

AIT EXTENSION
Training Course on
Leadership in Public Service
25 April – 6 May 2011

Leadership development issue is very critical for overall performance of the public sector. In particular leadership role in coping with rapid changes of economic and political landscape and pressure to increase effectiveness of service delivery provided to the citizen. Leader in the public sector must get acquainted and be capable in realizing strategies into actions and bring results.

Duration: 2 weeks

Course overall objective: This course aims to strengthen participants' perspectives, skills and practices to become highly effective leaders in public services and deliver outcome-based and citizen-centered services

Course contents

Module -1: Leadership in Modern World

- Revisiting leadership theories
- Leadership styles
- Emerging trends in leadership of the 21st century
- Characteristics of leadership in modern public sector
- Leadership for service oriented administration
- Productivity, quality service and customer satisfaction
- Case studies

Module -2: Core Competencies for effective Leaders

- Leadership assessment and profile development
- People skills
- Effective communication
- Problem solving and decision making
- Win-win negotiation
- Performance appraisal and feedback
- Conflict management
- Risk management

Study visits: Study visit to various public organizations to have exposure on leadership issues and organization performance management

Course fee: USD 2,500 per person (not include accommodation)