Garnet
Garnet Global Training Center

GGT-AL-123

Administration, Legal & Public Sector

Government Service Design

تصميم الخدمات الحكومية

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

Overview

Government Service Design focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Programs for government entities, legal departments and the offices that keep organisations running. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Government Service Design to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

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

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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 Government Service Design: principles and standards

- Service design and performance
- Regional and international case studies

Day 2 Methods and tools in practice

- Compliance and controls
- Communication and protocol

Day 3 Diagnosis and problem solving

- Digital government practices
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Regulatory and legal frameworks
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Drafting and documentation
- Measurement and reporting

10-day outline

Day 1 Government Service Design: principles and standards

- Service design and performance
- Regional and international case studies

Day 2 Methods and tools in practice

- Compliance and controls
- Communication and protocol

Day 3 Diagnosis and problem solving

- Digital government practices
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Regulatory and legal frameworks
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Drafting and documentation
- 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	Dubai	English	4,750
12–16 Jul 2027	5-day online	Live online	English	2,950
18–22 Oct 2027	5-day classroom	Amsterdam	English	4,750
6–17 Dec 2027	10-day classroom	Abu Dhabi	Arabic	8,950
3–7 Jan 2028	5-day classroom	Abu Dhabi	English	4,750
13–24 Mar 2028	10-day classroom	Geneva	English	8,950
3–7 Apr 2028	5-day classroom	London	English	4,750
4–15 Sep 2028	10-day online	Live online	English	5,450
5–9 Feb 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
8–12 Jul 2029	5-day classroom	Cairo	Arabic	4,750
19–23 Nov 2029	5-day classroom	Amsterdam	English	4,750
2–13 Dec 2029	10-day classroom	Riyadh	English	8,950
6–17 May 2030	10-day classroom	Geneva	English	8,950
17–28 Jun 2030	10-day online	Live online	Arabic	5,450
21–25 Jul 2030	5-day classroom	Riyadh	English	4,750
7–11 Oct 2030	5-day classroom	Dubai	Arabic	4,750

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