

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Leadership in Public Sector Organisations

5 days | Classroom training | English

SMART HORIZON

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The Netherlands

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Course content

Why attend

Public sector leaders work with political direction, public accountability, tight budgets and complex stakeholder expectations. This course develops leadership skills for government and public bodies: translating policy into delivery, leading under scrutiny, managing performance in a public service culture, collaborating across agencies and driving improvement for citizens.

Public leadership differs from private-sector management in important ways. You will learn approaches that work within public sector rules and values.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Public sector case studies, stakeholder simulations, policy-to-delivery workshops and peer learning.

Course objectives

By the end of this course, participants will be able to:
• Explain the context and values of public leadership
• Translate policy objectives into delivery plans
• Lead with accountability and transparency
• Manage performance in public organisations
• Collaborate across agencies and with partners
• Drive service improvement for citizens

Target audience

This course is suitable for:
• Public sector managers and directors
• Government department heads
• Municipal and agency leaders
• Senior officers in public bodies
• Future public service leaders



Course content

Target competencies

Participants will develop competencies in:

- Public value leadership
- Policy implementation
- Stakeholder management
- Performance management
- Collaborative leadership

Course outline

Day 1: Public Leadership Context

09:00–10:08	Public value and accountability
10:08–11:00	Political and administrative interface
11:00–11:30	**Coffee break**
11:30–11:45	Political and administrative interface (continued)
11:45–12:53	Ethics in public service
12:53–14:00	Exercise: stakeholder landscape

Day 2: From Policy to Delivery

09:00–10:08	Implementation planning
10:08–11:00	Resources and constraints
11:00–11:30	**Coffee break**
11:30–11:45	Resources and constraints (continued)
11:45–12:53	Delivery risks
12:53–14:00	Workshop: delivery plan

Day 3: Performance and People

09:00–10:08	Public sector performance frameworks
10:08–11:00	Motivating public servants
11:00–11:30	**Coffee break**



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11:30–11:45	Motivating public servants (continued)
11:45–12:53	Managing under-performance
12:53–14:00	Case study

Day 4: Working Across Boundaries

09:00–10:08	Inter-agency collaboration
10:08–11:00	Partnerships with private and non-profit sectors
11:00–11:30	**Coffee break**
11:30–11:45	Partnerships with private and non-profit sectors (continued)
11:45–12:53	Citizen engagement
12:53–14:00	Simulation

Day 5: Improving Services

09:00–10:08	Innovation in government
10:08–11:00	Measuring outcomes
11:00–11:30	**Coffee break**
11:30–11:45	Measuring outcomes (continued)
11:45–12:53	Leading change
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,890.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Dubai Confirmed dates	30 Nov 2026	4 Dec 2026	**€3,150.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Barcelona Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,840.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Paris Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,860.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Rome Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,450.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,840.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	17 May 2027	21 May 2027	**€1,890.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
Vienna Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,940.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Cape Town Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,890.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Amsterdam Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,540.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
London Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Frankfurt Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,650.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Rome Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Istanbul Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,650.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Rome Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,450.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,450.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Vienna Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,940.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online