SKILLSLAB
Training Provider

COURSE BROCHURE

Public Value Leadership: Creating Citizen-Centered Outcomes

Professional Training Course

Skillslab Training Provider
Skills for Tomorrow's World

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Course Description

Course Overview

Public Value Leadership Creating Citizen-Centered Outcomes is a specialized leadership development program designed to help managers and supervisors in government and public sector organizations understand how leadership decisions and actions contribute to meaningful outcomes for citizens and communities. Modern public institutions are increasingly expected to deliver services that are efficient transparent and aligned with public needs. This course provides participants with structured leadership frameworks that focus on creating public value improving service quality and strengthening trust between institutions and citizens.

This program is particularly valuable as leadership training for new managers who are responsible for leading teams delivering services and contributing to institutional performance. As a new manager leadership course and leadership development for team leaders it helps participants connect their leadership roles with citizen focused outcomes and organizational impact while strengthening management skills training and leadership confidence.

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 concept of public value and its importance in government leadership.
- By the end of this program participants will be able to align leadership decisions with citizen needs and expectations.
- By the end of this program participants will be able to apply structured frameworks for improving service outcomes.
- By the end of this program participants will be able to identify leadership responsibilities in delivering public value.

- By the end of this program participants will be able to analyze stakeholder perspectives influencing public services.
- By the end of this program participants will be able to demonstrate leadership communication approaches that build public trust.
- By the end of this program participants will be able to evaluate service effectiveness using performance indicators.
- By the end of this program participants will be able to support innovation and improvement initiatives.
- By the end of this program participants will be able to recognize barriers affecting citizen centered outcomes.
- By the end of this program participants will be able to develop a personal leadership action plan focused on public value creation.

Who Should Attend

This program is suitable for professionals working in government or public institutions who have leadership responsibilities or contribute to service delivery and improvement initiatives

- First time managers and newly promoted supervisors
- Team leaders and departmental coordinators
- Mid level managers involved in service delivery programs
- High potential employees preparing for leadership roles
- Project managers and program leaders
- Government professionals responsible for public services
- Human resources professionals supporting leadership development
- Technical specialists transitioning into managerial roles

Prerequisites No prerequisites

Course Outline by dayes

Day 1 Foundations of Public Value Leadership

- Understanding the concept of public value in government organizations

- Leadership roles in delivering citizen centered outcomes
- Differences between operational management and value driven leadership
- Governance accountability and ethical leadership principles
- Leadership competencies required for public sector effectiveness
- Building leadership awareness and confidence

Day 2 Understanding Citizen Needs and Stakeholder Expectations

- Identifying citizen needs and service expectations
- Stakeholder analysis in public service environments
- Aligning services with community priorities
- Decision making frameworks focused on public outcomes
- Managing competing interests and priorities
- Communication approaches for stakeholder engagement

Day 3 Improving Service Delivery and Organizational Performance

- Leadership roles in service quality improvement
- Structured approaches to performance improvement
- Identifying gaps between services and expectations
- Supporting innovation within public institutions
- Collaboration across departments to enhance outcomes
- Continuous improvement mindset

Day 4 Building Trust and Accountability in Public Leadership

- Leadership communication for transparency and trust
- Accountability mechanisms in public institutions
- Ethical decision making and integrity in leadership
- Managing public perception and expectations
- Influencing organizational culture

- Leadership credibility development

Day 5 Sustaining Public Value and Leadership Development

- Measuring public value outcomes using performance indicators
- Monitoring progress and reporting results
- Learning from feedback and evaluation
- Developing a personal public value leadership roadmap
- Strengthening leadership confidence and influence
- Program integration and knowledge consolidation

Methodology

This program follows a primarily theoretical and knowledge based delivery approach suitable for professional government environments Participants will engage with structured leadership concepts public value frameworks and governance models delivered through instructor led sessions supported by guided discussions and simplified case examples The focus is on understanding leadership principles rather than conducting complex practical workshops

Interaction includes individual reflection exercises and light group discussions that connect learning with workplace realities Simple activities may include completing short templates answering quick knowledge checks or participating in guided leadership discussions that can be easily completed using standard office tools

Participants will receive comprehensive learning materials including summary sheets a participant workbook leadership templates and practical toolkits to support workplace application Optional pre work or post training follow up support can be arranged upon request only

This course aligns with organizations seeking a supervisor leadership program leadership fundamentals course management skills training or first time manager training focused on public sector leadership Participants who complete the program will receive a certificate of completion recognizing their participation in leadership training for new managers

Assessment & ROI

Assessment during the program is conducted through instructor led engagement methods such as short quizzes guided questions recap discussions and interactive dialogue to confirm participant understanding Organizational return on investment may be measured internally by the client through service improvement indicators leadership effectiveness metrics performance outcomes or managerial evaluations

Internal measurement is managed by the client organization and is outside the scope of our delivery We do not administer or manage internal performance evaluations Optional follow up or evaluation support can be provided only upon request

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

Public Value Leadership Creating Citizen Centered Outcomes provides essential knowledge leadership frameworks and strategic awareness required to improve public services and strengthen citizen trust This structured learning experience supports leadership growth while enhancing organizational effectiveness Contact us to customize delivery options including onsite online or blended formats tailored to your organization needs

Contact Us

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

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