Global Horizon
TRAINING CENTER

Training Course:
Public Service Management

31 August - 4 September 2026
Madrid (Spain)

Training Course:
Public Service Management

Training Course code: MA234800 From: 31 August - 4 September 2026 Venue: Madrid (Spain) - Training Course Fees: 5775 Euro

Introduction

Effective public service management is essential for delivering high-quality services, enhancing citizen satisfaction, and ensuring accountability and transparency within government institutions. The Public Service Management program is designed to equip participants with the knowledge and skills required to improve service delivery, optimize performance, and strengthen governance in the public sector.

This program focuses on modern management practices, service excellence, performance measurement, and policy implementation, enabling public sector professionals to respond effectively to evolving societal needs and expectations.

Course Objectives

By the end of this program, participants will be able to:

- Understand the principles and frameworks of public service management
- Enhance service delivery and citizen satisfaction
- Apply performance management and measurement techniques
- Improve decision-making and policy implementation processes
- Strengthen governance, accountability, and transparency
- Develop strategies for organizational improvement in the public sector
- Apply leadership and communication skills in public service environments
- Manage resources efficiently and effectively

Target Audience

This program is designed for:

- Government Officials and Public Sector Employees
- Managers and Supervisors in Public Institutions
- Policy Makers and Advisors
- Administrative and Operational Staff in Government Entities
- Professionals involved in public service delivery and administration

Outline

Day 1 - Foundations of Public Service Management

- Introduction to public service management
- Roles and responsibilities in public sector organizations
- Principles of public administration and governance
- Public service values: accountability, transparency, and ethics
- Challenges in modern public service delivery

Day 2 - Service Excellence and Citizen-Centric Approach

- Understanding citizen needs and expectations
- Service quality frameworks in the public sector
- Designing citizen-centric services
- Improving service delivery processes
- Measuring customer citizen satisfaction

Day 3 - Performance Management and Policy Implementation

- Performance management frameworks in the public sector
- Key Performance Indicators KPIs and benchmarking
- Monitoring and evaluating public programs
- Effective policy implementation strategies
- Data-driven decision-making

Day 4 - Leadership and Organizational Effectiveness

- Leadership styles in the public sector
- Managing teams and building high-performance cultures
- Communication and stakeholder engagement
- Managing change in public organizations
- Conflict resolution and problem-solving

Day 5 - Governance, Innovation, and Future Trends

- Strengthening governance and accountability mechanisms
- Risk management in public service
- Digital transformation in government services
- Innovation in public sector management
- Future trends and strategic planning for public institutions

Registration form on the Training Course: Public Service Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Company Information

Company Name: .....
Address: .....
City / Country: .....

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
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Easy Ways To Register

Telephone: +201095004484 to provisionally reserve your place.	Fax your completed registration form to: +20233379764	E-mail to us : info@gh4t.com or training@gh4t.com	Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.