# Public Administration, Policy and Governance Foundations Course

26 – 30 April 2027
Kuala Lumpur

AGILE LEADERS
Training Center

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**Ref:** 1216_189780 **Date:** 26 – 30 April 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

## Overview

Public Administration, Policy and Governance Foundations Course is a one-week course for new public-sector managers, policy officers, administrative professionals, and governance coordinators who leave with a Public Governance Practice File. The course connects public administration foundations, public policy processes, institutional governance controls, stakeholder engagement, public service delivery, and policy implementation planning. Participants use practical records and templates to align mandates, decisions, responsibilities, outcomes, and improvement actions. Agile Leaders Training Center presents public administration and governance practice.

## Who Should Attend

- Administrative functions responsible for mandates, procedures, coordination, and service delivery
- Policy functions responsible for problem definition, option development, and implementation support
- Governance functions responsible for decision authority, accountability, and institutional controls
- Planning functions responsible for translating priorities into actions and performance measures
- Engagement functions responsible for citizen, beneficiary, and stakeholder participation
- Public-service staff moving into roles that connect policy, administration, and performance

The course assumes participants support administrative decisions, policies, services, coordination, or performance at work and leaves out digital-government technology, advanced policy evaluation, corporate governance, and leadership-only content.

## Departments and Industries

The course supports public administration, policy, and governance work across:

- Policy, strategy, planning, governance, and performance departments
- Operations, service delivery, quality, and administrative affairs departments
- Education, healthcare, transport, and infrastructure organizations
- Utilities, environmental services, and community development organizations
- Regulated service providers and nonprofit organizations working with public institutions

## Learning Objectives

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

- Apply public-value principles to administrative choices
- Build mandate, responsibility, and coordination maps
- Use policy-cycle tools to structure policy work
- Analyze governance, ethics, and accountability controls
- Prioritize stakeholders and participation methods
- Build implementation plans, indicators, and improvement actions

## Course Agenda

### Day 1: Public Administration and Institutional Mandates

- Public Value Orientation Canvas
- Institutional Mandate Mapping Template
- Roles and Responsibilities Matrix
- Administrative Coordination Interface Map
- Public Service Delivery Chain

### Day 2: Public Policy Processes and Evidence

- Policy Problem Definition Sheet
- Policy Cycle Stage Map
- Evidence and Assumption Register
- Policy Option Comparison Matrix
- Policy Brief Structure

### Day 3: Governance, Ethics, and Accountability

- Decision Authority Matrix
- Governance Control Checklist
- Ethical Decision Assessment
- Accountability and Escalation Map
- Decision Record Template

### Day 4: Engagement, Implementation, and Performance

- Citizen and Stakeholder Mapping Grid
- Participation Method Selection Matrix
- Policy Implementation Action Plan
- Public Service Performance Indicator Set
- Continuous Improvement Register

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## Day 5: Public Governance Practice

- Exercise: Diagnose a Public Administration Mandate Case
- Exercise: Develop a Policy Brief and Option Matrix
- Exercise: Test Governance Controls and Decision Records
- Exercise: Build an Engagement and Implementation Plan
- Capstone Exercise: Public Governance Practice File

## Practical Exercises

The course uses suggested activities to practice public administration, policy, and governance foundations:

- Suggested activity: map mandates and coordination interfaces for a healthcare service case
- Suggested activity: compare policy options for an urban transport service case
- Suggested activity: document an ethical decision and accountability route for an education case
- Suggested activity: present an implementation plan, indicators, and improvement actions for a community service

## FAQs

### Who does public administration, policy and governance foundations training suit, and what does it assume?

Public administration, policy and governance foundations training suits staff who support administrative decisions, policies, public services, coordination, governance, or performance and assumes practical exposure to organizational work rather than prior specialist study.

### How does public administration and governance training differ from corporate governance training?

Public administration and governance training focuses on public value, institutional mandates, policy processes, accountability, stakeholder participation, service delivery, and implementation, while corporate governance training focuses on boards, shareholders, and company oversight.

### What tools support public policy processes in administrative work?

Public policy processes use problem-definition sheets, evidence registers, policy-cycle maps, option matrices, policy briefs, implementation plans, and performance indicators to create a traceable route from a public need to action and review.

### How are accountability and ethics applied in public governance?

Accountability and ethics are applied through clear mandates, documented authority, decision records, control checks, escalation routes, conflict assessment, transparent reasoning, and review of both conduct and results.

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## How should stakeholder engagement support policy implementation?

Stakeholder engagement should identify affected groups, clarify participation purposes, select proportionate methods, document input, explain decisions, assign follow-up actions, and connect feedback with implementation and service improvement.

## Conclusion

Participants take back a Public Governance Practice File containing mandate maps, policy tools, governance checks, decision records, stakeholder analysis, implementation actions, performance indicators, and an improvement register. The file changes disconnected administrative tasks into a traceable public-value workflow. It supports clearer responsibilities, documented decisions, coordinated delivery, and evidence-based improvement.