

GOVERNMENT AND PUBLIC SECTOR | GPS-011

Public Administration Reform and Modernisation

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Course content

Why Attend

Citizens expect governments to be efficient, transparent and responsive. Public administration reform programmes aim to modernise structures, processes, people management and service delivery.

This Aractech course covers reform drivers and approaches, organisational restructuring, civil service reform, process simplification, digitalisation, performance culture, change management and sustaining reforms. Participants analyse reform cases and design a modernisation plan.

Course Methodology

- Comparative case studies
- Reform design workshops
- Group discussions
- Process simplification exercises
- Planning

Course Objectives

- Understand drivers and models of administrative reform
- Design structural and organisational reforms
- Simplify administrative processes
- Modernise human resource management in government
- Lead change in public organisations
- Sustain and evaluate reforms

Target Audience

- Senior government officials
- Reform and modernisation units

Course content

- Public sector HR leaders
- Policy advisers

Course outline

Detailed course outline

Day-by-day outline for Public Administration Reform and Modernisation.

Day 1 - Reform Context

- 09:00-09:39 | Why reform
- 09:39-10:18 | Reform models
- 10:18-10:57 | International experience
- 10:57-11:00 | Political economy
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Political economy (continued)
- 12:05-12:43 | Reform readiness
- 12:43-14:00 | Exercise: Reform diagnosis

Day 2 - Structures and Processes

- 09:00-09:39 | Organisational restructuring
- 09:39-10:18 | Agencies and decentralisation
- 10:18-10:57 | Process simplification
- 10:57-11:00 | Red tape reduction
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Red tape reduction (continued)
- 12:05-12:43 | Shared services
- 12:43-14:00 | Workshop: Process simplification

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Day 3 - People and Performance

- 09:00-09:34 | Civil service reform
- 09:34-10:08 | Merit-based HR
- 10:08-10:42 | Performance management
- 10:42-11:00 | Capability building
- 11:00-11:30 | Coffee break
- 11:30-12:19 | Capability building (continued)
- 12:19-12:53 | Leadership
- 12:53-14:00 | Case study: Civil service reform

Day 4 - Digital Modernisation

- 09:00-09:45 | Digital government
- 09:45-10:30 | Data use
- 10:30-11:00 | Service redesign
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Service redesign (continued)
- 11:45-12:30 | Citizen feedback
- 12:30-14:00 | Exercise: Service redesign

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Day 5 - Leading and Sustaining Reform

- 09:00-09:45 | Change management
- 09:45-10:30 | Communication
- 10:30-11:00 | Monitoring and evaluation
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Monitoring and evaluation (continued)
- 11:45-12:30 | Sustainability
- 12:30-13:15 | Lessons learned
- 13:15-14:00 | Capstone: Modernisation plan

Seminar dates

Available seminar dates

Live dates and pricing for Public Administration Reform and Modernisation generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	London	Classroom	€2,315
7 - 11 December 2026	Barcelona	Classroom	€2,815
11 - 15 January 2027	Geneva	Classroom	€4,315
8 - 12 February 2027	Munich	Classroom	€3,225
8 - 12 March 2027	Barcelona	Classroom	€2,815
12 - 16 April 2027	Rome	Classroom	€3,460
10 - 14 May 2027	Munich	Classroom	€3,225
14 - 18 June 2027	London	Classroom	€2,315
12 - 16 July 2027	Barcelona	Classroom	€2,815
9 - 13 August 2027	Geneva	Classroom	€4,315

Seminar dates

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13 - 17 September 2027	Munich	Classroom	€3,225
11 - 15 October 2027	Barcelona	Classroom	€2,815
8 - 12 November 2027	Rome	Classroom	€3,460
13 - 17 December 2027	Munich	Classroom	€3,225
16 - 20 November 2026	Online / Live	Online / Live	€1,815
7 - 11 December 2026	Online / Live	Online / Live	€1,815
11 - 15 January 2027	Online / Live	Online / Live	€1,815
8 - 12 February 2027	Online / Live	Online / Live	€1,815
8 - 12 March 2027	Online / Live	Online / Live	€1,815
12 - 16 April 2027	Online / Live	Online / Live	€1,815

Seminar dates

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14 - 18 June 2027	Online / Live	Online / Live	€1,815
12 - 16 July 2027	Online / Live	Online / Live	€1,815
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