

The institutional framework

- ▶ Government objectives and strategies
- ▶ Actors and their roles
- ▶ Regulations, rules and procedures
- ▶ Organisational development processes
- ▶ Interfaces with citizens and the public
- ▶ Public expectations

Results-oriented management

- ▶ Formulating objectives and effect chains
- ▶ Defining outputs (services)
- ▶ Setting SMART targets
- ▶ Output monitoring and performance evaluation
- ▶ Tools for action planning
- ▶ Managing & controlling resources

Communication

- ▶ Key rules for effective transfer of information
- ▶ Feedback rules - How to criticise constructively
- ▶ Interacting with citizens and informing the general public
- ▶ Dealing with conflicts of interest

Practical work: Organisational unit

- ▶ Defining outputs and targets
- ▶ Analysis of key processes
- ▶ Action plan for enhancing effectiveness and efficiency

Practical work: Personal skills

- ▶ Defining individual workplace objectives and targets
- ▶ Personal activity plans
- ▶ Setting priorities
- ▶ Time management



C³ TRAINER

TRAINING AND MODERATION
TECHNIQUES



C³ PLAN & BUDGET

LINKING STAKEHOLDERS AND PROJECT
PLANNING TO BUDGETS



C³ EXPENDITURE

FINANCIAL MANAGEMENT IN THE
PUBLIC SECTOR



C³ RESULTS

MONITORING POLICY RESULTS
IN THE PUBLIC SECTOR



C³ BALANCE

MATCHING NEEDS, INTERESTS
AND RESOURCES



C³ LOCAL

FACILITATING MULTI STAKEHOLDER
PROCESSES FOR LOCAL ECONOMIC
DEVELOPMENT



C³ MANAGEMENT

EFFECTIVE SERVICE DELIVERY IN THE
PUBLIC SECTOR



C³ HIV/AIDS

RESPONDING TO HIV/AIDS AT WORK



C³ MANAGEMENT

Effective service delivery
in the public sector



Why C³ MANAGEMENT?

Public service delivery to citizens and enterprises is an essential government function. Challenges are to extend coverage to marginalized groups and to ensure that services are delivered in a reliable, timely and effective manner. Civil servants need to set priorities, use limited resources efficiently and be able to cope with unforeseen complications. The public expects transparency in the use of resources, and measures government performance based on the quality of service delivery. Institutional strengthening and application of new technologies help towards enhancing public service delivery and accountability. Yet, the ultimate success in satisfying public demand depends on the commitment and management skills of officials at all levels.

C³ MANAGEMENT is ...

... a training course that will help you to:

- ▶ understand your institution as a system and reflect on your role within it;
- ▶ analyze internal and external challenges;
- ▶ reflect on the public service needs of citizens;
- ▶ define appropriate strategies and short- and long-term targets;
- ▶ plan your activities, manage time, tasks, resources and processes, and set priorities;
- ▶ monitor and evaluate progress towards achieving individual and institutional targets;
- ▶ communicate in a clear and constructive way.

Target group

C³ MANAGEMENT is targeted at professional and technical staff in different hierarchic levels of public institutions. The training can be part of an organisational development program in order to improve processes and functions, or can run as a stand-alone tool to enhance managerial skills across the institution.

The training course can be designed in a modular way which allows aligning training focus and case studies to the specific needs of the participants, their departments and institution.

Results-oriented management

The training course is based on the results-oriented management approach. Participants learn how to formulate objectives, analyze cause-effect chains, define outputs/services, set simple, measurable, attainable, realistic and time-bound (SMART) targets, and monitor their achievement, step-by step.

Personal skills

The course also addresses important personal skills. Participants are exposed to various tools for action planning such as Mind Maps, Fishbone diagrams and Gantt charts. They learn how to set priorities and manage their time efficiently. In addition, basics of effective communication and conflict management are discussed.

Action learning and practical work

Based on the methodological principles of the C³ Training, the training package **C³ MANAGEMENT** uses highly participatory training approaches, action learning, simulation exercises, group work, discussions, debates and case studies. The program leaves room for practical work on both a personal level and from the perspective of an organisational unit.

Practical work on the organisational unit level consists of an analysis of the institutional culture and key work processes. Based on a thorough problem analysis, action plans for performance improvement are elaborated, presented and discussed.

Practical work on a personal level consists of the development of a personal activity charts. At every stage, participants will practice the management tools learned and exchange experiences with the fellow participants, in order to improve their performance at the workplace.

