



**Workshop on Improving Public Service Delivery**

Jan. 29 - Feb. 2, 2024, 1<sup>st</sup> Run: Lagos & Abuja

July 29 – Aug. 2, 2024, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N250, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N200, 000 per Participant

**Available for In-plant Training**

**500 U\$D for foreign  
Participants**

**Program overview:**

Improving public services means changing the ways that public services deliver services to citizens. This means first defining responsibilities of government ministries, departments or agencies, then ensuring that ministries, departments, agencies and staff have enough funds, people, equipment and other resources to carry out these responsibilities. Clearly, public service reform can include almost anything that could affect the effectiveness – doing the right things – and efficiency – doing things in the right way – of public service delivery. Setting priorities for improvement contains a guide for conducting self-assessment and performance management for improving public services

**For whom:**

Chief executives, permanent secretaries, departmental heads and other senior executive officers who lead the delivery of services to a wide range of public users in ministries, departments, agencies, and Local Government Councils.

**Learning objectives:**

At the end of the program, participants will be able to:

- show others how to significantly improve on your existing investment in competencies;
- analyze and demonstrate how performance can be improved in the Public Sector;
- assess the scope for making changes in service delivery through the introduction of new techniques;
- significantly improve any existing Performance appraisal system and explain the benefit to Management; and
- develop good motivation techniques to motivate staff, specifically to improve service delivery in the Public Sector.

**Course outline:**

**Day 1: The History, Role and Future Function of Public Sector Organizations**

- What is the Public Sector there to do?
- The Historical Context of the Public Debtor
- Present and Future Role of Public Sector Organization – latest trend changes
- Change and the Public Sector – how we can forecast when change is needed?
- Understanding the Results of Change and How Change Affects Us
- Change and the Difference between the Public and Private Sectors

**Day 2: Building Organizational Core Strength in the Public Sector**

- The Role of Competencies in the Organization
- How Competencies Work and how they are measured
- Techniques to significantly improve what you already have
- Incorporating Competency Approach In, Recruitment, Appraisal and Training
- Developing Teams to Build Core Strength
- Succession Planning to Retain and Develop Leadership Bench
- Techniques to Retain Talented People

### Day 3: Target Setting and Performance Management Techniques

- What is Performance Management?
- Techniques to Improve Performance in the Public Sector
- Setting Targets for Performance Improvement
- How to get more commitment? – New process / new results/Staff Attitude
- The Measuring of Performance – Whose job is it?
- Linking Performance to Reward System

### Day 4: Using Reliability and Differentiation to Maximize Public Service

- The History of Differentiation
- Why the Public Sector might consider this as a motivational tool?
- Understanding the Need for Reliability in the Public Sector
- Case Study: The Cost of a Unreliable Organization
- Adding Value through Service Reliability

### Day 5: Setting priorities for improvement Within Existing Resources

- Understanding Government structures and organization,
- Strengthening the ability of ministries, departments and agencies to deliver services, through
- Empowerment
- Leveraging on Human Resource department to achieve targeted improvements
- Techniques for Motivating Staff
- How to translate ideas or goals into measurable actions through Accountability
- Managing work Processes in Public Sector
- Managing and reporting on service delivery

### Training Methodology

Lectures, discussions, exercises, and case studies will be used to reinforce these teaching/learning methods.

#### LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N250, 000**

In-plant Fee Negotiable

#### WORKSHOP FEE:

**N250, 000 per participant, VAT –N18, 750**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814  
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,  
& 234-9112830607**