



Halado Leadership
Tomorrows Leaders Today

Transforming Public Service Delivery Programme

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Exclusive Development opportunities

Our premier leadership programmes are built on solid foundations for your learning and self-growth. You get a personalised experience built around you and your leadership development.

We are unique in that we focus only on people like you who are at senior levels within Government service.

Your learning and development will take place in a small and select group with a maximum of 12 participants. This way you get a more tailored development experience.

After the programme you will continue to have support from us and access to a senior network of public sector executives .



5 Day Course (non Residential)
London - 13th to 17th June 2022
Kuala Lumpur - 4th to 8th July 2022
Programme Director: Lord Paul Scriven
£2,995 + VAT

For senior leaders in Ministries and front line service organisation's, directors and board members who have responsibility for service delivery

Leadership of behaviour and culture to transform

This programme equips you on how to make public services modern and relevant to individual citizens and communities both by improving consumer experience and driving out waste and inefficiency leading to better use of limited resources.

With a deep understanding that public service delivery is more than just about the "bottom line" the programme will use service improvement techniques used by large global corporations to show how they can be used and add real value in the public sector.

These five days show those who are responsible for public services what leadership issues to focus on to transform their public service offer.

Benefits of attending – Participants will be able to:

- Apply your action plan of how to implement the techniques to drive improvement in your own organisation and with others.
- Use the latest and most up to date methods for public service improvement
- Deliver an outcome and "blooming" flower approach to delivering services.
- Change structures and process in your own organisation and across Government to maximise outcomes



Programme Director Lord Paul Scriven



Paul has over 30 years' of leading in the public and private sector. Known for a strong reputation in innovation, enterprise and outcome improvement.

He brings a unique prospective. Not only as a senior executive in the public & private sector but also complemented by being a politician at both national and local levels

Paul empowers teams for maximum impact. He understands leaders have to work with "softer issues" such as emotional intelligence and influencing. He has an authentic and open style of leading.

He works across the world with diverse teams including Ministers, Permanent Secretaries, Mayors, senior executives and those aspiring to executive positions.

Participants will learn how to:

- **Use best techniques used in the public and private sectors to drive customer centred service.**
- **To build partnerships and collaboration for change**
 - **Understand your own leadership requirements to deliver improved service delivery**
 - **Develop different department and government structures and systems that need to be put in place to deliver "outcome centred" services.**
- **Develop plans that include customer insight and differentiation that will drive improvement**
 - **Focus on the key behaviour techniques that are needed to deliver improved services.**
- **Adopt a "a whole approach scorecard" looking at improvements from different stakeholders' perspective to evaluate the impact of the changes you make.**

We have a seat waiting for you.



This programme offers something rather different to others. We deliver these programmes only to those in the top flight of Government service.

This programme is over five days and because we never have more than 12 participants on any one programme you get a superior and individual learning experience.

Your non residential programme offers learning and Development that includes expert programme directors, five days learning, including lunches, & all learning materials

As part of your time with us these programmes offer your small select group a welcome reception, a programme dinner and a half a day cultural excursion.

Book your seat now by emailing us at hello@haladoleadership.co.uk or at our website www.haladoleadership.co.uk

TRANSFORMATION

