

PROGRAMME DATES 2012	Duration	Start	End	Fees (exc. VAT)
FEBRUARY				
Managing the performance of public sector organisations	1 week	20 Feb	24 Feb	£1,690
Internal audit and risk management Achieving organisational objectives	1 week	27 Feb	2 Mar	£1,800
MARCH				
Public law in changing times How do government lawyers respond?	1 week	19 Mar	23 Mar	£1,815
Film, governance and society Funding, classification and promotion	1 week	26 Mar	30 Mar	£1,720
APRIL				
Competition policy How to level the playing field	4 days	30 Apr	3 May	£1,550
Protecting society Challenges in delivering effective prison services	2 weeks	16 Apr	27 Apr	£2,975
Alternatives to custody Probation and community sentences	1 week	30 Apr	4 May	£1,850
Successful cities Promoting economic growth and sustainable development	1 week	23 Apr	27 Apr	£1,860
MAY				
When citizens complain The role of the Ombudsman in improving public services	1 week	21 May	25 May	£1,760
Crisis communication in government	1 week	28 May	1 June	£1,660
JUNE				
Heritage and tourism Policy and practice for maximising benefits	1 week	11 Jun	15 Jun	£1,770
Putting people first The key to improving public services	2 weeks	11 Jun	22 Jun	£2,900
Consultancy for the public sector A foundation in essential consultancy skills	1 week	18 Jun	22 Jun	£1,600
Better regulation Water, energy, transport and communications	1 week	25 Jun	29 Jun	£1,855
SEPTEMBER				
Public-private partnerships Focus on roads and transport	1 week	3 Sep	7 Sep	£1,890
Managing elections Techniques and perspectives	1 week	10 Sep	14 Sep	£1,845
Pay and grading Strategies for change	2 weeks	17 Sep	28 Sep	£2,950
Pension schemes: security, diversity and choice The UK experience	1 week	24 Sep	28 Sep	£1,755
OCTOBER				
Access to civil justice Efficiency, affordability and fairness	2 weeks	1 Oct	12 Oct	£2,925
Government: image and communication The UK experience	1 week	15 Oct	19 Oct	£1,780
Changing the law Successful reform	1 week	22 Oct	26 Oct	£1,790
Doing business How governments promote private sector development	1 week	29 Oct	2 Nov	£1,870
NOVEMBER				
Public service commissions Professionalism, performance – excellence	1 week	12 Nov	16 Nov	£1,900

Our programmes can also be run as tailor-made programmes and held in-country or in the UK to meet the specific needs of groups at all levels within your organization. Please contact us if you would like further information.

Managing the performance of public sector organisations

Designed primarily for central, state and local government audit officials and personnel working for agencies or departments responsible for performance management at an organisational level.

Internal audit and risk management

Achieving organisational objectives

Primarily for central, state and local government audit officials and personnel working for agencies or departments responsible for internal audit, risk management or corporate performance.

Public law in changing times

How do government lawyers respond?

For government lawyers and senior public administrators with responsibility for provision of government legal services. Aimed at middle to senior level staff. Emphasis will be given to the extent and impact of the changes that are taking place in public legal services, the problems encountered, and the processes employed in managing modernisation processes.

Film, governance and society

Funding, classification and promotion

Mainly for senior policy makers and executives working in government ministries and agencies, regulatory and funding bodies and in non-government organisations (NGOs) concerned with the funding, promotion, regulation or censorship of film industries.

Competition policy

How to level the playing field

Four-day programme is aimed at policy makers, policy advisers and officials operating in the many competition authorities and departments around the world. Also relevant to those consulting and advising on competition policy who wish to extend their knowledge and contacts.

Protecting society

Challenges in delivering effective prison services

Aimed at policy makers, practitioners and senior decision-makers in the criminal justice sector, particularly those responsible for managing prison services. Also relevant for lawyers, administrators and people concerned with the rights and welfare of those charged with or convicted of criminal offences. This two-week programme will be immediately followed by an optional one-week programme on "Alternatives to custody: probation and community sentences".

Successful cities

Promoting economic growth and sustainable development

Designed for senior leaders in ministries, agencies, local government and other public bodies working on economic growth and city development. Also relevant for those responsible for promoting better working across ministries.

When citizens complain

The role of the Ombudsman in improving public services

For ombudsmen and similar complaint-handling organisations and their senior staff. Also relevant for policy makers from countries which have an ombudsman system, which are in the process of setting one up or which are contemplating doing so.

Crisis communication in government

For senior policy officials, managers responsible for operational planning, and public service communications specialists who are responsible for government/public service communications at times of risk and crisis. Designed to help participants to develop effective communications strategies for when things go wrong, whether as a consequence of natural disaster or terrorist or other threats.

