

## Managing & Improving Public Sector Performance

*Madrid (Spain)*

*27 - 31 January 2025*

UK Training

# PARTNER



## Managing & Improving Public Sector Performance

Code: NC28 From: 27 - 31 January 2025 City: Madrid (Spain) Fees: 5100 Pound

### 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 all the key processes that can make a difference to public sector organizations; such as 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?
- 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 want 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.



# Blackbird Training Cities

## Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Anney (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



# Blackbird Training Cities

## USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

## Africa



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)



## Blackbird Training Cities

### Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**



## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



**BLACKBIRD**  
FOR TRAINING



International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom



+44 7401 1773 35  
+44 7480 775526



Sales@blackbird-training.com



www.blackbird-training.com

UK Training

**PARTNER**

