Municipal Service Level Agreement and Contract Performance Management

Public Sector Management & Public Affairs

Course Overview

Municipal Service Level Agreement and Contract Performance Management: a 5-day professional training course from LTC Consultants, delivered in-classroom...

What You Will Achieve

- Explain the core principles and current good practice in Municipal Service Level Agreement and Contract Performance Management
- Apply practical tools and techniques for Municipal Service Level Agreement and Contract Performance Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Municipal Service Level Agreement and Contract Performance Management in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Setting the scene: Municipal Service Level Agreement and Contract Performance Management in today's organisation
2. Key concepts and the language of Municipal Service Level Agreement and Contract Performance Management
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Municipal Service Level Agreement and Contract Performance Management with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Johannesburg	**$1,450**
9 to 13 Nov 2026	Nairobi	**$1,550**

16 to 20 Nov 2026	Kampala	**$1,650**
23 to 27 Nov 2026	Durban	**$1,650**
30 Nov to 4 Dec 2026	Accra	**$1,550**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.