Garnet
Garnet Global Training Center

GGT-SM-104

Smart Cities & Urban Management

Municipal Management

إدارة البلديات

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

Overview

This program treats Municipal Management as a managed system: policies, roles, resources, performance indicators and continual improvement. Plan, run and digitalise cities and municipal services for residents and investors. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Set up and run Municipal Management as a managed process with clear roles.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.

Who should attend

Municipal managers, urban planners, smart city teams and city service operators. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Urban strategy and governance
- Municipal services
- Digital city platforms
- Mobility and infrastructure
- Resident experience
- Data and performance

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 Municipal Management: the management framework

- Digital city platforms
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Mobility and infrastructure
- Resident experience

Day 3 Performance measurement and control

- Data and performance
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Urban strategy and governance
- Checklists and templates to take away

Day 5 Management case study and action plan

- Municipal services
- Group discussion and peer review

10-day outline

Day 1 Municipal Management: the management framework

- Digital city platforms
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Mobility and infrastructure
- Resident experience

Day 3 Performance measurement and control

- Data and performance
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Urban strategy and governance
- Checklists and templates to take away

Day 5 Management case study and action plan

- Municipal services
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

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
- Hands-on workshop on a workplace challenge

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)
10–21 Jan 2027	10-day classroom	Amman	Arabic	8,950
8–12 Mar 2027	5-day online	Live online	English	2,950
19–23 Jul 2027	5-day classroom	Vienna	English	4,750
8–12 Aug 2027	5-day classroom	Riyadh	English	4,750
14–18 Feb 2028	5-day classroom	Istanbul	English	4,750
18–22 Jun 2028	5-day classroom	Amman	English	4,750
18–29 Sep 2028	10-day classroom	Abu Dhabi	English	8,950
13–24 Nov 2028	10-day online	Live online	Arabic	5,450
19–23 Mar 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
9–20 Jul 2029	10-day classroom	Abu Dhabi	Arabic	8,950
14–18 Oct 2029	5-day classroom	Riyadh	English	4,750
10–14 Dec 2029	5-day classroom	Barcelona	English	4,750
14–25 Jan 2030	10-day classroom	Vienna	English	8,950
11–22 Mar 2030	10-day online	Live online	Arabic	5,450
14–18 Apr 2030	5-day classroom	Kuwait City	Arabic	4,750
8–12 Jul 2030	5-day classroom	Abu Dhabi	Arabic	4,750

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