Excellence in Public Service Management and Supervision

23 – 27 August 2027
Lyon (France)



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Ref: 321579_164361 **Date:** 23 – 27 August 2027 **Location:** Lyon (France) **Fees:** 5200 GBP

Why This Course

Public service leaders operate in an environment shaped by accountability, public expectations, regulatory frameworks, and constant change. Delivering high-quality services while maintaining transparency and compliance requires more than administrative expertise — it demands strategic thinking, innovative problem-solving, and strong supervisory capability.

This intensive one-week program is designed to strengthen leadership excellence within public sector organizations. Participants will explore modern management approaches, creative service delivery strategies, and advanced supervisory practices tailored to governmental contexts. Through practical applications and real-world scenarios, the course equips leaders to drive performance, foster innovation, and elevate standards across public institutions.

What You'll Learn and Practice

By attending this program, you will be able to:

- Strengthen supervisory skills suited to public administration environments.
- Build a culture that encourages innovation within government entities.
- Apply strategic thinking tools to complex public sector challenges.
- Enhance communication, collaboration, and team engagement.
- Implement performance management approaches that motivate and develop employees.

The Program Flow

Day 1: Foundations of Excellence in Public Service Management

- The evolving role of public administration
- Core principles of effective public service leadership
- Managing accountability while encouraging innovation
- Ethical standards and integrity in government management

Day 2: Creative Approaches to Public Service Delivery

- Creating an innovation-friendly organizational culture
- Applying design thinking to public sector challenges
- Leveraging digital tools and technology to improve services
- Case discussions of successful public initiatives



Day 3: Advanced Supervisory Skills for Public Administrators

- Communication strategies for diverse and multi-level teams
- Conflict resolution and negotiation in governmental contexts
- Techniques to motivate and engage public employees
- Performance management frameworks tailored to public institutions

Day 4: Strategic Thinking and Decision Making in Government

- Developing a long-term strategic mindset
- Environmental scanning and trend analysis tools
- Risk assessment and mitigation in public administration
- Collaborative and evidence-based decision-making processes

Day 5: Driving Organizational Excellence in Public Services

- Building and sustaining high-performing government teams
- Continuous improvement methodologies for public organizations
- Measuring, reporting, and communicating performance outcomes
- Leading change initiatives within public institutions

Individual Impact

Participants will leave the program with:

- A practical action plan to implement innovative leadership approaches.
- A toolkit of creative problem-solving techniques for public sector challenges.
- Greater confidence in supervising and motivating government teams.
- Stronger strategic planning and decision-making capabilities.

Organizational Impact

Organizations will benefit from:

- Improved leadership effectiveness within public service departments.
- Stronger alignment between strategic objectives and operational execution.
- Enhanced employee engagement and performance management practices.
- Greater innovation and responsiveness in service delivery.



Training Methodology

- Expert-led sessions combining public administration theory with practical application
- Interactive discussions focused on real governmental challenges
- Scenario-based exercises and collaborative workshops
- Action planning to ensure immediate workplace implementation

Beyond the Course

By the end of the one week, participants will be prepared to:

- Lead public service teams with clarity, accountability, and innovation.
- Make informed strategic decisions in complex regulatory environments.
- Foster a culture of continuous improvement within government organizations.
- Contribute meaningfully to raising standards of excellence in public administration.

