





# Course Outline

## People Management and Empowerment

**Face to Face Training  
Covid 19 Safety  
Measures in Place.  
We are going above and  
beyond to make  
Training with us as safe  
as possible by  
implementing certain  
measures at our Venues/  
Hotels**

**or Online Virtual Based  
Training Via Zoom or  
MS Teams**

**Training is facilitated in  
real-time, providing the  
benefit of hands on  
learning.**

**Delegates interact with  
the facilitator and each  
other, as with any other  
classroom experience.**

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Provider Since  
2003**



### **The link between effective leadership and organisational success**

- How leadership makes a difference
- The evolution of thinking about effective leadership
- Leadership in the Public Sector

### **Core Project Management Skills**

- Performance-Based budgeting in Government
- Strategic Planning in Government
- Developing and Using Performance Measures in Government

### **Performance Measurement and Evaluation**

- Performance benchmarking for Government
- Programme evaluation and analysis
- Performance reporting in Government
- Auditing and improving performance information
- Employee performance evaluations and incentives
- Balanced Scorecard measurement and management in Government

### **Managing Performance and Cost Efficiency in Government Functions**

- Performance-based grants management
- Performance-based contracting
- Managing competitive sourcing
- Monitoring and managing contract performance
- IT performance measurement
- HR performance measurement
- Lean Six Sigma for Government
- Earned value project management

**[CLICK HERE FOR FULL  
COURSE OUTLINE](#)**



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SETA Accreditation Number: 2643



# Course Outline

## People Management and Empowerment

### Creating a Performance-Based Culture

- Leadership strategies in the Public Sector
- Leading organization change in Government
- Managing diversity

### Promoting the Spirit of Batho Pele

- Using the Batho Pele initiative to get public servants to be service orientated, to strive for excellence in service delivery and to commit to continuous service delivery improvement
- Embracing Batho Pele as an integral part of all management activities to ensure that every management process is aimed at improved service delivery and customer satisfaction
- The four pillars of the Batho Pele revitalisation strategy
- The eight principles of Batho Pele and how to implement them within your Department

### Ethical Principles, Standards and Conduct in the Public Sector

- Core ethical values and standards which apply to the public sector
- Maintaining appropriate standards of integrity and personal responsibility
- Understanding the Public Sector Code of Conduct
- Identifying strategies for managing conflict

### Personal Development

- Preparing an action plan for use to implement to manage conflict

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