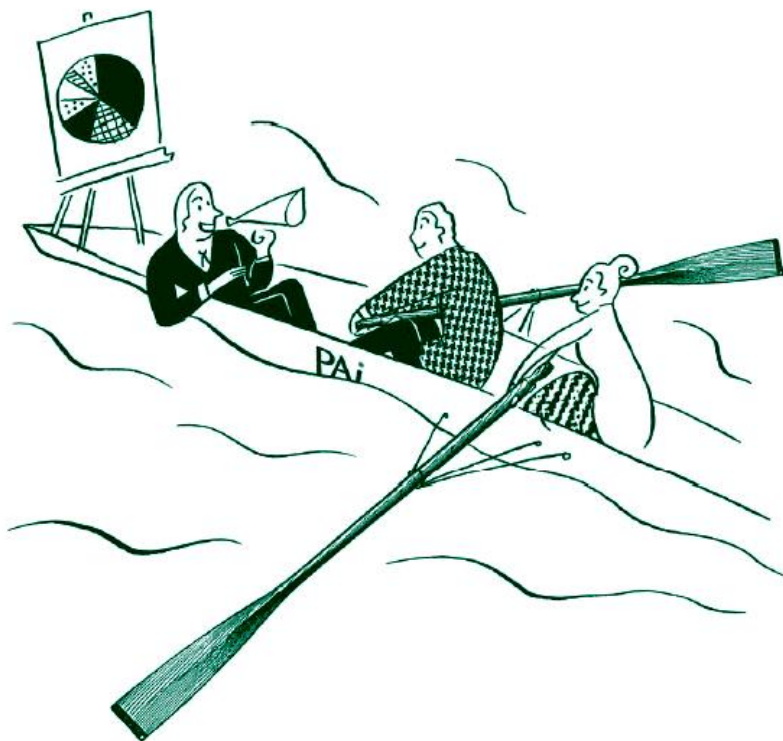


Getting the Best Out of Your People

Developing high performing leaders, teams and individuals



One-week professional development workshop
27 April to 1 May 2020
30 November to 4 December 2020



ACCREDITED
BRITISH ACCREDITATION COUNCIL
ACCREDITED SHORT COURSE PROVIDER

PAi is accredited by the
British Accreditation Council
for Independent Further and Higher Education

About the workshop

All organisations depend on their leaders, managers and front-line staff to fulfil their organisation's mandate and achieve results. Developing an organisational culture, a working environment and good policies and practices which enable individuals and teams to perform at their best is key to helping public, private and non-government organisations to function efficiently, effectively and successfully. In the case of the public sector, getting the best out of staff is crucial for delivering services to the public. Our workshop will give you an understanding of what motivates people to do a good job. It will provide you with guidance and practical skills in leading teams and managing individual performance. It will look at how organisations can improve performance and productivity at three levels – strategic, operational and individual.

Who is the workshop for?

The workshop is designed to provide participants with skills and tools needed to help promote good working relationships to support high performance from leaders, teams and individuals. The workshop will benefit middle to senior level leaders who need to understand the factors influencing high performance, how to inspire, enhance and harness motivation so that staff give of their best.

How participants will benefit

The workshop will give you:

- A sound understanding of the principles and practicalities of professional human resource management and development
- A better understanding of what motivates individuals who are members of a team and what is getting in the way of outstanding performance
- Develop a deeper personal and organisational awareness of what matters and what enables high performance
- An appreciation of how to set targets and monitor team and individual performance
- Insight into techniques for improving motivation and productivity, including how to manage poor performers
- A better understanding of the key ingredients of teamwork and team spirit
- Getting others to see what each person can contribute to a well-performing team
- How to attain a higher level of energy within staff members, to wake up each morning aiming to give the best of themselves
- Guidance on improving staff wellbeing
- Tips on the use of coaching and mentoring to develop a positive organisational culture and work ethic.

What the workshop will cover

The workshop will include the following main components:

- The importance of effective human resource management and developing people's capacity
- Strategies for engaging staff in achieving your organisation's mission and business objectives
- Recruiting, retaining and developing the right people
- Managing performance and setting and monitoring targets
- Agile and responsive approaches to managing people through change
- Inspiring leaders and their staff and using emotional intelligence to improve wellbeing and optimise performance

It will include briefings, discussion sessions, case studies, practical exercises and appropriate visits to practitioners. A key element for sharing knowledge and best practice will be sessions where you will be invited to give informal presentations from your own experience. You will be invited to develop action plans for use on your return home.

"We chose PAI based on the information about the organisation, its track record and testament of people who had experienced their quality training programmes, cutting edge and world class service delivery."

