

PUBLIC SECTOR MANAGEMENT AND GOVERNANCE

A TRAINING COURSE

Washington, DC
December 8 - 19, 2008



ALL COURSE PARTICIPANTS RECEIVE A LAPTOP COMPUTER!

COURSE HIGHLIGHTS:

- Create strategies to end bureaucratic inefficiencies through decentralization mechanisms
- Improve the efficiency and responsiveness of public service delivery at all government levels through “best practices” models
- Learn to successfully incorporate public-private partnerships into public services through contracting, vouchers, franchising, and BOO/BOT processes
- Learn to improve financial accountability through program and performance budgeting and new revenue sourcing
- Develop your own Public Sector Management Action Plan for your ministry or municipal government
- Network and build professional relationships with experts, policy-makers, and fellow participants involved with public sector management

REGISTER ONLINE!

www.ip3.org

“All government organizations must operate at the highest levels of efficiency and effectiveness. Your citizens deserve it and, most likely, are demanding it.”

Attend this course to learn the latest techniques that will have your organizations providing quality service delivery on budget in no time.”

*Tommy White
CEO
IP3*

Course Sponsor



THE INSTITUTE FOR
PUBLIC-PRIVATE PARTNERSHIPS



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COURSE LEARNING OBJECTIVES

The past decade has seen unprecedented changes as countries worldwide have adapted to new institutional demands created by liberalization of government policies and incorporation of the private sector into public enterprises. In this course, participants will examine the necessary conceptual issues, as well as specific tools, techniques, and strategies to address the new issues they will face in creating or modifying a government-reinventing program. Participants will be exposed to proven efficient approaches that improve the performance and delivery of government services at lower costs, create higher levels of employee morale and citizen satisfaction, end bureaucratic inefficiencies, and improve fiscal responsibility and accountability at all government levels.

Through presentations, case studies, role-playing, simulated exercises, and on-site meetings with experts and practitioners, participants will learn to develop their own Public Sector Management *Action Plan* for programs at the national (ministerial), governorate, and municipal levels.

COURSE CONTENT

Module I: Reassess Public Sector Management: Policy Program Strategies and Implications

- Understanding the overall goal to streamline public service bureaucracy
- Addressing citizen concerns for more and better government services
- Defining the scope and level of optimal decentralization within the organization
- Developing a step-by-step process for decentralization

Module II: Strategies to Develop an Effective Institutional Capacity to Implement Reform Processes

- Designing a long-term action plan for implementing organizational change
- Strengthening internal communication and coordination capacities
- Determining levels of responsibility for the level of the organization
- Creating a mission-driven government by determining one clear mission

Module III: Strategies to Change from a Bureaucratic to an Entrepreneurial Government

- Promoting self-sufficiency and managerial accountability at each level of government
- Redefining current procedures to increase efficiency and effectiveness
- Developing performance-based indicators to analyze and measure results
- Improving procedures and quality in daily transactions with customer/beneficiaries
- Creating a customer satisfaction mission statement
- Tracking and evaluating improvements in service delivery

Module IV: Fiscal Reform: Program and Performance Budgeting and User Fee Programming

- Understanding the weaknesses of line-item budgeting
- Program budgeting: linking government projects with specific financial objectives
- Performance budgeting: setting priorities and creating accountability
- Strategies to introduce user fees for specific government services
- Understanding the concept of user fees as a cost recovery tool
- Decreasing reliance on central government subsidies

Module V: Site Visits to Reformed Government Institutions

Module VI: Action Planning

WHO SHOULD ATTEND

Government Officials from National Ministries, State Agencies, or Municipal Governments

Officials from Budget Offices responsible for fiscal planning and monitoring

Officials from PPP, Privatization Units or Investment Agencies involved with decentralization programming

Representatives of Stakeholder and Citizen Groups

Staff of Bilateral and Multilateral International Organizations

DATE, LOCATION & COST

DATES: DECEMBER 8-19, 2008

LOCATION: WASHINGTON, DC

TUITION: \$4,450

COURSE CODE: 1831-WA

CEUs EARNED: 6.0 CEUs

TECHNOLOGY AND LEARNING AT IP3

Since our founding, IP3 has proudly recognized the importance of technology in our capacity building programs. We have provided thousands of participants with laptop computers and relevant software packages which have been integrated into computer-based problem/case study solving exercises; simulated financial, economic, and legal modeling sessions; Internet-based research activities; communication tools; and Action Planning programming. In this course, each participant will receive a new mobile Intel® Pentium® 4 or Celeron® laptop computer to take advantage of this integration of learning technologies offered during the course and after their return to the office.

INSTITUTE FOR PUBLIC-PRIVATE PARTNERSHIPS (IP3)

The Institute for Public-Private Partnerships, Inc. (IP3) is an international training and consulting firm that focuses on advancing public-private partnership programs and opportunities, regulation operations and management initiatives, and competitive utility management reform in the environmental (waste/sanitation and solid waste), energy, transportation, technology, municipal service, health, and education sectors. Since 1994, we have trained over 25,000 professionals from over 150 countries worldwide.

For More Information and to Register:

The Institute for Public-Private Partnerships, Inc. (IP3)
Global Training Services

1010 Wisconsin Avenue, NW • Suite 250
Washington, D.C. 20007, USA

Tel: 1-202-466-8930 • Fax: 1-202-466-8934

E-mail: training@ip3.org

Register Online at: www.ip3.org

Contact us about Professional Certification Programs!