

Managing & Improving Public Sector Performance Excellence

Public Sector
Cape Town (South Africa)
25 - 29 Aug 2025

UK Traininig

PARTNER



Managing & Improving Public Sector Performance Excellence

Ref: 3267_137711 **Date:** 25 - 29 Aug 2025 **Location:** Cape Town (South Africa) **Fees:** 3300 Euro

Course Description

This comprehensive 5-day course equips public sector leaders with essential skills to manage and improve organizational performance. Participants will learn to establish meaningful metrics, implement effective strategies, and foster a culture of continuous improvement. The course covers performance measurement, strategic planning, employee engagement, and data-driven decision-making in government and public institutions.

Learning Objectives

- Develop and implement effective performance measurement systems
- Align organizational goals with performance metrics and strategies
- Foster a culture of continuous improvement and accountability
- Utilize data-driven decision-making techniques for public sector management
- Enhance leadership skills to drive performance excellence

Course Modules

Day 1: Foundations of Public Sector Performance Management

- Introduction to performance management in government
- Key challenges and opportunities in public sector performance
- Establishing meaningful performance metrics
- Aligning performance goals with organizational mission

Day 2: Strategic Planning and Goal Setting

- Developing a strategic performance framework
- Setting SMART goals for public sector organizations
- Cascading objectives across departments
- Stakeholder engagement in goal-setting processes

Day 3: Implementing Performance Measurement Systems

- Designing effective performance indicators
- Data collection and analysis techniques
- Creating performance dashboards and scorecards
- Overcoming barriers to implementation

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Day 4: Driving Continuous Improvement

- Fostering a culture of performance and accountability
- Employee engagement and motivation strategies
- Implementing performance-based incentives
- Managing and improving underperformance

Day 5: Data-Driven Decision Making and Leadership

- Utilizing performance data for strategic decisions
- Effective communication of performance results
- Leadership skills for driving performance excellence
- Developing action plans for organizational improvement

Practical Wins for Participants

- Develop a customized performance measurement framework for their organization
- Create an action plan to implement performance management initiatives
- Gain tools and techniques to enhance employee engagement and productivity
- Acquire leadership skills to drive cultural change and performance improvement

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



المؤسسة العامة للتأمينات الاجتماعية
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