Garnet
Garnet Global Training Center

GGT-AL-128

Administration, Legal & Public Sector

Citizen Engagement & Participation

إشراك المتعاملين والمواطنين

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Citizen Engagement & Participation turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Programs for government entities, legal departments and the offices that keep organisations running. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Citizen Engagement & Participation to real tasks.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.

Who should attend

Government officials, legal advisers, compliance officers, executive assistants and administrators. Practitioners with one to five years of experience benefit most.

Key topics

- Regulatory and legal frameworks
- Drafting and documentation
- Service design and performance
- Compliance and controls
- Communication and protocol
- Digital government practices

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Citizen Engagement & Participation: principles and standards

- Regulatory and legal frameworks
- Regional and international case studies

Day 2 Methods and tools in practice

- Drafting and documentation
- Service design and performance

Day 3 Diagnosis and problem solving

- Compliance and controls
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Communication and protocol
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Digital government practices
- Measurement and reporting

10-day outline

Day 1 Citizen Engagement & Participation: principles and standards

- Regulatory and legal frameworks
- Regional and international case studies

Day 2 Methods and tools in practice

- Drafting and documentation
- Service design and performance

Day 3 Diagnosis and problem solving

- Compliance and controls
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Communication and protocol
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Digital government practices
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
8–12 Feb 2027	5-day classroom	Geneva	English	4,750
15–19 Mar 2027	5-day online	Live online	English	2,950
4–8 Oct 2027	5-day classroom	Paris	English	4,750
13–24 Dec 2027	10-day classroom	Abu Dhabi	English	8,950
13–24 Mar 2028	10-day online	Live online	Arabic	5,450
21–25 Aug 2028	5-day classroom	Geneva	English	4,750
10–14 Sep 2028	5-day classroom	Cairo	English	4,750
13–24 Nov 2028	10-day classroom	Abu Dhabi	English	8,950
19–23 Feb 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
6–10 Aug 2029	5-day classroom	London	English	4,750
2–13 Sep 2029	10-day classroom	Amman	English	8,950
17–21 Dec 2029	5-day classroom	Geneva	English	4,750
4–15 Mar 2030	10-day online	Live online	English	5,450
6–17 May 2030	10-day classroom	London	English	8,950
8–12 Jul 2030	5-day classroom	Kuala Lumpur	English	4,750
7–11 Oct 2030	5-day classroom	Istanbul	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/