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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Future Government Management

إدارة الحكومة المستقبلية

13 – 17 December 2020

Dubai / United Arab Emirates

A Member of:



PROJACS ACADEMY



[ProjacsAcademy.com](http://ProjacsAcademy.com)



## Introduction

While the world has moved very quickly, governments have struggled to keep pace. And delivering on the 'customer promise' remains as much of a challenge now as it was years ago!

Not only have expectations risen exponentially with rapid developments in new technology, but the funds for investing in public services have dried up in many countries. And the assumptions underlying apparently successful models of the past, such as New Public Management, are being challenged.

Government and public sector organisations worldwide must adjust to the new reality of 'doing more for less' (or 'doing less for less') and focus on the outcomes society needs and wants. Public bodies must also decide if they want to consume the legacy left behind by predecessors, or create a new legacy for the next generation.

This workshop addresses the challenges for government at all levels to deliver the outcomes people want!

## Objectives

**By the end of this course practitioners shall learn to:**

- Understanding user needs through 'customer insight';
- Pulling down the silo walls to create connected government;
- Building capacity to deliver results;
- Realizing the benefits; and continuously innovating to sustain them

## Who Should Attend?

- Senior Managers and Department Heads
- Planning, Marketing and Finance Managers
- Section Heads and Government Employees at all levels.

## Course Outline

### **DAY 1:**

- Introduction and Course Overview
- Delivering on the citizen promise
  - The 'New Normal'?
  - The demanding citizen
  - Budgetary austerity
  - Demographic change and other global challenges
  - Competing for investment
  - Blurring the boundaries
  - Pervasiveness of Technology
  - Global uncertainty

### **DAY 2:**

- Where next for public services?
- What does the leading public body of the future look like?
- What guides and shapes the future public body?
  - The source of organisational energy - vision and mission
  - Viewing the road ahead through three key lenses
  - Centring on the citizen
  - Striking the appropriate internal-external balance
  - Achieving sustainable outcomes

### **DAY 3:**

- What defines us?
  - Characteristic 1: Agile
  - Characteristic 2: Innovative
  - Characteristic 3: Connected
  - Characteristic 4: Transparent
  - They cannot stand alone

### **DAY 4:**

- How can we equip ourselves?
  - Make, buy or stop!
  - Funding and financial management
  - Attracting and retaining talent
  - Measuring outcomes and impacts

### **DAY 5:**

- The bottom line – Leadership
  - The strategic balancing act – inside and outside
  - Business Control + Leadership = Management
  - Integrated and situation based leadership
  - Powerful leadership – a question of culture
  - Focus on impact, not output
- What's next? An agenda for action
- Workshop Wrap-Up

### Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

### Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

### Schedule

**The course agenda will be as follows:**

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

### Course Fees\*

- **2,950USD**  
*\*VAT is Excluded If Applicable*