Strategic Planning for Public Service Delivery Training Course

Professional Development Training Course Outline

Category	Public Financial Management & Budgeting	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s evolving governance landscape, strategic planning for public service delivery is critical to ensuring efficiency, transparency, accountability, and sustainable growth. Public institutions worldwide are under increasing pressure to improve performance, reduce corruption risks, and deliver high-quality services to citizens. Strategic Planning for Public Service Delivery Training Course is designed to equip participants with cutting-edge tools, frameworks, and methodologies to enhance public sector governance, policy implementation, and service innovation. By leveraging data-driven decision-making, stakeholder engagement, and performance monitoring, participants will learn how to align institutional objectives with national development goals.

Through this course, professionals in the public sector will develop the skills needed to analyze complex challenges, design impactful strategies, and implement best practices in service delivery improvement, institutional transformation, digital governance, and change management. With practical case studies, participants will explore real-world applications of strategic leadership, resource optimization, and citizen-centered service models, ultimately driving organizational excellence and fostering public trust.

Programme Curriculum

Strategic Planning for Public Service Delivery Training Course

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Training Objectives

1. Apply strategic planning frameworks to enhance public service delivery.
2. Integrate policy design and implementation strategies for effective governance.
3. Strengthen public sector leadership for sustainable transformation.
4. Utilize performance measurement tools for improved accountability.
5. Implement digital transformation initiatives in public service.
6. Enhance stakeholder engagement and collaborative decision-making.
7. Apply risk management and resilience planning in public service systems.
8. Design citizen-centric service delivery models.
9. Improve resource allocation and financial planning efficiency.
10. Foster transparency, ethics, and anti-corruption mechanisms.
11. Build capacity for adaptive governance in dynamic environments.
12. Strengthen monitoring and evaluation (M&E) frameworks.
13. Develop strategic communication approaches for public sector effectiveness.

Target Audiences

1. Government policymakers
2. Senior public sector managers
3. Strategic planning officers
4. Monitoring and evaluation specialists
5. Public finance managers
6. Governance and anti-corruption experts
7. Policy advisors and consultants
8. Civil society and development partners

Course Duration: 5 days

Course Modules

Module 1: Foundations of Strategic Planning in Public Service

- Understanding the principles of strategic planning in governance
- Aligning strategic plans with national development priorities
- Role of public institutions in effective service delivery
- Tools for environmental scanning and situational analysis
- Identifying challenges and opportunities in the public sector
- **Case Study: Strategic reforms in Rwanda's Vision 2020 initiative**

Module 2: Policy Design and Implementation Strategies

- Policy analysis and formulation for sustainable outcomes
- Linking strategic planning with policy objectives
- Overcoming implementation bottlenecks in governance

- Role of institutions in policy execution and monitoring
- Integrating evidence-based policymaking
- **Case Study: Kenya's devolution and policy implementation success**

Module 3: Leadership and Governance in the Public Sector

- Strategic leadership skills for public managers
- Strengthening institutional governance structures
- Ethical leadership and integrity in service delivery
- Fostering accountability and trust in institutions
- Building collaborative leadership networks
- **Case Study: Singapore's public sector leadership model**

Module 4: Performance Measurement and Accountability

- Developing Key Performance Indicators (KPIs) for public services
- Role of monitoring and evaluation in service delivery
- Performance-based budgeting and accountability frameworks
- Data-driven decision-making in governance
- Transparency tools for improved citizen oversight
- **Case Study: South Africa's performance monitoring system**

Module 5: Digital Transformation in Public Service Delivery

- Role of ICT in modern governance and service innovation
- Implementing e-government and digital governance platforms
- Leveraging big data and analytics in public service
- Digital inclusion and accessibility for citizens
- Overcoming barriers to digital transformation
- **Case Study: Estonia's e-Government success story**

Module 6: Resource Optimization and Financial Planning

- Strategic resource allocation in the public sector
- Budgeting frameworks for efficiency and accountability
- Managing financial risks in service delivery
- Public-private partnerships (PPP) in resource management
- Tools for financial sustainability in governance
- **Case Study: PPP in infrastructure development in Ghana**

Module 7: Citizen-Centric Service Delivery Models

- Principles of citizen-centered governance
- Enhancing citizen engagement in decision-making
- Designing responsive and inclusive service models
- Service delivery innovations and public feedback systems
- Building citizen trust through transparency
- **Case Study: Citizen feedback platforms in India's governance**

Module 8: Risk Management and Adaptive Governance

- Identifying risks in public service delivery
- Building resilience in governance systems
- Adaptive governance in dynamic policy environments
- Strengthening institutional flexibility and responsiveness
- Crisis management and emergency preparedness

- **Case Study: Adaptive governance during COVID-19 pandemic**

Training Methodology

- Interactive lectures and expert presentations
- Real-world case study analysis and best practice sharing
- Group discussions, brainstorming, and problem-solving sessions
- Practical exercises, role plays, and simulations
- Action planning for institutional application of skills

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com