

Public Sector Management and Reform: Driving Efficiency

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Kuala Lumpur (Malaysia)

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Public Sector Management and Reform: Driving Efficiency

2022-2023 **19-195568** **Location:** Kuala Lumpur (Malaysia) **Fees:** 4900 GBP

Why This Course

In today's public sector environment, institutions are under increasing pressure to improve performance, deliver better services, strengthen accountability, and respond effectively to economic and social change. Public sector reform is no longer limited to policy updates or structural adjustments. It requires capable leadership, stronger institutions, better governance, and practical strategies that improve how public organizations operate and serve citizens.

This comprehensive 5-day course equips public sector professionals with the knowledge and skills to drive organizational change, improve service delivery, and foster economic development. Participants will explore key principles of public sector reform, capacity building strategies, and tools for performance improvement.

What You'll Learn and Practice

By joining this program, you will:

- Understand the principles and challenges of public sector reform.
- Develop strategies for effective capacity building and change management.
- Learn tools and techniques for improving public sector performance.
- Gain insights into best practices for governance and service delivery.
- Explore methods to combat corruption and promote transparency.

The Program Flow

Day 1: Foundations of Public Sector Management

- Introduction to public sector management.
- Key principles of public sector reforms.
- The role of government in economic development.
- Challenges and opportunities in public administration.

Day 2: Strategies for Organizational Change

- Change management in the public sector.
- Leadership and strategic planning.
- Stakeholder engagement and communication.
- Overcoming resistance to change.

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Day 3: Capacity Building and Performance Improvement

- Capacity building strategies and approaches.
- Performance measurement and management.
- Tools for efficiency and effectiveness.
- Best practices in public service delivery.

Day 4: Governance and Accountability

- Principles of good governance.
- Transparency and accountability mechanisms.
- Anti-corruption strategies.
- Ethics in public service.

Day 5: Innovation and Future Trends

- Digital transformation in government.
- Public-private partnerships.
- Citizen-centric service design.
- Emerging trends and challenges in public sector management.

Individual Impact

- Strengthen your understanding of public sector reform and its practical implications.
- Enhance your ability to lead change and support institutional improvement.
- Build stronger skills in performance management, governance, and service delivery.
- Gain practical tools to promote transparency, accountability, and organizational effectiveness.

Work Impact

- Improve the organization's ability to plan and implement meaningful reform initiatives.
- Strengthen public service performance through better management and capacity building.
- Support stronger governance, accountability, and anti-corruption practices.
- Enhance service delivery through more citizen-focused and results-oriented approaches.

Training Methodology

This program integrates public sector management principles, reform strategies, and practical application to ensure real-world relevance and professional impact. Learning methods include:

- Real-world case studies on public sector reform and institutional change.
- Practical exercises in strategy development, performance improvement, and stakeholder engagement.
- Interactive workshops on governance, accountability, and service delivery challenges.
- Group discussions on leadership, reform barriers, and emerging public sector trends.

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- Frameworks and tools for applying reform and capacity building practices effectively in government and public institutions.

Beyond the Course

Upon completion, participants will be better equipped to lead and support public sector improvement with greater confidence, clarity, and strategic awareness. They will return ready to:

- Develop and implement stronger reform strategies within their organizations.
- Improve performance and service delivery through better management practices.
- Strengthen governance, transparency, and accountability mechanisms.
- Support more responsive, effective, and future-ready public sector institutions.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles.

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