

COURSE BROCHURE

EFQM Excellence Model in Government

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



Course Description

Course Overview

EFQM Excellence Model in Government is a comprehensive, knowledge-based training program designed to help public sector organizations understand and apply the principles of organizational excellence using a structured and internationally recognized framework. The course focuses on how government entities can strengthen leadership, strategy, people engagement, partnerships, processes, and results in a coherent and integrated way. Rather than treating excellence as a compliance exercise, the program presents it as a long-term management philosophy that supports sustainable performance and public value creation.

For new and first-time managers, this course is especially important because the EFQM Excellence Model clarifies how everyday managerial decisions connect to overall organizational performance and stakeholder outcomes. As part of leadership training for new managers, the program helps participants understand their role in driving alignment, consistency, and improvement across teams and departments. The workplace value lies in developing managers who can think holistically, support structured self-assessment, and contribute meaningfully to organizational excellence initiatives.

Key Outcomes

- By the end of this program, participants will be able to explain the purpose and structure of the EFQM Excellence Model in government
- By the end of this program, participants will be able to understand how excellence principles support public sector performance
- By the end of this program, participants will be able to identify the roles of leadership and strategy within the excellence framework
- By the end of this program, participants will be able to link excellence concepts to leadership training for new managers
- By the end of this program, participants will be able to recognize strengths and improvement areas at a conceptual level
- By the end of this program, participants will be able to support structured discussions on organizational performance

stakeholders

Who Should Attend

- First-time managers in government and public sector organizations
- Supervisors and section heads responsible for performance or quality initiatives
- Team leaders involved in organizational improvement or excellence programs
- High-potential employees preparing for leadership roles
- Staff working in strategy, quality, or organizational development units
- Managers supporting government excellence or performance frameworks

Prerequisites: No prerequisites

Course Outline by days

Day 1 – Foundations of the EFQM Excellence Model in Government

- Understanding organizational excellence in the public sector
- Purpose and structure of the EFQM Excellence Model
- Public value, accountability, and stakeholder focus
- Managerial responsibilities within excellence-driven organizations
- Connection between excellence thinking and leadership fundamentals course concepts

Day 2 – Leadership, Strategy, and Governance for Excellence

- Leadership roles and behaviors that support excellence
- Developing and aligning strategy with public sector priorities
- Governance, ethics, and accountability considerations
- Challenges faced by new managers in strategic alignment
- Supervisor responsibilities in reinforcing excellence principles

Day 3 – People, Partnerships, and Process Excellence

- Engaging and developing people for sustainable performance
- Managing partnerships and resources effectively
- Process thinking and value creation in government services
- Linking people and process excellence to first-time manager training goals

- Using data and insights to evaluate organizational performance
- Continuous improvement within an excellence framework
- Aligning improvement initiatives with management skills training priorities
- Role of supervisors in sustaining performance focus

Day 5 – Embedding the EFQM Excellence Model in Government Practice

- Integrating excellence into daily management practices
- Supporting self-assessment and learning cycles conceptually
- Managing change and sustaining long-term excellence
- Common challenges in institutionalizing excellence frameworks
- Knowledge review, recap, and group discussion

Methodology

The course is delivered through a primarily theoretical and structured learning approach tailored for public sector professionals. Participants are introduced to the EFQM Excellence Model, leadership frameworks, and simplified government-focused cases through clear explanations and guided discussions. Interaction takes place at both individual and group levels, focusing on reflection and light discussion rather than intensive practical workshops. Training materials include summary sheets, a structured workbook, conceptual templates, and an excellence toolkit suitable for desktop review. Optional minimal pre-work or optional follow-up support is available upon request only.

Assessment & ROI

Assessment during the program is conducted through short quizzes, guided question-and-answer sessions, recap checks, and facilitated discussions to confirm understanding of the EFQM Excellence Model and related managerial responsibilities. These in-session assessments focus on knowledge acquisition and strategic awareness rather than implementation execution. Measurement of return on investment through key performance indicators, manager evaluations, or performance reviews is managed internally by the client organization. Internal measurement is managed by the client organization and is outside the scope of our delivery. Optional follow-up or review sessions may be provided upon request.

Instructor Profile

EFQM Excellence Model in Government provides a strong conceptual foundation for supervisors, team leaders, and first-time managers seeking to strengthen organizational performance and public value. By integrating leadership development for team leaders with a structured excellence framework, the program supports alignment, learning, and sustained improvement across government entities. Organizations are invited to contact us to tailor the delivery format, whether onsite, online, or blended, and to adjust duration options to meet their supervisor leadership program objectives, including the provision of a certificate of completion upon successful participation.

Contact Us

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

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