



Master Class in Building a Winning Culture in Government

**Presented by the Department of SPMA School of Public Management and Administration,
University of Pretoria**

The Programme in **Master Class in Building a Winning Culture in Government** is designed to assist the leaders in the SOEs (State owned enterprises) and public sector to lead in a manner that inspires trust, unleashes talent, aligns systems and clarifies purpose.

From a leadership perspective, this short course will guide leaders to lead with a whole person paradigm, from the management of tasks perspectives it gives leaders the tools to manage the tasks, not the people. This course aims to help leaders create and establish a winning culture within their organisations.

The winning culture is an all-encompassing value proposition – this mindset of creating a winning culture will impact the way leaders think and act towards the improvement in service delivery, their leadership style and ultimately lead to significant improvement in performance. The course focus on both character and competence. This course unlike others brings the idea of masterclasses to reality.

Bringing together industry experts to share best practices in all areas of leadership and management. Content providers for this course come from global thought leaders in addition to local industry subject matter experts.

Delegates with a B degree will get articulation to the Masters Programme in Public Administration (MPA) at the University of Pretoria.

Course content

- Problem Solving and Decision Making
- HBDI Workshop
- Public Policy Theory
- Human Resources and Labour Relations
- Building A Winning Culture and Developing an Effective Vision and Strategy
- Execute with Excellence
- The Neuroscience of Personal Effectiveness and Productivity
- Unleashing Team Potential for Growth
- Customer Loyalty and Service Delivery
- Advance Public Finance
- Business Acumen



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Shifting knowledge to insight



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Learning outcomes

After successfully completing this course, you will

- Obtain an in-depth academic understanding of key concepts in public policy analysis and application thereof
- Explore human resource management within the public management context
- Have an in-depth understanding of how HRM can achieve strategic objectives of the organisation
- Have an in-depth understanding of how the theory around problem-solving can be translated into very practical insights and lessons
- Practical application and enhanced self-awareness – “how do I like to solve problems and make decisions” – using the HBDI – understanding personal preferences and the impact it has on others
- Help the team understand the organisations mission, vision and strategy
- Focus the team on understanding and meeting customer needs
- Have a greater understanding of how the team can impact the organisations financial success
- Have an in-depth understanding and ability to apply the six rights as well as the 4 disciplines of execution in the workplace
- Practical/hands-on activities to practice various collaboration methods
- Enhance self-awareness on the 7 habits of highly effective leaders
- Practical application of each habit through exercises, reflection and activities
- Discern the important from less important
- Creating a Q2 culture and Q2 roles and goals
- Be able to use apply productivity accelerators to the workplace
- Practice positive feedback and instructive feedback
- Have an in-depth understanding and practice three key coaching skills – listening; questioning and acknowledging
- Practice the basics of coaching by using the coaching framework for individuals and teams
- Have an in-depth understanding of how bias significantly impacts behaviour
- Have an in-depth understanding of how to move teams into high-performance zones
- Become a leader who earns the loyalty of customers and team members consistently
- Improve the understanding and develop competency for service delivery on national, provincial and local levels

- Obtain an understanding of outcomes-based service delivery
- Have a greater appreciation and application of the critical five elements of business
- Refresh universal financial language
- Practical application to government metrics and department-relevant financials
- Have an in-depth understanding of how to navigate an annual report and make meaning from metrics and their impact on the business.

Who should enrol?

This course is ideal for Managers, Senior Managers, Executive Managers, Municipal Managers, Deputy Directors, Directors, Chief Directors and CEOs in SOEs.

Admission requirements

Prospective delegates should at least have 3-year Tertiary qualification.

Accreditation and certification

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Registration and enquiries

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