



PRESENTS:

## Citizen Focused Service Delivery Workshopping Process

**DURATION:** 2 Days **TARGET:** All public service employees and management in national, provincial and local government departments, NGOs, NPOs, SOEs

**FACILITATOR:** Belia Nel, international Certified Performance Technologist

### Workshop Overview

During workshop participants will learn about being a citizen focused public servant and the importance of the meaning of work, performance and service delivery as contained in the public service domain.

Be agile and respond with speed to a citizen focused and performance driven public service delivery need.

#### Workshop Value

- What is a citizen focused public servant?
- What is citizen centred service delivery approach?
- Understand how to be a citizen focused public servant.
- Explore performance and the meaning of work.
- How do I manage performance?
- What is the meaning of performance in self-transformation?
- What are the factors and barriers of performance in a public service domain?

#### Workshop Topics and Takeaways

The tools, models and worksheets will focus on exploring and applying performance results in the context of a public service environment:

- Establish the relationship of each role against self-transformation.
- Explore a citizen-centred public service.
- Develop the roles and behaviours required for each stakeholder.
- Develop the enablers for citizen-centred service delivery.
- Identify and remove barriers of citizen focused service delivery and performance.
- Analyse the meaning of work in a citizen focused public service.
- Identify performance indicators and expectations of stakeholders.
- Establish performance as my responsibility.
- Link service delivery plans to your performance.
- Performance and self-management as a public servant.