

MANAGING & IMPROVING PUBLIC SECTOR PERFORMANCE



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TRAINING CENTER



Introduction

Managing & Improving Public Sector Performance Training Course helps public managers raise service quality within fixed budgets and constant public scrutiny. Public performance management differs from the private sector: success includes outcomes for citizens, not just financial return, and results must be demonstrated to legislatures and oversight bodies. This program builds the methods that make public improvement credible. It covers performance frameworks, outcome measurement, benchmarking, and process improvement. As a result, participants learn to set meaningful targets, report honestly, and act on what the data shows. Furthermore, the course covers stakeholder engagement and change leadership in public settings.

Managing & Improving Public Sector Performance Course Objectives

- Define public value and outcome-based performance clearly.
- Build performance frameworks with the Balanced Scorecard for public services.
- Set objectives with SMART criteria and public service KPIs.
- Use SERVQUAL dimensions to assess and improve service quality.
- Apply benchmarking and comparison methods for public services.
- Map and improve processes with value stream mapping and PDCA.
- Diagnose performance problems with the 5 Whys and fishbone diagrams.
- Manage performance reviews and improvement plans.
- Report performance transparently to oversight bodies.
- Lead improvement change with Kotter's eight steps and the ADKAR model.

Course Methodology

- Facilitated sessions built around real public service cases.

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- Performance framework and scorecard design workshops.
- Group exercises in outcome definition and indicator design.
- Role-play of performance reviews and scrutiny sessions.
- Case studies from local government, health, and agencies.
- Simulation of a performance improvement planning round.
- Peer review, reflection, and a personal improvement action plan.

Who Should Take This Course

- Public sector managers and department heads.
- Performance and planning officers.
- Local government and municipal managers.
- Public service quality and improvement leads.
- Regulatory and oversight staff.
- Program and project managers in the public sector.
- Consultants advising on public service reform.

Managing & Improving Public Sector Performance Course Outlines

Day 1: Public Value and Performance Foundations

- Defining public value and outcome-based performance.
- Differences between public and private performance logic.
- Performance management cycles and routines.
- The Balanced Scorecard applied to public services.
- National and sector performance frameworks.



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- Common failures in public performance systems.
- Case study: a service that improved outcomes measurably.

Day 2: Measuring Outcomes and Setting Targets

- Moving from outputs to outcomes in service design.
- Theory of change and logic models.
- SMART objectives and public service KPIs.
- Baselines, targets, and tolerance thresholds.
- Cost-effectiveness and unit cost analysis.
- Data quality, validation, and reporting integrity.
- Workshop: designing a performance framework for a service.

Day 3: Service Quality and Process Improvement

- SERVQUAL dimensions and service quality gaps.
- Complaint analysis and service recovery.
- Customer and citizen journey mapping.
- Value stream mapping for administrative processes.
- Lean service techniques and waste elimination.
- Process improvement with PDCA and Kaizen.
- Workshop: improving a public service process.

Day 4: Benchmarking, Review, and Accountability

- Benchmarking types and methodology.
- Comparing performance with peers and best practice.
- Diagnosing performance problems with the 5 Whys and fishbone diagrams.



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- Running performance review meetings.
- Improvement plans with clear ownership using the RACI matrix.
- Reporting to oversight bodies and the public.
- Simulation: a performance scrutiny session.

Day 5: Leading Improvement and Sustaining Results

- Leading change with Kotter's eight steps and the ADKAR model.
- Managing resources and priorities under budget pressure.
- Risk management and internal control for services.
- Building a performance culture and staff capability.
- Creating a personal performance improvement plan.
- Measuring and reporting progress over time.
- Capstone: presenting a public service performance plan.

Conclusion

By successfully completing Managing & Improving Public Sector Performance Training Course, participants will have acquired the knowledge to define outcome-based performance, build credible measurement frameworks, assess service quality, improve processes with proven methods, benchmark against peers, and report transparently to oversight bodies. They will also understand how to lead sustained improvement within public accountability requirements. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping public managers deliver better services with the resources they have.





FAQs for the Managing & Improving Public Sector Performance course

Q1 What is the "Managing & Improving Public Sector Performance" course about?

It is a training program that teaches public managers how to measure and improve service performance. It covers public value, outcome measurement, performance frameworks, service quality, process improvement, benchmarking, and accountability reporting.

Q2 What are the key benefits of the "Managing & Improving Public Sector Performance" course?

Participants gain a clear method for defining outcomes, stronger evidence for improvement decisions, and confidence reporting to oversight bodies. Public organizations benefit from better-targeted spending, measurable service improvement, fewer complaints, and performance data that withstands scrutiny.

Q3 What skills will I gain from the "Managing & Improving Public Sector Performance" course?

Participants build outcome definition and performance framework design, service quality assessment and process improvement, benchmarking and performance diagnosis, and accountability reporting and improvement leadership.



Q4 What tools, methods, or standards are covered in the "Managing & Improving Public Sector Performance" course?

The course covers public value frameworks, theories of change and logic models, the Balanced Scorecard, SMART objectives, public service KPIs, cost-effectiveness analysis, the SERVQUAL model, customer journey mapping, value stream mapping, Lean service techniques, PDCA, Kaizen, benchmarking methodology, the 5 Whys, fishbone diagrams, the RACI matrix, Kotter's eight steps, and the ADKAR model.

Q5 How is the "Managing & Improving Public Sector Performance" course applied in real-world practice?

Learners apply it by defining outcomes for a service, building an indicator set with baselines and targets, mapping and improving a key process, running performance review meetings, and reporting progress to oversight bodies and the public.