Heritage and tourism

Policy and practice for maximising benefits

Mainly for senior policy-makers and experts working in government ministries and agencies and in non-governmental organisations concerned with the funding and promotion of heritage conservation and culture. Applications will also be welcome from those in the voluntary and private sector who wish to gain insights into the role of heritage and culture in economic development and to engage in dialogue with officials with responsibilities in this field.

Putting people first

The key to improving public services

Designed for senior managers responsible for delivering public services, in particular those with direct interface with the public. Participants may have a background in central or local government, health, welfare, education or the administration of justice.

Consultancy for the public sector

A foundation in essential consultancy skills

Designed for those wishing to enter the consultancy profession both in the public sector and the private sector – as internal or external consultants. Also of relevance to existing consultants who may wish to undertake a refresher course, line managers and those in other functions who wish to know the basics of consultancy, those involved in change management programmes and those working for the Certified Management Consultancy (CMC®) award.

Better regulation

Water, energy, transport and communications

Aimed at policy advisers and senior decision-makers in governments changing the ways they regulate private or parastatal suppliers of utility and network services, especially those providing monopoly services in a global, free-market economy. The programme will cover regulation in both theory and practice, drawing especially on the UK experience.

Public-private partnerships

Focus on roads and transport

Explores experience with a wide range of public-private and public-public partnerships within the UK transport sector, particularly in relation to roads. Designed to meet the needs of parliamentarians, senior staff from Ministries of Finance and Transport, senior road agency staff, bankers and financiers, organisations planning to bid for PFI/PPP contracts from government and consultants advising such organisations.

Managing elections

Techniques and perspectives

Offers election administrators and other election stakeholders the possibility to meet with counterparts in the United Kingdom and Europe to learn about their practices and experiences. Also intended to provide hands-on, practical training to improve day-to-day management skills in election administration.

Pay and grading

Strategies for change

Aimed at policy-makers, human resource practitioners and senior decision-makers. The programme will explore policies being adopted to modernise the management of pay, grading and benefits. It will focus on the UK and examine current trends and practical implementation of strategies in the public, private and not-for-profit sectors.

Pension schemes: security, diversity and choice

The UK experience

Designed for politicians and senior public service managers responsible for public pension schemes, for administrators and managers of occupational and other non-government pension schemes and for all those interested in social protection issues.

Access to civil justice

Efficiency, affordability and fairness

Mainly for lawyers, judges, legal administrators and representatives from NGOs and donor organisations with an interest in the justice sector. It will draw substantially upon recent and continuing developments in England and Wales and will also encourage the sharing of ideas and experiences among participants from other jurisdictions.

Government: image and communication

The UK experience

Designed for government press officers, political and general editors from national newspapers, broadcasting organisations and news agencies as well as spokesmen/women from political parties and NGOs. Will also benefit other individuals with responsibility for disseminating information to the public.

Changing the law

Successful reform

For all those involved in law reform, including those working for law reform commissions, committees and institutes, law reformers working within governments and other major contributors such as parliamentarians, judges, academic lawyers and representatives from NGOs. Participants would most likely be working at middle to senior levels, and be equally from countries where law reform is a major priority, or from those where resources for law reform are much smaller.

Doing business

How governments promote private sector development

Designed for senior policy makers and managers in trade, industry and business ministries and agencies responsible for stimulating business development, as well as staff from donor agencies looking to encourage private sector development.

Public service commissions

Professionalism, performance - excellence

Designed to meet the needs of Public Service Commissioners and their senior staff, parliamentarians and others involved in the preparation or implementation of a Civil Service Law, and senior policy-makers and managers concerned with improving the effectiveness of public officials.

In addition to our annual international programmes, we also have sound experience of running study programmes and workshops on request. Tailor-made programmes can either be arranged in-country or in the UK to meet the specific needs of groups at all levels within your organization. Below are some examples of tailor-made programmes that we can arrange. Please contact us if you would like further information or if there are other topics that you would like to discuss.

- Good governance (democracy, transparency, accountability, ethics, anti-corruption)
- Public administration reform (institutional development, machinery of government, central/local/regional government relations, efficiency reviews, organization analysis and re-structuring, performance management)
- Human resource management and capacity development (recruitment and selection, appointments, skills development, performance appraisal and job evaluation, human resource information systems, appeals)
- Policy and strategy (policy making and analysis, consultation with the public, migration policy, climate change)
- Strategic management, change management and organisational development
- Legal and judicial reform (public law, criminal justice and human rights, youth justice, legal drafting, judicial administration, border security, electronic tagging)
- Public finance and economic development (budgeting, public expenditure, audit, social and economic development, inward investment, procurement)
- Information and communications (freedom of information, records management).