

Public Sector Problem Framing Techniques Training Course

Professional Development Training Course Outline

Category	Public Sector Innovation	Duration	5 Days
Base Fee	\$1,500 USD	Delivery Mode	Online / On-site Hybrid

Course Introduction

Public sector institutions increasingly operate in complex, uncertain, and politically sensitive environments where poorly defined problems lead to ineffective policies, wasted resources, and weak service delivery. Public Sector Problem Framing Techniques Training Course equips participants with structured, analytical, and participatory approaches to clearly define public problems before solutions are designed. The course emphasizes evidence-based policy analysis, systems thinking, stakeholder mapping, root cause analysis, and adaptive problem framing methods that support effective governance, public value creation, and sustainable reform outcomes.

Participants will develop the ability to move beyond symptom-based responses and adopt problem framing tools that clarify objectives, constraints, incentives, and institutional dynamics. The course integrates global best practices in public policy design, strategic planning, and results-based management while grounding learning in real public sector challenges. By the end of the training, participants will be able to frame policy and service delivery problems in a way that enables practical, scalable, and politically feasible solutions.

Programme Curriculum

Public Sector Problem Framing Techniques Training Course

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Course Objectives

1. Understand the importance of problem framing in public sector decision-making.
2. Apply structured analytical frameworks to define complex public problems.
3. Distinguish between symptoms, root causes, and systemic drivers.
4. Use systems thinking to analyze interconnected public sector challenges.
5. Conduct stakeholder and political economy analysis for problem framing.
6. Apply evidence-based diagnostics using qualitative and quantitative data.
7. Integrate citizen-centric perspectives into problem definition.
8. Align problem statements with policy goals and development outcomes.
9. Apply adaptive problem framing in dynamic and uncertain environments.
10. Improve policy coherence through clear problem articulation.
11. Enhance cross-sector collaboration through shared problem definitions.
12. Reduce policy failure risks through rigorous diagnostic approaches.
13. Develop actionable problem statements that guide implementation and reform.

Organizational Benefits

- Improved quality of policy design and strategic planning
- Reduced implementation failures due to clearer problem definitions
- Enhanced alignment between policy goals and interventions
- Stronger evidence-based decision-making culture
- Improved stakeholder engagement and coordination
- Increased effectiveness of public sector reforms
- Better prioritization of public investments and resources
- Enhanced accountability and transparency in governance
- Stronger problem-solving capacity across departments
- Improved public service delivery outcomes

Target Audiences

- Public sector policy makers and analysts
- Government planners and strategists
- Program and project managers
- Monitoring and evaluation professionals
- Local government officials
- Development practitioners and advisors

- Regulatory and reform unit staff
- Public administration trainers and researchers

Course Duration: 5 days

Course Modules

Module 1: Foundations of Public Sector Problem Framing

- Understanding public sector problems and complexity
- Difference between problems, symptoms, and solutions
- Common causes of poor problem definition in government
- Role of problem framing in policy and reform success
- Introduction to structured problem framing frameworks
- Case Study: Policy failure caused by weak problem definition

Module 2: Systems Thinking and Public Problems

- Introduction to systems thinking in governance
- Identifying feedback loops and interdependencies
- Mapping institutional and service delivery systems
- Understanding unintended consequences of interventions
- Applying systems maps to public sector challenges
- Case Study: Systems analysis of urban service delivery issues

Module 3: Root Cause Analysis Techniques

- Applying problem trees and causal diagrams
- Differentiating immediate, underlying, and structural causes
- Using data to validate root cause assumptions
- Avoiding bias and oversimplification in diagnosis
- Translating root causes into policy-relevant insights
- Case Study: Root cause analysis of public sector inefficiencies

Module 4: Stakeholder and Political Economy Analysis

- Identifying stakeholders and power dynamics
- Mapping interests, incentives, and influence
- Understanding political and institutional constraints
- Integrating political economy insights into problem framing
- Managing conflicting stakeholder perspectives
- Case Study: Political economy analysis of a sector reform initiative

Module 5: Evidence-Based Problem Diagnosis

- Using administrative data and performance indicators
- Integrating qualitative research and citizen feedback
- Applying benchmarking and comparative analysis
- Assessing data limitations and uncertainty
- Translating evidence into clear problem statements
- Case Study: Data-driven diagnosis of service delivery gaps

Module 6: Human-Centered and Citizen-Focused Framing

- Applying human-centered design principles
- Understanding citizen experiences and pain points
- Incorporating equity and inclusion considerations
- Co-creation approaches with service users
- Aligning public value with citizen needs
- Case Study: Citizen journey mapping in public service reform

Module 7: Adaptive and Iterative Problem Framing

- Framing problems in uncertain and changing contexts
- Applying adaptive management principles
- Learning from experimentation and feedback loops
- Revising problem definitions over time
- Aligning adaptive framing with policy cycles
- Case Study: Iterative problem framing in crisis response

Module 8: From Problem Framing to Policy Action

- Writing clear and actionable problem statements
- Linking problem definitions to policy options
- Prioritizing problems based on impact and feasibility
- Communicating problem statements to decision-makers
- Embedding problem framing into institutional processes
- Case Study: Translating problem framing into policy reform design

Training Methodology

- Instructor-led presentations and conceptual briefings
- Guided analytical exercises and group discussions
- Practical application of problem framing tools

- Stakeholder mapping and systems analysis workshops
- Case study analysis and peer learning sessions
- Action planning for institutional application

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.com or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

- The participant must be conversant with English.
- Upon completion of training the participant will be issued with an Authorized Training Certificate
- Course duration is flexible and the contents can be modified to fit any number of days.
- The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.
- One-year post-training support Consultation and Coaching provided after the course.
- Payment should be done at least a week before commence of the training, to FINESKILL TRAINING CENTER account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
07 Sep 2026	11 Sep 2026	Physical	\$1,500
14 Sep 2026	18 Sep 2026	Physical	\$1,500
21 Sep 2026	25 Sep 2026	Physical	\$1,500
28 Sep 2026	02 Oct 2026	Physical	\$1,500
05 Oct 2026	09 Oct 2026	Physical	\$1,500

Start Date	End Date	Location	Price
12 Oct 2026	16 Oct 2026	Physical	\$1,500
19 Oct 2026	23 Oct 2026	Physical	\$1,500
26 Oct 2026	30 Oct 2026	Physical	\$1,500

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