Managing & Improving Public Sector Performance

Public Sector
Kuala Lumpur (Malaysia)
13 - 17 Jan 2025

UK Traininig
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Managing & Improving Public Sector Performance

Ref: 3267_137703 **Date:** 13 - 17 Jan 2025 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 Euro

Introduction

This new training seminar is specifically aimed at those in the Public Sector who want to make improvements within the constraints of Government Control and existing Labor - Laws. This practical training course will explore a number of solutions, offering you new techniques and tools, which will aid your organization to produce measurable added value.

This will be a very practical training course and will go through tall the key processes that can make a difference to public sector organizations; such a Competency, Performance, Employee attendance, Performance Appraisal, and building better Organizational Capability. New techniques in employee motivation will also form part of this innovative course.

Course Objectives of Improving Public Sector Performance

- Be able to show others how to significantly improve on your existing investment in competencies
- Analyse and demonstrate how performance can be improved in the Public Sector
- Take action and demonstrate financially how improving reliability will add value
- Understand and be able to significantly improve any existing Performance appraisal system and explain the benefit to Management
- Learn techniques to apply to motivate staff, specifically in the Public Sector

Improving Public Sector Performance Course Outlines

Day 1

The History, Role and Future Function of Public Sector Organisations

- Introductions and Program Objectives for the Week
- What is the Public Sector there to do?
- The Historical Context of the Public Sector
- Present Position and Future Role of Public Sector Organisation - *Latest trend changes*
- Change and the Public Sector - *How we can forecast when change is needed?*

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- Understanding the Results of Change and How Change Affects Us
- Change and the Difference between the Public and Private Sectors

Day 2

Building Organisational Core Strength in the Public Sector

- The Role of Competencies in the Organization
- How Competencies Work and How they are Measured
- Techniques to Significantly Improve What You Already Have
- Incorporating Competency Approach In, Recruitment, Appraisal and Training
- Developing Teams to Build Core Strength
- Succession Planning to Retain and Develop your Talented People
- Techniques to Retain Talented People

Day 3

Performance Improvements - *Are they necessary in the Public Sector?*

- What is Performance?
- Can you get improvements in Performance at no extra cost?
- Improving Targets for Performance
- How to get more commitment? - *New Process / New Results*
- The Measuring of Performance - *Whose job is it?*
- Should Performance be linked to pay?

Day 4

Using Reliability and Differentiation to Maximize on What Strengths You Have

- The History of Differentiation
- Why the Public Sector might what to consider this as a motivational tool?
- Understanding the Need for Reliability in the Public Sector
- Case Study: The Cost of an Unreliable Organization
- Can Reliability really add value?
- How we can help the Managers?
- The Future Managers of Leaders

Day 5

Making Things Happen Within Our Existing Constraints

- Latest Techniques on Motivation
- Three Motivational Tools that Work - *Today*
- How to Translate Ideas or Goals into Measurable Actions
- Two Existing Processes: How to improve them and Reap Real Benefit
- Demonstration of the Above
- End of Course Review - *Actions and Networking after the course*

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