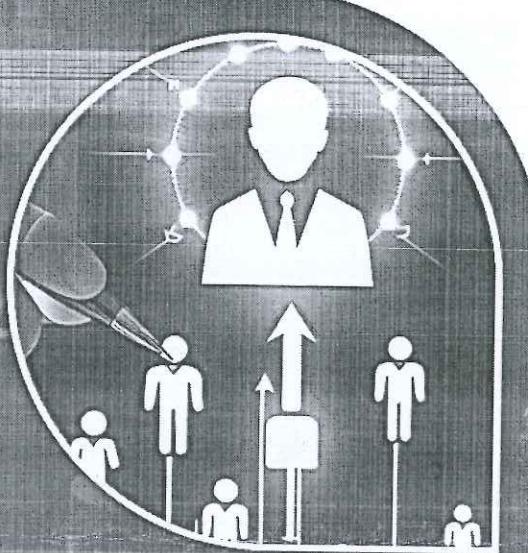




CERTIFICATE PROGRAMME ON SOFT SKILLS FOR EFFECTIVE PUBLIC SERVICE DELIVERY



Because Technical Knowledge Alone Is Not Enough Programme Objective

In today's accountable, audit-intensive, and citizen-focused public sector, professionals are expected not only to know the rules but also to communicate clearly, lead ethically, manage stakeholders, and deliver results under pressure.

This two-day Certificate Programme is designed to strengthen the soft skills that directly impact service quality, public trust, and institutional credibility.

Why This Programme Matters to Public Sector Staff

- Communicate with clarity and confidence in official settings
- Handle difficult conversations, meetings, and workplace dynamics
- Manage conflicts and emotions professionally
- Make ethical decisions under pressure
- Strengthen accountability and public trust
- Deal confidently with audits, oversight bodies, and stakeholders
- Improve time management, resilience, and stress handling
- Apply value innovation and Blue Ocean thinking to public sector challenges

To develop essential communication, leadership, ethical, and personal effectiveness skills required by public sector professionals to perform efficiently and effectively in stakeholder-driven and accountable environments.

Physical \$ 10,000/= Training materials Lunch and refreshments	Online T 4,000/= Specially for outstation participants Recording will not be provided Not eligible for discount
Discount 40%	APFA / CPFA Members
07 th & 08 th March 2026	09.00 AM - 04.00 PM

For Inquiries, Please contact

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 0702778776



Scan & Register

apfasl@casrilanka.org

PROGRAMME STRUCTURE & CONTENT (12 HOURS)

Day 1 – Building Strong Professional Foundations (6 Hours)

1. Professional Communication & Interpersonal Skills (3 Hours)

- Effective oral and written communication in the public sector
- Presentation and meeting skills
- Managing difficult conversations
- Workplace behaviour and teamwork

2. Emotional Intelligence & Workplace Conduct (3 Hours)

- Self-awareness and emotional intelligence
- Conflict management
- Professional conduct, public service values, and code of ethics

Day 2 – Leadership, Accountability & Impact (6 Hours)

3. Leadership, Ethics & Accountability (3 Hours)

- Leadership in the public sector context
- Ethical decision-making and integrity
- Accountability and safeguarding public trust

4. Personal Effectiveness & Stakeholder Engagement (3 Hours)

- Time and stress management
- Dealing with audits, oversight institutions, and stakeholders
- Building credibility with internal and external stakeholders
- Value innovation in the public sector – Blue Ocean thinking

Who Should Attend

Officers and managers in ministries, departments, provincial councils, and local authorities

Finance, audit, planning, administration, HR, and technical professionals

Officers dealing with audits, committees, public complaints, and stakeholder engagement

Officers preparing for higher responsibilities and leadership roles

Association of Public Finance Accountants of Sri Lanka

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