

TRAINING & PROGRAMMES

GMSI offers a **suite of programmes** to develop staff and key functionaries of oversight and regulatory organisations. Each of these provides essential practical insight into how ombudsman, human rights and anti-corruption agencies can organise and deliver their mandates, satisfy clientele, and ensure a sustainable impact on the surrounding governance system.

Any of these programmes can be offered on the dates advertised or other preferred dates. GMSI programmes are normally run in **London, United Kingdom** but are available on request as well in other venues in Africa, Asia, Caribbean, Europe and The Pacific.

OMBUDSMAN INSTITUTIONS

1.	Facts and Decisions – Enhancing Ombudsman Investigations	21-25 Feb; 25-19 April; 15-19 Aug; 24-27 Oct
2.	Ombudsman Deputies – Optimising Performance for Institutional Excellence	14-18 March; 9-13 May; 8-12 Aug; 14-18 Nov
3.	Advanced Ombudsman Practice – Enhancing Roles and Organisational Performance	7-18 Feb; 27 March -8 Apr; 30 May -3 June; 31 Oct -4 Nov
4.	Ombudsman Conflicts – Dealing with Difficult People and Situations	4-8 Apr; 11-13 July
5.	Managing and Delivering Ombudsman Services Better	21-24 March; 13-17 June; 19-23 Sep
6.	Engaging Clients and Stakeholders – Enhancing Ombudsman Accountability, Reporting and External Relations	9-13 Feb; 1-7 June; 21-25 Sep; 23-27 Nov
7.	Corporate Troubleshooters – Improving Ombudsman and Dispute Resolution Mechanisms in Organisations	21-24 March; 20-24 June; 5-6 Sep
8.	Delighting Customers – Strengthening Ombudsman and Complaints Handling in Banking and Financial Services	4-8 Apr; 24-27 Oct; 12-16 Dec
9.	Quality with Care – Enhancing Complaints Handling in Departments and Agencies	7-11 Feb; 11-15 Apr; 5-9 Sep
10.	Optimising Performance – Special Study Programme for Heads of Ombudsman, Human Rights and Oversight Institutions	21-25 Feb; 30 May -3 June; 4-9 Sep; 21-25 Nov
11.	Effective Ombudsman Reporting	7-11 Feb; 20-24 June; 24-28 Oct

12.	Creating the Effective Ombudsman	22-26 Feb; 18-22 Jul; 12-16 Sept; 5-9 Dec
13.	Changing Ombudsman Function – Implementing Roles, Operational Management and Complaints Handling	14-18 Mar; 11-15 May; 16-20 Nov
14.	Speaking Truth to Power – Giving Advice to Leaders and Heads	2-6 Feb; 11-15 May; 19-23 Oct

HUMAN RIGHTS AND ANTI-CORRUPTION

1.	Implementing the Human Rights Function in a Changing World	29 Feb -11 March; 2-13 May; 17-29 Oct
2.	Tackling Money Laundering – Principles, Policies and Management	29 Mar-1 April; 17-21 Oct
3.	Bulldogs with Teeth – Sharpening Anti- Corruption and Integrity Agencies for Better Governance	18-22 Apr; 5-9 Sep
4.	Dealing with Conflict of Interest – International Best Practice	14-14 Feb; 27 June - 1 July; 7-11 Nov
5.	White Collar Crime – Detection, Investigation, Prevention	2-8 May; 19-23 Sep

ETHICS AND INTEGRITY

1.	Advancing Ethics and Integrity in Organisations – Strategies, Performance, Best Practice	21-25 March; 11-15 July; 21-25 Nov
2.	Workplace Ethics – Improving Personal and Decision Making Skills	7-11 Feb; 6-10 June; 3-7 Oct
3.	Trust in the Frontline – Developing Ethical Officials and Service Providers	14-18 Feb; 27 June-1 July; 24-28 Oct
7.	Dealing with Conflict of Interest – International Best Practice	14-18 Feb; 27 June-1 July; 7-11 Nov
8.	Credible Guardians – Ethics, Integrity and Trust in Governmental Oversight	11-15 Apr; 24-28 Oct
9.	Ethics, Integrity and Trust in Law Enforcement	23-27 May; 19-23 Sep
10.	Inspiring Trust in Leadership – Building Integrity and Confidence in Public Office	7-11 March; 18-22 July; 7-11 Nov

11.	Integrity in Government – Developing Trusted Managers and Professionals for Public Service	21-25 Feb; 30 May -3 June; 3-7 Oct
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ENHANCING PERSONAL EFFECTIVENESS

1.	Changing Attitude – Re-shaping Mindset for Career and Personal Success	29 -4 March; 13-17 June; 19-23 Sep; 31 Oct-4 Nov
2.	Building Effectiveness – Enhancing Leadership Capabilities	11-15 April; 1-5 Aug; 10-14 Oct
3.	Inspiring the Workplace – Getting the Best out of Your Staff	9-13 May; 19-23 Sep
4.	Growing High-Performers – Building and Managing Teams That Exceed Expectations	14-18 March; 30 May -3 June; 15-19 Aug; 27-31 Oct
5.	Managing Your Career – Programme for Middle-level Public Officers	23-26 Feb; 16-20 May; 31 Oct-4 Nov
6.	Delighting Your Audience – Developing Better Communication and Presentation Skills	7-11 April; 27-31 Oct
7.	Making Things Happen – Better Influence and Persuasion Skills	9-13 May; 12-16 Sep
8.	Healthy and In-Charge – Dealing with Stress in Leadership and Management	28 Mar-1 April; 13-17 June 21-25 Nov
9.	Managing Conflicts – Dealing with Difficult People and Situations	5-9 April; 19-23 Sep
10.	Improving the Back Office – Personal Effectiveness for Support Staff	15-18 March; 30 May - 3 June; 13-17 Oct
11.	Facing the Future – Turning Retirement into Opportunity	22-26 Feb; 2-6 May; 15-19 Aug; 21-25 Nov
12.	Creating Wealth – Personal Financial Planning and Management	29 Feb - 4 March; 23-27 May; 4-8 July; 10-14 Oct
13.	Facilitating Development – Professional Attachment for Scholars, Trainers and Practitioners	Available on Request

GMSI's operating motto is ***Facilitating Excellence***, reflecting an abiding conviction that governments, organisations and leaders in developing countries and transitional democracies can indeed attain outstanding levels of excellence, if they are properly assisted through the right mix of training, advice and implementation support.

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