Abiola Helen Adebayo
Deputy Director
National Assembly
Nigeria

Programme outline

	AM	PM
Day 1	<p>Welcome and introductions</p> <p>The characteristics of high performing organisations</p> <p>Planning and delivering high performing organisations</p>	<p>The leader's role in leading high performing organisations</p> <p>Participants' informal presentations</p>
Day 2	<p>Effective human resource management strategies:</p> <ul style="list-style-type: none"> Recruiting, retaining and developing the right people Developing an enabling culture <p>Delegation</p>	<p>Enhancing personal effectiveness: creating focus and energy</p> <p>Emotional intelligence: understanding what makes people tick</p>
Day 3	<p>Building high performing teams</p> <ul style="list-style-type: none"> Coaching and mentoring skills 	<p><i>Visit to a public sector organisation to support and enhance learning</i></p>
Day 4	<p>Leading innovation and change: the transformational role of the leader</p> <p>Creative decision making</p>	<p>Dealing with personal reactions to change:</p> <ul style="list-style-type: none"> Managing stress Managing difficult conversations Managing poor performance
Day 5	<p>Taking the learning forward: Action Learning principles and techniques</p> <p>The next steps: development of action plans for use back at the workplace</p>	<p>Review and evaluation of the workshop</p> <ul style="list-style-type: none"> Presentation of certificates of attendance

We reserve the right to change the programme as necessary.

Workshop Director

The Workshop Director will be Sue Treharne.

Sue is a Human Resource Development Consultant with additional qualifications in teaching, coaching, psychological counselling and the use of psychological instruments. She was previously Principal International Consultant at the National School of Government International, Defence Academy, and previously worked at the National School of Government and the Cabinet Office. Sue has considerable experience in designing and implementing activities designed to strengthen the capacity and capability of public sector leaders and managers engaged in public sector reform and change management programmes underpinned by the need to develop leaders and managers to deliver efficient and effective public services.

She has expert knowledge, skills and experience in training needs identification, analysis, interpretation and solution diagnosis, substantial experience in design and developing training curricula, training materials and manuals, using highly participative methodologies based on adult learning principles for use in an applied business context and an academic context. For example, she developed and delivered an accredited Master of Arts (MA) course in HR Strategic Change and Management and was also responsible for the management, design and delivery of the Welfare Service Accredited Training Programme for the UK Civil Service. She has worked in Ethiopia, Zambia, Rwanda and Angola and many other different countries and for over twelve years was a key contributor on leadership and management development seminars for a range of UK-based study programme participants from around the world.

How to apply

Please complete the PAI application form online via our website: www.public-admin.co.uk/booking-form/

You can also complete our hard copy application form. Please contact us at pai@public-admin.co.uk to obtain a copy. Once completed return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director.

We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the fee.

Fees

The fee for the workshop will be £2,345. It includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme¹, presentation material and other documentation. It also includes an Android tablet for you to use during the workshop and take home with you for future reference and follow up. We also provide a light lunch and refreshments during each working day as part of the fee.

Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are "employed by the government in furtherance of its sovereign activities". In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit and debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

Cancellation

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/ Embassy confirming refusal of a visa and providing you have not entered the UK.

Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty, but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop, but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

Please see our website for our full terms and conditions. If you prefer a hard copy of our full terms and conditions, please let us know.

<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>

Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

¹Travel to and from the airport in London and on scheduled visits in the programme are provided at cost.

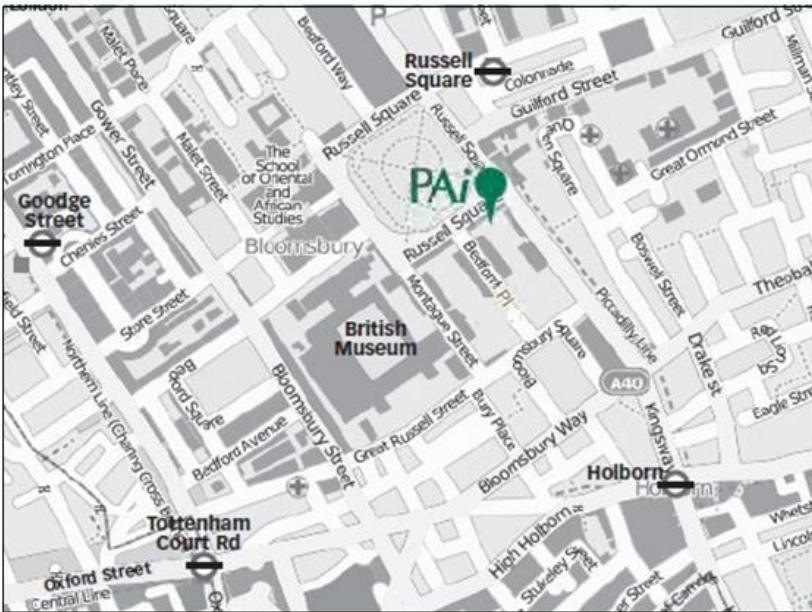
Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of a number of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

Where we are



Public Administration International

56 Russell Square London WC1B 4HP UK

T: + 44 (0)20 7580 3590 F: + 44 (0)20 7580 4746 E: pai@public-admin.co.uk