



*Training Course:
Improving Public Sector Productivity through
Prioritization, Measurement and Alignment*

*22 - 26 March 2027
Kigali (Rwanda)*

Training Course: Improving Public Sector Productivity through Prioritization, Measurement and Alignment

Training Course code: MA234572 From: 22 - 26 March 2027 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

Introduction

Public sector organizations today face increasing pressure to deliver high-quality services efficiently while optimizing limited resources. Achieving this requires clear prioritization, effective performance measurement, and strong alignment between strategic objectives and operational activities.

This program, developed by [Global Horizon Training Center](#), equips participants with practical frameworks and tools to enhance productivity across public sector entities. It focuses on aligning organizational goals with measurable outcomes, improving decision-making, and ensuring that resources are directed toward high-impact initiatives.

Participants will gain the skills to prioritize effectively, measure performance accurately, and create alignment across departments, enabling sustainable improvements in service delivery and organizational efficiency.

Course Objectives

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

- Understand the key drivers of productivity in the public sector
- Apply prioritization techniques to optimize resource allocation
- Design and implement performance measurement systems
- Align strategic objectives with operational execution
- Develop Key Performance Indicators KPIs and performance frameworks
- Improve decision-making using data and performance insights
- Enhance collaboration and alignment across departments
- Drive continuous improvement in public service delivery

Target Audience

This program is designed for:

- Government Officials and Public Sector Leaders
- Department Heads and Managers
- Strategy and Performance Management Professionals
- Policy Makers and Planners
- Project and Program Managers in the public sector
- Professionals involved in performance measurement and service delivery

Outline

Day 1: Foundations of Public Sector Productivity

- Understanding Productivity in the Public Sector
- Challenges in Government Performance and Service Delivery
- Key Drivers of Productivity Improvement
- Linking Strategy to Operational Outcomes
- Introduction to Prioritization, Measurement, and Alignment
- Case Studies in Public Sector Productivity

Day 2: Prioritization and Strategic Focus

- Principles of Effective Prioritization
- Identifying High-Impact Initiatives
- Resource Allocation and Trade-Off Decisions
- Tools for Prioritization Impact vs. Effort Matrix, Pareto Principle
- Managing Competing Priorities
- Aligning Priorities with Strategic Goals

Day 3: Performance Measurement and KPIs

- Designing Performance Measurement Frameworks
- Developing Key Performance Indicators KPIs
- Balanced Scorecard in the Public Sector
- Data Collection and Performance Monitoring
- Using Performance Data for Decision-Making
- Addressing Performance Gaps

Day 4: Organizational Alignment and Execution

- Aligning Strategy with Operations
- Cascading Goals Across Departments
- Enhancing Cross-Department Collaboration
- Governance and Accountability Structures
- Communication for Alignment and Engagement
- Driving Execution Excellence

Day 5: Continuous Improvement and Sustainability

- Building a Culture of Continuous Improvement
- Performance Review and Feedback Mechanisms
- Managing Change in Public Sector Organizations
- Innovation in Public Service Delivery
- Developing Action Plans for Productivity Improvement
- Case Study and Group Workshop

Registration form on the Training Course: Improving Public Sector Productivity through Prioritization, Measurement and Alignment

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