

Managing and delivering excellence in public service

A half-day in-person workshop

This workshop focuses on delivering performance management excellence in relation to your organisation's ethos and approach, such as customer service excellence, for example.

Managers are equipped with the confidence to manage performance of their team members and align objectives and performance conversations with relevant competencies, behaviours and performance requirements that impact on the customer / resident.

This is a participative and interactive workshop style event and includes peer group work as well as trainer input and guidance.

Learning objectives

By the end of the workshop, managers will be able to:

- State the steps required to grow their service 'from Good to Great'
- Use the language of excellence and embed in service delivery and BAU
- Apply tools, resources and conversations that develop growth mindsets/services for the delivery of customer excellence
- Devise an action plan they will implement at work

Audience

This workshop is designed for managers and team leaders in public service and the VCSE sector.

Format

A practical half-day in-person workshop for a group of up to 12 people.

The expert trainer

[Amanda Dudman](#) is an extremely popular trainer, facilitator, coach and consultant with an in-depth understanding of what it means to work in the public and VCSE sectors.

Pre-work

- Bring your 'why' to the workshop (your vision for excellence expressed as a well-formed outcome). If you do not have one, please create one. You will be invited to share how you are using this to deliver excellence in your role. If you don't know what this is, take a look at the TED Talk from Simon Sinek [[here](#)] to kick-start your thinking.

Session overview

1 Welcome, introduction and objectives

2 Understanding excellence

- Identifying what excellence looks, feels and sounds like: getting from good to great
- The nine things leaders of excellence should do
- Acting on excellence with your team within this framework – your charter for excellence

3 The BHAG

- Setting BHAGS for excellence for me and my team in relation to my 'why' (vision and purpose) and using my organisation's priorities as a benchmark
- What's a BHAG? Which category will I use to set mine?
- Using purpose as the anchor to develop a set of steps to achieve planned-for outcomes

4 Cultivating a growth mind set with those I manage

- What do we mean by a growth mind set?
- The LEARNS model: a tool for engagement and holding motivating conversations to gain commitment

5 Objectives and key results

- Moving to outcomes rather than outputs
- Purposeful and proficient key results that have impact – making sure your OKRs are fit for purpose

6 The vision

- Getting perspective and inspiration: manager and leadership excellence in a nutshell from Rosa Beth Moss-Kanter

7 Action planning

- Personal action planning