



Corporate Governance, Business Ethics and Social Responsibility in the Public Services



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INTRODUCTION

Corporate Governance, the set of elements (rules, regulations, legislations and principles) that help a firm operate, has more or less been well defined and structured in the private sector; however, corporate governance in the public services has recently been gaining attention because of the scope and impact of public service delivery. Public governance knowledge is important to ensure efficiency and quality of public service, which determines quality of life. Corporate governance is important for small public companies to scale up and for large ones to garner interests of investors. Because of the scope of service, the public sector faces a high risk of fraudulent and unethical practices, dissatisfaction and lack of alignment of employees, disagreements and lack of interests by managing committees, etc. Poor corporate governance in the public sector could affect an organisation's credibility, integrity and, in turn, its financial health and stability. Alternately, good governance results in better wealth management, increased public engagement and well-being and good corporate citizenship in terms of ethical conduct, responsibility towards the environment, etc. It is thus extremely important to understand corporate governance in the public sector in its entirety; identify the pain areas causing maximum hindrances in seamless administration and management, such as budget deficits, inefficient fund and labour use, low service quality, lack of accountability, etc. and devise means and measures to address these immediately. Resolving these issues would help board members set up an organisation for success through appropriate prioritisation and best practice replication.

This ZOE training course will empower you with an in-depth understanding of what Corporate Governance in the Public Services entails, the teething issues affecting this sector until date and techniques and ideas to offset these in order to meet the objective of satisfying public needs and to build a successful career in the public services industry. The course would also give the professional the required insight, skills, environment and platform to successfully execute a strategy, develop and attract talent to the public sector for sustenance and enhance the firm's value, thereby reducing financial risks and increasing shareholder returns.

COURSE OBJECTIVES

The primary objective of this course is to empower public sector professionals with:

- An in-depth understanding of Corporate Governance in the Public Services, including—
 - All spheres of management – action plans, internal controls as policies and procedures to protect against fraud and misconduct, performance management for quality delivery, disclosures for transparency and for building trust and credibility, etc.
 - Necessity of proper corporate governance in the public sector
 - Prevailing issues and their possible solutions
- Knowledge of how to balance between financial optimisation, shareholder resolution and well-being and public quality of life
- Exposure and experience to manage the shift from old administration methods to new corporate techniques and best practices
- Perspective to devise and implement strategies for long-term success and sustainability
- Comprehension of the essentials to build an effective structural framework for accountability and ownership among stakeholders
- The required skill enhancement and knowhow to become a more effective and efficient public services professional
- Experience and perspective to better manage conflict

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TRAINING METHODOLOGY

Zoe Talent Solutions prefers the unconventional way and delivers training in methods customized to the topic and audience. The training includes face-to-face interactions/discussions, audio/video presentations, case studies and work groups, individual and group experiential learning activities, questionnaires, role-plays, etc.

Like all Zoe Talent Solutions courses, it follows our Do-Review-Learn-Apply Model.

ORGANISATION BENEFIT

With key members of an organisation attending this course, the organisation will benefit in the following ways:

- Greater efficiency, accountability and ownership by members of the Board and other top management.
- Improved relations with investors and prospective investors because of the board members' in-depth understanding of corporate governance.
- Improved transparency and integrity of information among and from all stakeholders.
- Better strategic and operational direction towards achievement of organisational objectives.
- Shift from a mere compliance mentality to a strategic, well-suited approach to defining processes and systems.
- Identification and implementation of best practices of other successful Boards
- A positive and ambitious Board culture
- Greater mitigation of risks and unethical practices
- Better crisis management

PERSONAL BENEFIT

By attending this course, public sector professionals will derive the following benefits:

- Increased ability to think strategically and make changes in processes and structures accordingly
- Enhanced capability to manage change more positively
- Developed thought leadership
- Broadened perspective of management
- Improved understanding of one's responsibilities and opportunities therein
- More informed decision making and conflict management and resolution
- Increased understanding of legislations and other influencing policies and principles
- Well-defined, clear succession plan and growth path
- Security against risks of fraud and corruption
- Increased financial stability

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WHO SHOULD ATTEND?

- Directors, Board Members, Chief Financial Officers and other members constituting the top management of an organisation – to thoroughly understand and master all critical aspects impacting the efficiency and quality of service delivery.
- Shareholders and investors who are part of or want to be part of a firm's delivery and function
- Human resource directors and professionals responsible for compensation and other aspects affecting an organisation and its work culture.
- Legal professionals responsible for and involved in preparing contracts and other legal notices and agreements to this effect.
- Auditors and members of compliance agencies responsible for ensuring transparency and integrity of information and facts reported by public sector organisations.

