

## **BUILDING A RESILIENT, CITIZEN-CENTRIC PUBLIC SECTOR**

### **COURSE OBJECTIVE**

To equip public sector leaders to build resilience and prioritize citizens in governance, driving trust and effective service delivery.

### **DETAILED OUTLINE**

#### **1. Foundations of Resilience in Public Sector Leadership**

- Understanding resilience: Defining resilience in governance (adaptive, capacity, robustness, agility)
- Challenges and opportunities: Navigating complexity, uncertainty and disruption in public sector.
- Key principles: flexibility, inclusivity, innovation
- Case Studies: Examples of public sector resilience (e.g. pandemic response and natural disasters)

#### **2. Citizen- Centric Governance**

- Understanding diverse citizen needs and expectations (vulnerable groups, digital divide)
- Co-creation and engagement-collaborative policy making, participatory budgeting and service design.
- Tools and techniques-human centered design, user journey mapping, feedback mechanisms.
- Best practices: citizen engagement in policy-making (e.g. citizen assemblies)

#### **3. Adaptive Leadership and Collaboration**

- Leading through uncertainty: emotional intelligence, adaptability and decision-making under pressure.
- Partnership for impact: cross-sector collaboration, stakeholders' engagement and network governance.
- Leading change: managing transition, overcoming resistance and cultural transformation
- Leadership Styles: collaborative, inclusive, and adaptive leadership in public sector

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#### **4. Digital Transformation for Citizens**

- Leveraging tech for accessibility and inclusion
- Digital service design: streamlining services, enhancing experience (G2Conline platforms)
- Tech for engagement: social media platforms, and citizen engagement (e-participation)
- Case study: digital transformation success stories in public sector

#### **5. Risk Management and Crisis Response**

- Pro-active risk strategies: identifying, assessing and responding to risks
- Crisis communication with citizens: transparency, empathy and responsiveness.
- Learning from crisis: post-crisis review, building back better (resilience planning)

#### **6. Measuring Impact and Accountability**

- Citizen-centric metrics: defining and tracking success
- Transparency and trust building: open data, accountability mechanisms
- Continuous improvement: feedback, loops and adaptability (iterative governance)

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### **FEES**

The course attracts a fee of **USD 2,950** inclusive of tuition, reference materials, certificate of attendance, airport picks and drops, morning and afternoon teas/refreshments/coffee and lunch