XCELERATE TRAINING INSTITUTE

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PUBLIC SECTOR MANAGEMENT

Good Governance in Public Service

DURATION	LANGUAGE	FORMAT
10 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
12 – 23 Apr 2027	Live online	Online (live)	**€1,800**
18 – 29 Oct 2027	Live online	Online (live)	**€1,800**
15 – 26 Nov 2027	Berlin	Classroom	**€7,200**

Register or ask a question

Online: staging.x8ti.com/course/good-governance-in-public-service/

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Good Governance in Public Service

Introduction

Maintaining consistent standards is essential for any organization to ensure controlled and uniform behavior among its members. This is equally important for service providers to guarantee consistent service quality.

The public sector, characterized by its size and diversity, involves numerous organizations, stakeholders, and professionals delivering services to citizens. Establishing standards for service delivery, conduct, ethics, performance, finance, and transparency is crucial for its success.

Financial management, being the cornerstone of public sector operations, requires stringent standards to ensure funds are utilized effectively and transparently. Public input is vital in standard setting, as organizations should base their standards on citizen feedback.

All stakeholders must adhere to organizational standards, necessitating clear contractual agreements. Regular internal and external audits maintain standard compliance and allow for necessary adjustments.

This course by Xcelerate Training Institutes aims to equip you with the knowledge and confidence to drive standard setting within your organization, leading to improved service delivery and customer satisfaction. Enhancing your ability to set standards will open doors to new opportunities and career advancement. By successfully implementing and maintaining standards, you contribute to delivering high-quality public services.

The course's comprehensive approach covers various aspects of standard setting, preparing you for diverse roles within any organization.

Learning Objectives

This course empowers public sector professionals with:

- A solid understanding of standard-setting principles and concepts in the public sector.
- The ability and confidence to initiate and drive standard setting across the organization.
- The skills and knowledge to implement, audit, and modify standards to ensure compliance.
- The experience and confidence to take on leadership roles in standard setting and adherence.
- A sense of pride in delivering exceptional services to citizens, enhancing their quality of life.

Training Methodology

Unlike traditional one-way instruction, this course encourages active participation through interactive lectures, group discussions, case studies, and practical exercises. The course covers all aspects of standard setting, providing real-world examples and challenges. It follows a Do-Review-Learn-Apply model.

Benefits for Your Organisation

By participating in this course, public sector organizations benefit from:

- A skilled workforce capable of setting standards and developing adherence guidelines.
- Consistent behavior, processes, and service quality resulting from established standards.
- Increased customer satisfaction due to improved and consistent service delivery.
- Enhanced public management and administration through clear standards and guidelines.
- Regular audits to ensure internal compliance and alignment with international benchmarks.
- Efficient and streamlined operations across departments.
- Shared accountability among all stakeholders.
- Reduced risk of corruption and misconduct.

Benefits for You

Public sector professionals gain the following from this course:

- In-depth knowledge of standard-setting principles and theories.
- Opportunities to take on leadership roles in standard setting and implementation.
- Enhanced ability to conduct internal audits for standard compliance.
- Knowledge of external compliance requirements and the ability to adapt standards accordingly.
- A collaborative work environment fostering growth and progression.
- A sense of pride in contributing to improved citizen services.
- Increased career opportunities due to acquired skills and experience.

Who Should Attend

- Senior public sector leaders responsible for strategy, standard setting, and enforcement.
- Investors seeking assurance of consistent operations and service quality.
- Auditors responsible for evaluating standard compliance.
- Policymakers developing guidelines for employee behavior and performance.
- Legal and compliance professionals ensuring adherence to legal standards.
- HR professionals fostering a standards-oriented work culture.
- Any public sector professional required to adhere to specific standards.

Course Outline

Good Governance in Public Service

This course delves into the essential components for establishing effective standards within the public sector.

Standards Framework

This section explores the various types of:

- Standards crucial for public service excellence
- Encompassing ethical

- Performance
- Accounting
- Financial management principles

Foundational Principles

Here, we examine the seven core principles underpinning robust standard setting:

- Selflessness
- Integrity
- Objectivity
- Accountability
- Transparency
- Truthfulness
- Leadership

Information Gathering

This section identifies key sources for defining standards including:

- Management
- Employees
- Current and potential clients
- Lost customers
- Competitors
- Regulatory bodies

Ethical Standards Benefits

This section highlights the advantages of strong ethical standards such as:

- Improved societal outcomes through fair public spending
- Reduced corruption
- Economic growth
- A customer-centric work environment

Good Governance Standards

This section outlines the characteristics of:

- Effective governance standards
- Focusing on organizational goals
- Performance excellence
- Value demonstration
- Informed decision-making
- Risk management
- Organizational capacity building
- Bureaucratic processes

Government as a Standard Setter

This section analyzes the government's role in standard setting including:

- The advantages of reduced conflict of interest
- Better compliance
- Public responsiveness
- As well as potential drawbacks like political influence
- Objectivity challenges

Private Sector as a Standard Setter

This section examines the private sector's role in:

- Standard setting
- Highlighting strengths in talent
- Independence
- Agility
- While also addressing potential weaknesses such as:
- Inefficiency
- Vested interests
- Lack of enforcement mechanisms

Agencies as Standard Setters

This section evaluates the role of:

- Agencies in standard setting
- Emphasizing their advantages in government support
- Expertise
- Efficiency
- Cost-effectiveness
- Accountability

However, it also acknowledges potential challenges such as:

- Arbitrariness
- Staff issues
- External pressures

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Registration Form

Good Governance in Public Service

Preferred dates: ..... Venue or online: .....

Duration: 10 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

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