

€ TRAINING

Excellence, creativity and supervision in the
management of public services



14 - 18 October 2019
Milan (Italy)



Excellence, creativity and supervision in the management of public services

REF: M12411 DATE: 14 - 18 October 2019 Venue: Milan (Italy) - Fee: 4500 Euro

Overview:

This program aims to identify the latest developments and the latest methods that have emerged in the areas of supervision of public services through the use of expertise that combines academic study and practical experience related to this activity in the discussion and clarification of the latest technical methods in the management of public services, and identify the latest methods of performance Supervising the public services and the basic requirements and conditions necessary for them, and preparing and designing their designs, as well as activities related to the management of operations related to these services and the development of the accompanying procedures.

Detailed objectives:

- Planning to improve the performance of public service activities.
- Adopting a structured approach to thinking that helps generate new ideas that reflect the methods of developing the performance of public services.
- Determine the development objectives of public service activities.
Identify indicators to measure and assess the extent to which these objectives have been achieved.
- Identify impediments to driving performance development.
- Develop work programs and improvement plans.

Scientific and practical themes of the program:

- Determine the development objectives of public service activities.
- Identify indicators to measure and assess the extent to which these objectives have been achieved.
- Identify impediments to driving performance development.
- Develop work programs and improvement plans.
- The functions of supervisors in the management of public services and their nature and importance in contemporary organizations.
- Contractor Contracts.
- How to supervise the work of contractors.
- Behavioral skills of workers in the field of administrative services.
- Planning work in administrative services.
- Organization of work and personnel in administrative services.
- Methods and skills for setting goals and planning work programs, identifying work and employment needs, organizing, dividing and distributing work to subordinates.
- Objectives of the development plan Performance on public service activities.
- Supervising skills for office furniture, stationery and mail.
- In the field of maintenance of offices, furniture and furnishings.
- Supervision, maintenance and beautification skills of gardens, housing and workers' housing.
- Supervisory skills in nutrition.
- The role of the General Services Department in monitoring the movement and means of transport of workers.
- Best and worst supervisor, success skills: technical, human relations and management, list of supervisory skills, developing human skills and forming good relationships, naughty employee and unforgivable mistakes.
- How to prepare budgets and manage expenses related to public services activity.



- Indicators to measure and assess the extent to which the objectives have been achieved.
- Performance standards and performance indicators.
- Types of performance indicators.
- Multiplicity of performance indicators to measure one goal.