GENERAL NOTES

- All our courses can be facilitated as customized In-House Training course. Course duration is flexible and the contents can be modified to fit any number of days.
- As for Open Enrolment Courses, we offer our clients the flexibility to choose the location, date, and time
- And our team of experts who are spread around the globe will assist in facilitating the course.
- The course fee includes facilitation, training materials, 2 coffee breaks, buffet lunch.
- Certificate of Successful completion of Training.
- FREE Consultation and Coaching provided during and after the course.





COURSE OUTLINE

Corporate Governance in the Public Services

MODULE I

Corporate Governance in the Public Services

- Overview of Corporate Governance in the Public services
- Importance of Corporate Governance in the public Services
- Impact of good Corporate Governance on society and the economy

MODULE II

Role of Board Members in Corporate Governance in the Public Services

- Types of Boards in public sector organisations – representational, hands-on, etc.
- Duties of the Board – legal, strategic, fiduciary, oversight, etc.
- Individual Director responsibilities – care, loyalty, obedience, etc.
- Characteristics of an effective Board
- Management of Board responsibilities in case of mergers and acquisitions

MODULE III

Other Roles in Corporate Governance in the Public Services

- Investors
- Chief Executive Officers
- Employees
- Auditors/Compliance agencies
- HR professionals
- Legal professionals
- Society

MODULE IV

Challenges in Corporate Governance and ways to address them

- Ethical issues
- Internal and external pressure
- Risk management and mitigation
- Inaccurate data reporting and disclosures



COURSE OUTLINE

Corporate Governance in the Public Services

MODULE V

Corruption – the most challenging of all issues

- Scope of corruption in the Public Services
- Types of corruption
- Ways to prevent corruption
- Laws against corruption
- Setting up an institutional framework against corruption

MODULE VI

Mandates for Effective Corporate Governance in the Public Services

- Importance of Audits – How, why and when to conduct
- Data – How to derive, interpret, manage and implement
- Budgets – how to utilise budgets effectively
- Media – How to use media to advocate value-driven governance

MODULE VII

Soft skills for Corporate Governance in the Public Services

- Building accountability and responsibility
- Maintaining transparency and openness
- Maintaining ethics and a value-driven work culture
- Fostering decentralisation and devolution

MODULE VIII

Legal and other Regulatory Foundations

- Compliance – what and why
- Understanding national and international regulatory and legislative frameworks
- Understanding regulations across various sectors
- Managing public grievance redressal systems

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Code	Duration	Date	Year	Venue	Fees "
PG01	5 Days	15 - 19 Mar	2020	Dubai	\$3,950
PG01	5 Days	19 - 23 Apr	2020	Dubai	\$3,950

REGISTRATION DETAILS

LAST NAME: _____
FIRST NAME: _____
DESIGNATION: _____
COMPANY: _____
ADDRESS: _____
CITY: _____
COUNTRY: _____
TELEPHONE: _____
MOBILE: _____
FAX: _____
EMAIL: _____

AUTHORISATION DETAILS

AUTHORISED BY: _____
DESIGNATION: _____
COMPANY: _____
ADDRESS: _____
CITY: _____
COUNTRY: _____
TELEPHONE: _____
MOBILE: _____
FAX: _____
EMAIL: _____

PAYMENT DETAILS

- Please invoice my company
- Please invoice me

CERTIFICATION

Successful participants will receive ZTS Certificate of Completion

4 WAYS TO REGISTER

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+971 55 2537914 (Whatsapp)
Email: info@zoetalentsolutions.com
Website: www.zoetalentsolutions.com

TERMS AND CONDITIONS

- Fees – All course fees / invoices must be paid in full no later than 14 days prior to the start of the course. Your course is NOT confirmed until payment has been received. Each fee is inclusive of Documentation, lunch and refreshments served during the entire seminar.
- Mode of Payment – The delegate has the option to pay the course fee directly or request to send an invoice to his/her company/ sponsor. Bank Transfer and cash payments are both acceptable.
- Hotel Accommodation – is not included in the course fee.
A reduced corporate rate may be available for attendees wishing to stay at the hotel venue. All hotel accommodation is strictly subject to availability and terms and conditions imposed by the hotel will apply.
- Attendance Certificate – a certificate of attendance will only be awarded to those delegates who successfully completed/ attended the entire seminar including the awarding of applicable Continuing Professional Education Units/Hours. ZTS reserves the right to cancel or amend a course without penalty or compensation; we will provide you with 14 days written notice. Where possible ZTS will offer you an alternative course / date / location, should the alternatives not be satisfactory you will be entitled to a full refund.
- Cancellation / Substitution – Request for seminar cancellation must be made in writing & received 8 days prior to the seminar date. A US\$ 250.00 processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you. In the event of a course being cancelled, ZTS will not be responsible for any losses incurred due to the cancellation of flights, accommodation.
- Force Majeure – any circumstances beyond the control of the Company may necessitate postponement, change of seminar venue or substitution of assigned Instructor. The Company reserves the right to exercise this clause and implement such amendments.



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