Elevora
Global Training

COURSE BROCHURE

Government Excellence and Innovation

Public Sector & Governance

Code	Duration	Formats	Language	Certificate
PG-103	**5 or 10 days**	**Classroom, live online, in-house, blended**	**English or Arabic**	**Certificate of completion**

A practical public sector and governance course covering government excellence models, innovation in government and service design for citizens. Run as a 5-day core or 10-day extended programme, in 16 cities, live online or in-house, and fully customisable for your team.

About this course

Government Excellence and Innovation gives delegates a structured, practical understanding of government excellence models and innovation in government, then builds the skills to apply service design for citizens, performance management and building a high-performance culture in real work. Sessions are led by practitioners with at least 15 years in the field.

Who should attend

Government officials, board members, compliance, risk, legal and policy professionals.

What you will learn

- Government excellence models
- Innovation in government
- Service design for citizens
- Performance management
- Building a high-performance culture

5-day course outline

Day 1	**Government excellence models**	Concepts, standards and terminology, with a diagnostic exercise to baseline the group.
Day 2	**Innovation in government**	Methods and tools explained step by step, with worked examples from real operations.
Day 3	**Service design for citizens**	Hands-on practice in small groups using realistic data, cases and templates.
Day 4	**Performance management**	Case studies of successes and failures, and how to apply the lessons in your organisation.
Day 5	**Building a high-performance culture**	Integration exercise, final knowledge check and a personal action plan.

10-day extended programme

Includes the full 5-day outline, plus a second week of applied work:

Day 6	**Applied workshop: Government excellence models** — Deeper practice with your own data or site examples.
Day 7	**Applied workshop: Innovation in government and service design for citizens** — Group exercises that combine methods from week one.
Day 8	**Field case study: Performance management** — A detailed industry case worked through from start to finish.
Day 9	**Advanced practice: Building a high-performance culture** — Tools, templates and checklists to take back to work.
Day 10	**Assessed project and presentation** — Each delegate presents an improvement plan and completes the final assessment.

Upcoming classroom dates

More dates, cities and live online sessions on request.

Dates	City	Length	Fee per delegate
9 Nov 2026 to 13 Nov 2026	Kuala Lumpur	5 days	**$2,450**
21 Dec 2026 to 25 Dec 2026	Istanbul	5 days	**$2,450**
11 Jan 2027 to 15 Jan 2027	Kuala Lumpur	5 days	**$2,450**
1 Feb 2027 to 12 Feb 2027	Barcelona	10 days	**$6,250**
8 Mar 2027 to 12 Mar 2027	Amsterdam	5 days	**$3,450**

Fees per delegate (2026 to 2027)

Format	5 days	10 days
Classroom: Dubai, Istanbul, Cairo, Kuala Lumpur	**$2,450**	**$4,450**
Classroom: London, Europe, Singapore	**$3,450**	**$6,250**
Live online	**$1,450**	**$2,650**
In-house, group of up to 15	**From $12,900**	**From $23,500**

Classroom fees include tuition, materials, lunch and refreshments, and a certificate. 10% group saving for 3 delegates, 15% for 5 or more.

Tailored to your team

Change the level, language, length (1 to 20 days) and format, add topics from other courses or entirely new topics, and include your own case studies, site visits or exam preparation. Build it online for an instant indicative fee.

Register or request an in-house proposal

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