

PUBLIC SECTOR MANAGEMENT AND REFORM



GENTEX[®]
TRAINING CENTER



Introduction

Public Sector Management and Reform Training Course equips professionals to lead change inside government institutions. Participants learn how to diagnose institutional weaknesses, design reform programs, and deliver better services under tight budgets. The program combines reform theory with practical work on governance, performance, and change management. As a result, learners gain a clear method for turning reform ambitions into measurable results. Furthermore, the course builds the leadership and coordination skills that public institutions need to modernize and win public trust.

Public Sector Management and Reform Course Objectives

- Diagnose institutional performance gaps using capability assessments and service audits.
- Apply public management models such as New Public Management (NPM) and New Public Governance.
- Design reform programs with clear objectives, scope, and success criteria.
- Use business process reengineering (BPR) to simplify public services.
- Apply performance management frameworks with KPIs, baselines, and targets.
- Strengthen governance, accountability, and anti-corruption controls.
- Manage change using the ADKAR model and Kotter's eight-step framework.
- Plan civil service reform, capacity building, and talent development.
- Improve service delivery through digital government and one-stop shop models.
- Assess reform risk with risk registers and stakeholder impact analysis.

Course Methodology

- Case-based sessions on real public sector reform programs.

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- Workshops on capability assessment, process mapping, and service redesign.
- Group work on performance frameworks and indicator design.
- Hands-on practice with BPR tools, risk registers, and change models.
- Simulation exercises on leading reform and managing resistance.
- Facilitator feedback and peer review on draft reform plans.

Who Should Take This Course

- Senior managers and directors in government institutions.
- Public sector reform and modernization program leaders.
- Ministry advisors, planners, and strategy specialists.
- Governance, compliance, and audit professionals in public bodies.
- HR and capacity building managers in civil service.
- Consultants and international organization staff supporting reform.

Public Sector Management and Reform Course Outlines

Day 1: Public Management Foundations and Institutional Diagnosis

- Core concepts of public management and public value.
- New Public Management (NPM) and New Public Governance models.
- Institutional capability assessment and maturity models.
- Service audits and citizen satisfaction measurement.
- Identifying performance gaps and root causes.



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- Governance, accountability, and integrity principles.
- Case study: diagnosing reform needs in a public agency.

Day 2: Reform Strategy and Program Design

- Setting reform objectives, scope, and success criteria.
- Theory of change and logical frameworks (logframes) for reform.
- Sequencing reform: quick wins and long-term transformation.
- Budgeting, resourcing, and phasing reform programs.
- Stakeholder mapping with power-interest grids.
- Risk registers and mitigation for reform delivery.
- Workshop: designing a reform program structure.

Day 3: Process Improvement and Service Delivery

- Business process reengineering (BPR) for public services.
- Process mapping, value stream analysis, and bottleneck removal.
- Digital government and one-stop shop service models.
- Service standards, charters, and customer journey design.
- Lean and Six Sigma tools in public sector settings.
- Measuring service quality and turnaround times.
- Exercise: redesigning a high-volume public service.

Day 4: People, Change Management, and Capacity Building

- Change management with the ADKAR model and Kotter's eight steps.
- Managing resistance, culture, and staff engagement.



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- Civil service reform, job design, and competency frameworks.
- Talent development, training, and knowledge management.
- Leadership and accountability in reform teams.
- Communication strategy for reform and public messaging.
- Simulation: leading a reform unit through resistance.

Day 5: Performance, Monitoring, and Reform Sustainability

- Performance management frameworks and balanced scorecards.
- Setting KPIs, baselines, and targets for accountability.
- Monitoring, evaluation, and reporting on reform results.
- Anti-corruption controls and internal audit alignment.
- Institutionalizing reform and building long-term capability.
- Reviewing reform outcomes and adapting plans.
- Capstone: presenting a complete reform plan.

Conclusion

By successfully completing Public Sector Management and Reform, participants will gain a practical understanding of how to diagnose institutional weaknesses and lead reform that lasts. They will acquire skills in process improvement, performance management, change leadership, and governance. Gentex Training Center designs the program to help professionals modernize public services and deliver measurable results for citizens.





FAQs for the Public Sector Management and Reform course

Q1 What is the "Public Sector Management and Reform" course about?

It covers how to assess institutional performance, design reform programs, and improve public service delivery. The course connects governance, process improvement, and change management so you can lead reform from diagnosis through to measurable results.

Q2 What are the key benefits of the "Public Sector Management and Reform" course?

You gain a structured approach to reform that leaders will support and staff can deliver. The course strengthens your ability to cut bureaucracy, set meaningful performance targets, manage resistance, and show citizens clear improvements in service quality.

Q3 What skills will I gain from the "Public Sector Management and Reform" course?

You will develop four core skills: institutional diagnosis and reform design, public service process improvement, change management and capacity building, and performance monitoring with governance and accountability.



Q4 What tools, methods, or standards are covered in the "Public Sector Management and Reform" course?

The course covers capability assessments, maturity models, business process reengineering (BPR), Lean and Six Sigma, value stream analysis, the ADKAR model, Kotter's eight-step framework, logical frameworks (logframes), power-interest grids, risk registers, balanced scorecards, and KPIs with baselines and targets.

Q5 How is the "Public Sector Management and Reform" course applied in real-world practice?

Participants apply it to live assignments such as auditing a public service, redesigning a high-volume process, and preparing a reform program plan. The same methods support civil service modernization, digital government rollout, and anti-corruption control reviews.