

# Foundations of Delivery

Learn how to make **change** happen in  
government in 11 hours

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**CHANGE REQUIRES DELIVERY**

# WHAT WOULD IT TAKE TO...

**Vaccinate 100% of your population?**

**Reach net zero by 2050?**

**Ensure every child is literate?**

**Drive green transportation in towns and cities?**

**House everyone affordably?**

**Keep your government's campaign promises?**

A skillfully crafted policy can fail if it is unclear how it will be implemented. Across governments, there is often a systemic gap between policy objectives and policy implementation and evaluation.

To deliver transformational change for people's lives and for the planet, public servants must plan for delivery during the design phase. Delivery is both a mindset and a method that is relentlessly focused on bringing positive change to the frontlines of government.

Government delivery units worldwide use the delivery methodology to put policy ideas into practice and create better outcomes based on real-world performance.

## ABOUT THIS COURSE:

This introductory course will give you an understanding of the fundamental principles and processes which underpin delivery in government, such as prioritising goals, assessing organisational capacity, developing and managing effective implementation plans, and cultivating a culture of delivery.

## WHO IT'S FOR:

Public servants who want to be more effective in delivering policies, programmes and services. This includes national, state and local workers and those working in either policy implementation or service provision.

## WHAT YOU'LL LEARN

- Examine key factors required to build a foundation for delivery.
- Understand the delivery challenge.
- Plan for delivery.
- Develop routines to drive delivery.
- Learn how to manage stakeholder relationships during the delivery process.

## COURSE DATES AND FEES

**Course dates:**  
**25 April 2022 – 13 June 2022**

**Registration deadline:**  
**11 April 2022**

**Individual Fees:**

£150 + VAT.

**Group discounts:**

Discounts offered on group purchases over 20.

## WHAT'S INVOLVED:

- 11 hours of bite-sized multimedia digital learning spread across 7 weeks on an engaging online platform.
- Content includes practical tasks relevant to a government context and experience from other public servants, to help you put your skills into practice.
- Email nudges to guide your progress.
- An optional online chat to discuss the course content with other public servant learners.

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If you have any questions about the course, please write to [freddie.price@apolitical.co](mailto:freddie.price@apolitical.co)

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## COURSE EXPERIENCE

- **Completion certificate**  
*Share your achievement with your manager*
- **Articles, case studies, infographics, videos**  
*Bite sized to help you learn flexibly in short breaks*
- **Exercises, activities, workbooks and templates**  
*Practical activities and tools to help you implement your learnings*
- **Email nudges**  
*Helping you keep track of your progress*
- **Discussion with other learners in an online chat**  
*Learn from others' experiences in government*
- **Live session with Delivery Associates**  
*Your opportunity to ask the experts!*

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## COURSE SYLLABUS

<b>Section 1: Build a foundation for delivery</b>	<ul style="list-style-type: none"><li>1.1 Aspirations and goals in delivery</li><li>1.2 Case study: New South Wales</li><li>1.3 Build coalitions for delivery</li><li>1.4 Identify your guiding coalition</li></ul>
<b>Section 2: Understand the delivery challenge</b>	<ul style="list-style-type: none"><li>2.1 Assess your system's capacity to deliver</li><li>2.2 Case study: New South Wales</li><li>2.3 Use lead indicators to shape delivery</li><li>2.4 Understand drivers of system performance</li></ul>
<b>Section 3: Plan for delivery</b>	<ul style="list-style-type: none"><li>3.1 Plan for delivery</li><li>3.2 Create delivery chains</li><li>3.3 Identify performance targets and trajectories</li><li>3.4 Analyse your strategy</li></ul>
<b>Section 4: Drive delivery</b>	<ul style="list-style-type: none"><li>4.1 Use routines to drive delivery</li><li>4.2 Solve problems to drive delivery</li><li>4.3 Case study: Leaves on the Line</li><li>4.4 Plan your routines</li></ul>
<b>Section 5: Create a culture of delivery</b>	<ul style="list-style-type: none"><li>5.1 Manage stakeholders in the delivery process</li><li>5.2 Communicate with stakeholders</li><li>5.3 Case study: Stakeholder management</li><li>5.4 Plan your stakeholder engagement</li><li>5.5 Conclusion</li><li>5.6 Take it further</li></ul>

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## ABOUT APOLITICAL

apolitical

Apolitical is a global network and learning platform for government, with a mission to help build 21st century governments that work for people and the planet. We equip public servants and policymakers with the knowledge, skills, and community they need to respond to 21st century challenges. Our community of 150,000+ public servants in 160 countries has members ranging from mayors, ministers, and heads of civil services to policy pioneers and digital disruptors.

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## ABOUT DELIVERY ASSOCIATES



Delivery Associates is a leading social impact advisory firm specialising in the implementation of public sector delivery against complex targets for the benefit of citizens. We work with governments, charities and philanthropies at all levels using our proprietary Deliverology® tools and approaches to help them deliver long lasting, meaningful results.

We help governments and social impact organizations turn ambitious goals into everyday reality for people all over the world.

### WHAT PUBLIC SERVANTS SAY ABOUT APOLITICAL

*“ I truly enjoyed the courses and believe the skill set I have gained will be useful in my current and future roles. I feel as though I have opened my mind to different avenues to affect change and positive growth in the organization.”*

**Public servant from Employment and Social Development Canada**

