

LEADERSHIP SKILLS IN PUBLIC ORGANISATIONS



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TRAINING CENTER



Introduction

Leadership Skills in Public Organisations Training Course builds the leadership capability that public bodies need to deliver services under scrutiny and tight resources. Public leaders work with political oversight, fixed budgets, and citizens who expect transparency and fairness. They must motivate teams that face procedural constraints and constant public attention. This program addresses those specific conditions. It covers accountability, stakeholder engagement, service leadership, and ethical decision-making. As a result, participants learn to set direction within legal limits, manage performance openly, and lead change across departments. Furthermore, the course covers citizen-focused service, media handling, and integrity.

Leadership Skills in Public Organisations Course Objectives

- Define leadership responsibility and accountability in public service.
- Apply governance and integrity principles to leadership decisions.
- Use the accountability ladder to strengthen ownership behaviour.
- Lead with the PLUS ethical decision-making model and codes of conduct.
- Set objectives with SMART criteria and public service KPIs.
- Manage performance with transparent appraisal and review routines.
- Lead citizen-focused service with SERVQUAL quality dimensions.
- Engage stakeholders using the power-interest grid and consultation methods.
- Apply risk management and control principles to public programs.
- Lead change with Kotter's eight steps and the ADKAR model.

Course Methodology

- Facilitated sessions built around public sector case studies.

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- Role-play of citizen engagement, media, and accountability scenarios.
- Group exercises in service standards and performance measures.
- Structured ethical dilemma analysis and debate.
- Simulation of change leadership in a public body.
- Workshops in stakeholder mapping and consultation design.
- Peer feedback, reflection, and personal leadership action plans.

Who Should Take This Course

- Public sector managers and department heads.
- Local government and municipal leaders.
- Civil service supervisors and team leaders.
- Regulatory and compliance officers.
- Public program and project managers.
- Governance and audit professionals.
- Consultants supporting public sector reform.

Leadership Skills in Public Organisations Course Outlines

Day 1: The Public Leadership Context

- Defining leadership in public organizations.
- Political oversight, ministerial direction, and the civil service role.
- Accountability to citizens, legislatures, and oversight bodies.
- Public value and service delivery principles.
- Budget constraints and resource prioritisation.



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- Balancing responsiveness with due process.
- Case study: leading a public service under scrutiny.

Day 2: Integrity, Ethics, and Accountability

- Codes of conduct and public service values.
- The PLUS ethical decision-making model.
- Conflicts of interest, disclosure, and transparency.
- The accountability ladder and ownership behaviour.
- Whistleblowing channels and protecting integrity.
- Managing political pressure and neutrality.
- Workshop: resolving a public sector ethical dilemma.

Day 3: Leading Service Delivery and Performance

- Citizen-focused service design principles.
- Service quality dimensions and the SERVQUAL model.
- Setting service standards and public service KPIs.
- Running transparent performance reviews.
- Handling complaints and service recovery.
- Business process improvement with PDCA.
- Workshop: redesigning a public service journey.

Day 4: Stakeholders, Communication, and Public Trust

- Stakeholder mapping with the power-interest grid.
- Consultation, participation, and feedback methods.
- Communicating decisions transparently.



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- Handling media and public scrutiny.
- Managing difficult stakeholders and interest groups.
- Building public trust through consistency.
- Role-play: a public consultation session.

Day 5: Change, Risk, and Public Leadership Growth

- Leading change with Kotter's eight steps and the ADKAR model.
- Risk management and internal control principles.
- Working with audit, inspection, and oversight bodies.
- Building capability and succession in public service.
- Personal resilience under public pressure.
- Building a personal public leadership development plan.
- Capstone: presenting a public service improvement plan.

Conclusion

By successfully completing Leadership Skills in Public Organisations Training Course, participants will have acquired the knowledge to lead within governance and accountability frameworks, apply ethical reasoning to difficult public decisions, set and review service standards, engage stakeholders and citizens constructively, manage risk, and lead change across public bodies. They will also understand how to build public trust through consistent, transparent conduct. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping public leaders serve with competence and integrity.





FAQs for the Leadership Skills in Public Organisations course

Q1 What is the "Leadership Skills in Public Organisations" course about?

It is a training program that builds leadership capability for public sector settings. It covers governance, accountability, ethical decision-making, service delivery, performance management, stakeholder engagement, risk, and change leadership.

Q2 What are the key benefits of the "Leadership Skills in Public Organisations" course?

Participants gain a clear framework for acting under scrutiny, stronger ethical judgment, and better citizen and stakeholder engagement. Public organizations benefit from more consistent service standards, clearer accountability, fewer integrity risks, and change programs that respect due process.

Q3 What skills will I gain from the "Leadership Skills in Public Organisations" course?

Participants build public governance and accountability practice, ethical decision-making and integrity management, service delivery and performance leadership, and stakeholder engagement, risk management, and change leadership.



Q4 What tools, methods, or standards are covered in the "Leadership Skills in Public Organisations" course?

The course covers governance and integrity principles, codes of conduct, the PLUS ethical decision-making model, the accountability ladder, SMART objectives, public service KPIs, the SERVQUAL service quality model, the power-interest stakeholder grid, PDCA process improvement, risk management and internal control principles, Kotter's eight steps, and the ADKAR model.

Q5 How is the "Leadership Skills in Public Organisations" course applied in real-world practice?

Learners apply it by setting and publishing service standards, running transparent performance reviews, handling complaints with structured recovery, consulting stakeholders on policy changes, managing risks with control measures, and reporting outcomes to oversight bodies.