

BUILDING TRUST AND COLLABORATION IN THE PUBLIC SECTOR

Lisbon - Portugal
01 - Jun 2026 - 05 - Jun 2026
\$6,000

GENTEX[®]
TRAINING CENTER





Introduction

Building trust and fostering collaboration are fundamental to the success of public sector organizations. Effective teamwork, transparent communication, and shared goals drive efficiency and innovation in governmental and public institutions. However, achieving this requires a deep understanding of trust-building principles and strategies.

The Building Trust and Collaboration in the Public Sector course, provided by Gentex Training Center, is designed to equip professionals with the skills and techniques necessary to enhance trust, strengthen cooperation, and improve workplace dynamics. This five-day course focuses on practical approaches to overcoming challenges, resolving conflicts, and establishing a collaborative work culture within the public sector.

Building Trust and Collaboration in the Public Sector Course Objectives

- Understand the key principles of trust and collaboration in the public sector.
- Identify challenges that hinder effective teamwork and develop strategies to address them.
- Learn how to build and maintain trust with colleagues, stakeholders, and the public.
- Improve communication skills to enhance transparency and engagement.
- Explore methods for conflict resolution and consensus-building in public organizations.
- Gain practical tools for creating a culture of collaboration and shared responsibility.
- Examine case studies of successful trust-building initiatives within the public sector.
- Develop a personal action plan to apply learned strategies in the workplace.

Course Methodology



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This course employs a combination of interactive discussions, real-world case studies, role-playing exercises, group activities, and practical applications. Participants will engage in dynamic learning experiences that encourage collaboration and critical thinking.

Who Should Take This Course

- Government officials and public sector employees
- Policy makers and decision-makers
- Managers and team leaders in public institutions
- Community engagement professionals
- Human resource professionals
- Public administrators and consultants

Building Trust and Collaboration in the Public Sector Course Outlines

Day 1: Understanding Trust in the Public Sector

- The importance of trust in public organizations
- Key elements of building trust
- Identifying trust barriers in teams
- The role of leadership in fostering trust
- Real-world examples of trust-building in government agencies

Day 2: Enhancing Communication for Collaboration

- Principles of effective communication
- Overcoming communication challenges in public institutions



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- Active listening and empathy in teamwork
- Strategies for transparent and open dialogue
- Practical exercises in effective communication

Day 3: Conflict Resolution and Problem-Solving

- Understanding conflict sources in the public sector
- Techniques for resolving workplace conflicts
- Building consensus and negotiating effectively
- Mediation strategies for dispute resolution
- Case studies on conflict management in public organizations

Day 4: Strengthening Teamwork and Cooperation

- Characteristics of high-performing teams
- Encouraging cross-departmental collaboration
- Creating an inclusive and participatory work environment
- Practical team-building exercises
- Role of ethics and integrity in teamwork

Day 5: Implementing Trust and Collaboration Strategies

- Developing a culture of mutual trust
- Measuring and sustaining trust within organizations
- Action planning for long-term collaboration
- Leadership commitment to continuous improvement
- Summary and reflections on key learning points





Conclusion

By successfully completing the Building Trust and Collaboration in the Public Sector course, participants will gain valuable knowledge and practical tools to enhance teamwork, strengthen relationships, and foster a culture of trust in their organizations. With expert guidance from Gentex Training Center, attendees will leave with actionable strategies to implement in their work environments, ensuring long-term success in public sector collaboration.