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Goal Setting, Planning & Decision Making in the Public Sector

Course Overview:

The nature of operation in the current public Sector requires increasing attention to practices that assist in setting goals, managing the planning function, and making proper decisions to ensure the existence of treasured Government services. This course presents a methodology of common, standard management techniques using a simple theoretical foundation to enhance more productive methods of planning, more appropriate goals and effective means of making decisions. This means goals are established, plans developed and decisions made which change processes, procedures, methods of doing operations and to better meet customer and stakeholder needs. A focus on using productive practices allows for effective and efficient management of work and making changes in the organization.

The course is designed to enhance participants' understanding of several management methods, processes and procedures, as well as practice on several key management techniques. This Goal Setting, Planning & Decision Making training course will take you step-by-step through from the big picture thinking and goal setting down to the daily details of planning and achieving results for yourself and your team. The course will also impart skills on the critical ability to make clear, correct decisions under pressure and to lead a team to success through empowered delegation, emotional intelligence and inspiring and effective communication.

Course Objectives:

At the end of this course, the participants will be able to:

- Understand and develop skills necessary to set goals and complete work on time
- Recognize internal and external influences on our daily planning and decision making
- Use basic planning process tools to plan a work strategy
- Set goals effectively and efficiently
- Learn how to establish and maintain task deadlines
- Consider methods of improving decision making
- Understand how delegation can be used in the setting of goals and planning
- Understand the characteristics of colleagues who assist in our teams
- Develop positive interpersonal techniques for better team relationships
- Develop the ability to make higher-quality decisions as individuals and teams
- Improve individual and team performance by establishing productive, effective and efficient management procedures

- Learn to develop effective work plans for individuals and teams
- Learn management techniques to plan, establish priorities and set and maintain goals
- Develop skills in interpersonal interaction to better teamwork
- Display proficiency to develop plans and make good decisions
- Build and maintain effective and efficient procedures in the organization
- Complete work on time and on budget
- Improve performance in setting and completing goals

Course Coverage:

Topic 1: Current Goals Setting Status, Planning, and Decision Making:

- Overview and Context of organizational change and the Impact on Goals, planning and decision making
- Understanding of the current status of the organization, team and personal work
- Review of management processes and skill areas
- Using a planning process to set goals and get work started

Topic 2: Importance of Goal Setting and Planning Management:

- Integrating goals, scope, work structure and management planning
- Identifying initial resource requirements
- Identifying risk techniques that affect work assignments, priorities, and deadlines
- Communication that responds to who, what where, when, how, and why
- Understanding the importance of quality planning in work assignments

Topic 3: Setting Priorities and Making Decisions in the Planning Process:

- Using planning to ensure task priorities are established
- Planning for time management, scheduling and meeting deadlines
- Integrating the functions into a final work plan
- Improving communications and listening skills
- Planning for delegation of responsibility and authority
- Techniques for making good decisions

Topic 4: Working With Your Team:

- Identifying the skills required to obtain the help of others
- The importance of group skills to achieve team success
- The importance of interpersonal skills in making personal and team decisions
- Empowering the team through delegation and decision making
- The importance of effective communication in team relations

Topic 5: Developing Personal and Team Change Action Plans

- Innovation and improvement for personal and team change
- Identification of change processes and human change
- Techniques to set personal and team change goals
- Dealing with people who do not want to change
- Developing an action plan for personal and team change

Targeted Participants:

- Managers, Supervisors, and Team Leaders
- Strategic Planning Department
- Human Resources Staff
- Employees who want to get important skills to improve their career

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