

Effective Public Service Delivery: Innovations and Best Practices

Course code: GPS-005



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Delivering quality public services is fundamental to meeting the needs of citizens and driving societal progress. This course provides participants with the knowledge and tools to design, implement, and improve public service delivery systems. By exploring innovative practices and real-world case studies, participants will learn how to overcome challenges, enhance efficiency, and ensure equitable access to services.

Why Attend

The course employs a practical and collaborative approach, including:

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Who Should Attend

Government officials and public service managers.
Leaders in local, regional, and national administration.
Policy and program designers in public service delivery.
Professionals involved in service delivery improvement initiatives.

— Learning Objectives

- Understand the principles of effective public service delivery.
- Identify and address barriers to efficient and equitable service delivery.
- Leverage technology and innovation to improve public services.
- Design citizen-centric service delivery models.
- Monitor and evaluate service delivery performance.
- Foster partnerships and stakeholder engagement for better outcomes.

Course Outline

DAY
1

Foundations of Public Service Delivery

- Overview of public service delivery systems
- Key principles of effective and equitable service delivery
- Challenges in public service delivery: Case studies and discussions
- The role of governance and leadership in improving services

DAY
2

Designing Citizen-Centric Services

- Understanding citizen needs and expectations
- Tools for co-creating services with citizens
- Equity and inclusivity in service delivery
- Real-world examples of citizen-centric service innovations

DAY
3

Leveraging Technology and Innovation

- The role of digital transformation in public services
- Adopting e-governance and smart technologies
- Examples of innovative service delivery models
- Overcoming barriers to technology adoption in public services

DAY
4

Performance Monitoring and Continuous Improvement

- Setting benchmarks and key performance indicators (KPIs)
- Monitoring and evaluating service delivery outcomes
- Feedback mechanisms for continuous improvement
- Case studies: Learning from high-performing service delivery models

DAY
5

Building Partnerships and Driving Change

- Collaborating with private sector and non-governmental organizations
- Fostering public-private partnerships (PPPs) for service improvement
- Strategies for managing change in service delivery systems
- Developing an action plan for service delivery enhancement

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Frankfurt - Germany	€1,625
16 - 20 November 2026	Rome - Italy	€2,125
7 - 11 December 2026	Kuala Lumpur - Malaysia	€1,400
11 - 15 January 2027	Barcelona - Spain	€1,925
8 - 12 February 2027	Cape Town - South Africa	€1,420
8 - 12 March 2027	Frankfurt - Germany	€1,625
12 - 16 April 2027	Barcelona - Spain	€1,925
10 - 14 May 2027	Frankfurt - Germany	€1,625

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.