Building High-Performing Government Teams Training Course

Professional Development Training Course Outline

Category	Public Sector Innovation	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Effective government teams are critical to delivering public services efficiently, implementing policy objectives, and achieving citizen-centric outcomes. High-performing teams in public sector organizations drive productivity, innovation, and accountability while fostering a collaborative and inclusive work environment. Building High-Performing Government Teams Training Course equips government leaders, managers, and team members with the knowledge, tools, and frameworks required to build and sustain high-performing teams. Participants will learn strategies for enhancing communication, collaboration, trust, and performance measurement while aligning team objectives with organizational goals and national priorities.

The course emphasizes practical approaches to team leadership, conflict resolution, performance management, and capacity development. Participants will explore case studies, experiential exercises, and team-based simulations to strengthen problem-solving, decision-making, and innovation within government organizations. By the end of the training, learners will be able to design effective team structures, implement performance-enhancing strategies, and foster a culture of accountability and continuous improvement that maximizes public value.

Programme Curriculum

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Course Objectives

1. Understand the characteristics of high-performing government teams.
2. Apply leadership strategies to foster collaboration and accountability.
3. Develop effective communication and interpersonal skills within teams.
4. Implement performance measurement and evaluation frameworks.
5. Strengthen problem-solving and decision-making in public sector teams.
6. Manage conflict and diversity to improve team cohesion.
7. Align team objectives with organizational goals and public mandates.
8. Enhance motivation, engagement, and morale among team members.
9. Use digital tools and collaborative technologies to support team performance.
10. Foster innovation and continuous improvement in government teams.
11. Build resilience and adaptability within dynamic public sector environments.
12. Design capacity development and training plans to improve team skills.
13. Apply data-driven approaches to monitor and optimize team outcomes.

Organizational Benefits

- Improved team productivity and efficiency in government operations
- Enhanced collaboration across departments and functions
- Stronger alignment between team and organizational objectives
- Increased employee engagement, motivation, and retention
- Better decision-making and problem-solving outcomes
- Greater innovation and adoption of best practices
- Enhanced accountability and transparency in service delivery
- Improved capacity to meet citizen needs and public expectations
- Stronger resilience to manage change and policy shifts
- Data-driven performance management for sustainable results

Target Audiences

- Government team leaders and supervisors
- Public sector managers and executives
- HR and organizational development officers

- Policy implementation coordinators
- Performance management and monitoring officers
- Public administration consultants and trainers
- Team members involved in cross-functional projects
- Government project managers and program coordinators

Course Duration: 5 days

Course Modules

Module 1: Foundations of High-Performing Teams

- Characteristics of successful government teams
- Principles of teamwork and collaboration in public organizations
- Team roles, responsibilities, and accountability
- Building trust and cohesion among team members
- Aligning team efforts with organizational mission and vision
- Case Study: Transforming a struggling government department into a high-performing team

Module 2: Leadership for Government Teams

- Leadership styles and their impact on team performance
- Coaching, mentoring, and developing team potential
- Empowering team members to take initiative and ownership
- Setting clear expectations and role clarity
- Leading change and driving innovation in teams
- Case Study: Leadership intervention improving departmental outcomes

Module 3: Effective Communication & Collaboration

- Techniques for clear, transparent, and inclusive communication
- Active listening and feedback for performance improvement
- Collaboration tools and digital platforms for government teams
- Managing cross-functional and interdepartmental communication
- Building consensus and fostering constructive dialogue
- Case Study: Improved service delivery through enhanced interdepartmental communication

Module 4: Performance Management & Evaluation

- Defining team goals, KPIs, and performance standards
- Monitoring, measuring, and reporting team performance
- Conducting performance appraisals and feedback sessions
- Recognizing and rewarding team achievements

- Using performance data to inform decisions and improvements
- Case Study: Implementing a KPI-based team performance system

Module 5: Conflict Resolution & Diversity Management

- Understanding sources of conflict in government teams
- Techniques for managing and resolving disputes
- Promoting diversity, inclusion, and equity within teams
- Fostering collaboration in multicultural and multi-departmental settings
- Building resilience and adaptability among team members
- Case Study: Resolving departmental conflict to restore productivity

Module 6: Motivation, Engagement & Team Culture

- Strategies to motivate team members and boost morale
- Building a positive, collaborative, and accountable team culture
- Recognizing achievements and reinforcing desired behaviours
- Encouraging innovation and idea-sharing within teams
- Developing engagement initiatives aligned with public sector values
- Case Study: Employee engagement program improving service delivery

Module 7: Problem-Solving & Decision-Making in Teams

- Structured problem-solving frameworks for government teams
- Collaborative decision-making techniques and consensus building
- Managing uncertainty and making data-driven decisions
- Encouraging creative solutions to complex public sector challenges
- Evaluating risks and trade-offs in team decisions
- Case Study: Joint task force resolving a critical public service issue

Module 8: Capacity Building & Continuous Improvement

- Identifying skill gaps and training needs within teams
- Designing learning and development initiatives for team growth
- Applying continuous improvement methodologies (Kaizen, Lean)
- Leveraging feedback and lessons learned to improve team processes
- Sustaining high-performance through ongoing development and monitoring
- Case Study: Long-term team development program enhancing departmental efficiency

Training Methodology

- Instructor-led lectures and presentations
- Group exercises and team-building simulations
- Case study analysis and problem-solving activities
- Role plays and interactive discussions
- Practical tools for performance measurement and monitoring
- Action planning and feedback sessions for implementation

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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