

# Excellence in Public Service Management and Supervision

Human Resource  
Vienna (Austria)  
08 - 12 Sep 2025

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## **Excellence in Public Service Management and Supervision**

**Ref:** 321579\_141260 **Date:** 08 - 12 Sep 2025 **Location:** Vienna (Austria) **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**

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- 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.

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