

COURSE BROCHURE

Artificial Intelligence in Public Services

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



Course Description

Course Overview

The **Artificial Intelligence in Public Services** course is a structured, knowledge-based program designed to help public sector managers and leaders understand how artificial intelligence can be strategically applied to improve government services, decision-making, and operational efficiency. As governments worldwide adopt advanced technologies to meet rising public expectations, artificial intelligence is increasingly shaping how services are designed, delivered, and evaluated. For new managers, understanding artificial intelligence is no longer optional—it is a critical leadership competency.

This course is particularly relevant within **leadership training for new managers**, as it frames artificial intelligence not as a purely technical subject, but as a strategic, ethical, and governance-driven leadership topic. Participants gain a clear conceptual understanding of how artificial intelligence supports service innovation, policy implementation, and public value creation, while recognizing the responsibilities leaders carry when adopting intelligent systems in the public domain.

Key Outcomes

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

- By the end of this program, participants will be able to explain the role of artificial intelligence in modern public services.
- By the end of this program, participants will be able to distinguish between automation, data-driven systems, and artificial intelligence applications.
- By the end of this program, participants will be able to understand how artificial intelligence supports evidence-based public decision-making.
- By the end of this program, participants will be able to identify key public service areas where artificial intelligence adds value.
- By the end of this program, participants will be able to recognize leadership responsibilities in artificial intelligence adoption.

- By the end of this program, participants will be able to support responsible and transparent use of artificial intelligence.
- By the end of this program, participants will be able to align artificial intelligence initiatives with public sector goals.
- By the end of this program, participants will be able to contribute strategically to artificial intelligence discussions and planning.

Who Should Attend

This course is designed for professionals working in government or public sector organizations who are involved in leadership, oversight, or service improvement, including:

- First-time managers and newly appointed supervisors
- Team leaders and section heads
- High-potential employees preparing for leadership roles
- Middle managers responsible for programs or services
- Human resources, strategy, and performance management staff
- Public sector project and change managers

Prerequisites: No prerequisites.

Course Outline by Modules

Day 1: Artificial Intelligence in the Public Sector Context

- Understanding artificial intelligence in government environments
- Evolution of technology-enabled public services
- Differences between automation and intelligent systems
- Public value creation through artificial intelligence
- Leadership awareness and accountability

Day 2: Strategic Applications of Artificial Intelligence in Public Services

- Artificial intelligence use cases in government services
- Supporting policy design and service delivery
- Improving efficiency, accuracy, and responsiveness

- Governance frameworks for artificial intelligence in government
- Ethical considerations and responsible use
- Transparency, fairness, and accountability
- Data quality, bias, and risk management
- Legal and regulatory implications

Day 4: Organizational Readiness and Change Leadership

- Assessing institutional readiness for artificial intelligence
- Workforce implications and skills awareness
- Leading cultural change in technology adoption
- Cross-department collaboration and integration
- Managing resistance and uncertainty

Day 5: Sustaining Artificial Intelligence Value in Public Services

- Measuring impact and service outcomes
- Continuous improvement and learning
- Leadership behaviors that support sustainability
- Aligning artificial intelligence initiatives with strategy
- Building future-ready public institutions

Methodology

The **Artificial Intelligence in Public Services** course is delivered through a primarily theoretical and structured learning approach. The focus is on strategic concepts, leadership frameworks, and governance models rather than technical development or complex system implementation. Content is presented through instructor-led explanations, guided discussions, and simplified public sector case scenarios aligned with **first-time manager training** and **management skills training** objectives.

Interaction includes individual reflection and light group discussion, allowing participants to contextualize artificial intelligence concepts within their organizational roles. Practical elements are intentionally minimal and may include short quizzes, structured reflection questions, or completing a basic artificial intelligence readiness checklist using a computer. Training materials include summary sheets, a participant workbook, and practical

discussions, and recap checks at the end of each day. These in-session assessments confirm understanding of key artificial intelligence concepts without relying on technical testing or system demonstrations.

Organizations may independently measure return on investment using internal tools such as key performance indicators, manager evaluations, service quality metrics, or performance reviews. **Internal measurement is managed by the client organization and is outside the scope of our delivery.** Optional follow-up discussions or advisory support can be provided upon request to reinforce learning outcomes.

Instructor Profile

Instructor assignment depends on the delivery date and city. We work with a global pool of trainers. Please contact us to confirm the most suitable available instructor for this course based on schedule and location.

Conclusion

The **Artificial Intelligence in Public Services** course equips new managers and public sector leaders with the strategic knowledge required to understand, guide, and govern artificial intelligence initiatives responsibly. As a valuable component of a **new manager leadership course, leadership fundamentals course, or supervisor leadership program**, this training strengthens strategic awareness, ethical judgment, and leadership confidence. Organizations seeking impactful **leadership development for team leaders**, effective **management skills training**, and a recognized **certificate of completion** are encouraged to contact us to tailor the delivery format—onsite, online, or blended—with flexible duration options aligned to public sector needs.

Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

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