BLACKBIRD FOR TRAINING

Managing & Improving Public Sector Performance

21 – 25 December 2026
Kuala Lumpur (Malaysia)

UK Traininig
PARTNER



Managing & Improving Public Sector Performance

Ref: 3267_291267 **Date:** 21 – 25 December 2026 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4900 GBP

Introduction

This training seminar is designed for professionals in the public sector who seek to improve performance within the constraints of government control and existing labor laws. The course offers practical solutions, new techniques, and tools to help your organization achieve measurable added value. It will focus on key processes that drive improvement in public sector organizations, such as competency development, performance management, employee attendance, performance appraisals, and building organizational capability. Additionally, innovative methods for employee motivation will be introduced to help you unlock the full potential of your workforce.

Course Objectives

By the end of this course, participants will be able to:

- Demonstrate how to significantly improve existing investments in competencies and performance management in the public sector.
- Analyze and implement strategies to improve performance in the public sector.
- Take action to demonstrate how enhancing reliability and accountability in public services can add financial and operational value.
- Understand and improve existing performance appraisal systems, explaining their benefits to management.
- Apply new techniques to motivate public sector staff, enhancing job satisfaction and productivity.
- Develop methods to improve public sector efficiency and service delivery.

Course Outlines

Day 1: The History, Role, and Future Function of Public Sector Organizations

- Introduction to the program and objectives for the week.
- Understanding the purpose of the public sector and its role in society.
- A historical perspective on the public sector and its evolution.
- Analyzing current trends and future roles of public sector organizations.
- Identifying the need for change in the public sector and how to forecast it.
- Exploring the differences between the public and private sector in terms of change management.



Day 2: Building Organizational Core Strength in the Public Sector

- The role of competencies in strengthening public sector organizations.
- Understanding how competencies are measured and applied effectively.
- Techniques to significantly improve your existing competency-based processes.
- Integrating competency approaches into recruitment, appraisals, and training.
- Developing teams to build core organizational strength and resilience.
- Implementing succession planning to retain and develop talent within the public sector.
- Best practices to retain top talent in the public sector.

Day 3: Performance Improvements - Are They Necessary in the Public Sector?

- Defining performance in the context of the public sector.
- Can performance improvements be achieved at no extra cost?
- Setting better performance targets in the public sector.
- Encouraging commitment to performance improvement through new processes and results.
- Measuring performance effectively - whose responsibility is it?
- Exploring the link between performance and pay in the public sector.

Day 4: Using Reliability and Differentiation to Maximize Existing Strengths

- The concept of differentiation in the public sector and its relevance as a motivational tool.
- Understanding the need for reliability in public sector operations.
- Case study: The cost of an unreliable organization in the public sector.
- How reliability can add significant value to public sector performance.
- Helping managers in the public sector to improve reliability and drive better results.
- Preparing the next generation of public sector managers and leaders.

Day 5: Making Things Happen Within Our Existing Constraints

- Introducing the latest motivation techniques for public sector employees.
- Three motivational tools that work today in public sector organizations.
- Translating goals and ideas into measurable actions.
- Improving two key existing processes and demonstrating how they can yield real benefits.
- Review of course learnings and developing an action plan for post-course implementation.
- Networking opportunities and action steps following the course.



Why Attend This Course: Wins & Losses!

- Enhance Public Sector Performance: This course will provide you with the tools to drive performance measurement in government and significantly improve public sector efficiency.
- Practical Techniques for Improvement: Learn how to apply new approaches for employee motivation, performance management, and competency development that lead to real results.
- Boost Organizational Effectiveness: Implement strategies to improve accountability, service delivery, and performance in your public sector organization, all while adhering to existing constraints.
- Address Key Public Sector Challenges: Gain a deep understanding of how to manage and improve key public sector processes like employee attendance, performance appraisals, and organizational capability.
- Become a Public Sector Leader: Develop the skills to lead change and maximize organizational strengths, preparing you to tackle the future of public sector management.

Conclusion

This course is an invaluable opportunity for professionals in the public sector to develop the skills necessary to drive performance improvements and enhance efficiency within the confines of government regulations. Whether you're working in public administration, government services, or public sector management, this course will provide you with practical solutions to the pressing challenges facing your organization today. Learn how to implement effective performance management, develop reliable teams, and motivate employees to achieve better service delivery and organizational success.

