flow

### Day 1: Foundations of Public Sector Performance Management

- The role and importance of performance management in government.
- Key challenges and opportunities in managing public sector performance.
- Establishing meaningful and relevant performance metrics.
- Linking organizational mission, strategy, and performance goals.
- Workshop: Mapping your organization's performance framework.



## Day 2: Strategic Planning and Goal Setting

- Building a strategic performance management framework.
- Setting SMART goals and cascading them across departments and teams.
- Engaging stakeholders and ensuring alignment with public policy objectives.
- Integrating strategic planning with performance monitoring.
- Exercise: Developing a departmental strategic performance plan.

## Day 3: Implementing Performance Measurement Systems

- Designing key performance indicators KPIs and outcome-based measures.
- Data collection, validation, and analysis for public sector performance.
- Developing dashboards and scorecards for performance tracking.
- Overcoming resistance and institutional barriers to implementation.
- Case Study: Implementing a government-wide performance management system.

## Day 4: Driving Continuous Improvement

- Embedding accountability and continuous improvement into public organizations.
- Employee engagement and motivation in performance-driven cultures.
- Linking performance to recognition, learning, and development.
- Managing and improving underperformance through coaching and feedback.
- Workshop: Creating a performance improvement and engagement plan.

## Day 5: Data-Driven Decision Making and Leadership

- Leveraging data and analytics for evidence-based policymaking.
- Communicating performance results effectively to stakeholders.
- Leadership competencies for managing change and driving excellence.
- Developing actionable performance improvement plans for your organization.
- Capstone Project: Designing a performance management roadmap for implementation.

# Individual Impact

- Gain confidence in applying modern performance management frameworks.
- Strengthen analytical and strategic thinking skills for public sector challenges.
- Develop leadership and communication skills to inspire accountability and results.
- Acquire tools to foster innovation and continuous improvement in government settings.

# Organizational Impact

- Enhance transparency, efficiency, and service quality across departments.
- Align organizational performance with strategic national or local objectives.
- Improve decision-making through the use of real-time performance data.
- Build a culture of accountability, collaboration, and measurable impact.



## Training Methodology

This program integrates strategy, analytics, and leadership development to ensure immediate workplace impact. Learning methods include:

- Real-world public sector case studies and benchmarking examples.
- Interactive workshops and group exercises on goal setting and KPI design.
- Simulations on data-driven decision-making and performance reporting.
- Peer learning discussions and expert coaching.
- Customizable templates and dashboards for implementation in your organization.

## Beyond the Course

Upon completion, participants will be equipped to lead performance-driven transformation in public institutions. They will return ready to:

- Develop and implement a performance management system tailored to their organization.
- Use data to make informed, transparent, and impactful decisions.
- Drive cultural change toward accountability and continuous improvement.
- Build high-performing teams aligned with strategic public service outcomes.

