Logo Missing

008: Emerging Trends and Improved Effectiveness in Public Service Delivery - 6.0 CEUs

CEU: 6.0 **Duration:** 17hours 40minutes **Tuition:** $5,700

Course Banner

Teachers:

- Shirley Crews (Taylor, Management Consultant and OD Professional Licensed Executive Coach)
- Ambrose Okorie (PhD, PMP, IT Project Management)

Course Topics:

- Public Service/Sector
- People Management
- Public Procurement

Program Locations & Dates:

- Houston, TX USA: Mar 16-20
- Houston, TX USA: Apr 20-24
- Houston, TX USA: Jul 6-10
- Paris, France: Jul 6-10

Program Tags:

- Public Service

About Course

This course explores new and exciting ways governments and public organizations are improving services for citizens. It's designed for anyone interested in how public service can become faster, smarter, and more people-focused. You'll learn about current trends like digital transformation, citizen-centered delivery, and performance management. Whether you're just starting out or already in public service, this course helps you understand what's working globally—and how to bring those ideas into your own role or organization.

Course Overview

This course is designed to explore core principles and various methodologies on how to improve the overall effectiveness of public service delivery to ensure positive impact on the communities being served and to provide senior public officials and members of public institutions with best practices and techniques enabling them to command the trust of the public which they serve.

Our goal is to increase participant's knowledge and understanding on how to aid in developing individual performance, build

human resource capacity and reduce corruption and dishonesty in order to develop inspiring leaders who can develop, monitor and maintain good governance practices that deliver efficiency and effectiveness in public services.

We will do this by bringing forth various issues and challenges that impact strategy, policies, procedures and people and discuss necessary measures to ensure continuous improvement in order to make the public sector results-oriented and effective and support successful reforms in the public sector. Through utilization of focused lectures, group discussions, experiential exercises, case studies, and review of best practices designed to engage participants and deepen their learning, we will explore different ways to establish informed and committed leadership who are not only responsible but accountable for transparency, public awareness, managing and communicating change and other necessary components required for effective and sustainable corporate governance.

Course Objective

The objectives of this course are as follows:

- Understand the fundamentals of effective public service delivery.
- Identify and analyze emerging global trends in public sector innovation.
- Explore real-world case studies to learn practical applications and lessons.
- Develop leadership and strategic performance management skills for public service roles.
- Examine the role of ethics and standards in achieving accountability and results.
- Gain insights into policy reform processes, planning, and implementation.
- Learn strategies for managing public perception and building trust with citizens.

Course Outline

- Developing Effective Public Service Delivery
- Emerging Trends: The Future of Public Service Delivery
- Case Study: Delivering Public Service for the Future – Canada Government Profile
- Leadership and Strategic Performance Management
- Case Study: When Leaders Fail and How They Recover
- Ethics, Standards, and the Achievement of Improved Performance
- Case Study: An Ethical Dilemma
- Policy Reform: Process, Planning, and Structure
- Managing the Public's Perception

What Will You Learn?

- How to design and deliver public services that meet evolving citizen needs.
- Key trends shaping the future of public service across the world.
- Ways to apply ethical principles and accountability in governance.
- How to evaluate and implement policy reforms effectively.
- Leadership tools for improving team and institutional performance.
- Techniques for managing crises and maintaining public confidence.
- Real examples from countries like Canada to apply learning in context.

Why This Course Matters

Chinedu Okafor
Public Affairs Officer, Nigeria
"This course reshaped how I approach service delivery with integrity and innovation. It's practical and timely for public officers."

Ama Serwaa
Policy Analyst, Ghana
"It gave me new ways to think about government performance and practical reforms. Very engaging and easy to follow."

Nour El-Din Hassan
Government Strategist, Egypt
"What I learned here helped us rethink citizen engagement strategies. A must for anyone working in the public

sector."

Course Content

Module 1: Developing Effective Public Service Delivery
Learn the basics of what makes public service work well and how to improve it.

- **What effective service delivery means**
- **Key building blocks of good public service**
- **Simple steps to improve services in your organization**

Module 2: Future Trends in Public Service
Explore new ideas and technologies shaping how services are delivered to people.

- **Emerging trends in public administration**
- **Learning from real-world examples like Canada**
- **How to stay prepared for future change**

Module 3: Ethics and Leadership in Public Service
Discover the importance of ethics and good leadership in public roles.

- **Why ethics matter in public service**
- **Leadership lessons from success and failure stories**
- **Setting and meeting performance standards**

Module 4: Smart Policy and Public Perception
Learn how to design better policies and earn the public's trust.

- **Steps for planning and changing policies**
- **Understanding how the public views your service**
- **Tools to manage public expectations and feedback**

Target Audience

This course is for Senior Managers, Directors, Deputy Managers, Policymakers, Commissioners, Politicians, Chief Executives, Senior Administrators and Leaders in the public sector, and coordinators responsible for monitoring performance and other key stakeholders.

Certificate of Completion

Participants who successfully complete this course will receive a Certificate of Completion. This certificate affirms your advanced understanding of public sector leadership and performance strategy. It highlights your commitment to excellence in governance, strategic decision-making, and effective service delivery—reinforcing your role as a senior leader or key stakeholder in shaping impactful public outcomes.

© Americas Empowerment Institute (AEMPIN) - 2026