

The Changing Face of the Workplace

Supporting people through professional and personal change



One-week professional development workshop
3 to 7 August 2020



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About the workshop

Organisations are continually required to adapt to new circumstances, agendas and the pressures of increased demands from customers and citizens. As a result, change in its broadest sense has become an expected part of organisational life. Some employees thrive on change while others are fearful and suspicious. Managers and Human Resource Departments need to understand the change process so that they can lead and support staff through uncertain and often confusing times. The changing workplace can have an impact on employees' professional and personal life in contexts such as:

- Restructuring, redeployment, redundancy and retirement
- Lowered morale and decreased performance
- Suspicious regarding leadership motives for implementing change
- Fear of losing their status or role and the impact of this on their daily lives
- Employees can become distracted, confused, angry and stressed, all of which have a detrimental effect on team morale
- Increased sickness and absence

Who is the workshop for?

The workshop is designed to provide you with skills and tools needed to help promote good working relationships and handle a range of situations, problems and people at work. The workshop will benefit middle to senior level managers, human resources professionals, those leading organisational restructuring and change initiatives and individuals preparing for changes such as redundancy or retirement.

How participants will benefit

The workshop will give you:

- An understanding of the people issues involved in implementing and managing the changing workplace
- Clarity on the manager's role and the role of human resources professionals in leading staff through the transition phase of change
- Strategies and practical tools to support employees through uncertainty
- The skills to hold relevant, appropriate and helpful conversations to support staff through personal and professional change
- Insight into your own reactions to organisational and life changes and how to manage yourself successfully while implementing change and maintaining motivation and productivity
- Personal and professional action plans which aim to improve your approach to supporting staff through the changing times at work.

What the workshop will cover

The workshop will include the following main components:

- The importance of change for organisational survival
- Types of change within your organisation
- Choices people make during the change process – e.g. the variety of positive and negative responses and strategies for dealing with them
- The role of leaders during the change process
- How personality type and values affect the transition
- Directive and non-directive conversations – choosing the right type of conversations
- Building empathy and active listening
- When to listen, when to push and when to challenge
- Exploring your own understanding of your personal reactions to organisational and personal life changes
- Safe practices, safeguarding policies, seeking help and referral to professionals.

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 an informal presentation from your own experience of leading or managing organisational reforms of your individual experience of going through changes at work. You will be invited to develop action plans for use on your return home.

Programme outline

	AM	PM
Day 1	Welcome, introductions, overview and approach What, why and how things need to be changed Change and how it effects organisations	Why change fails Developing the right change strategy for your organisation Participants' informal presentations Introduction to action plans for the future
Day 2	The role of leaders in inspiring and learning change Leadership skills and techniques for successful change Analysis, planning, consulting, implementing and monitoring Engaging with stakeholders	The human side of change Guiding and supporting staff: the crucial role of human resources professionals Dealing with responses to change and overcoming barriers
Day 3	Getting the best out of people: a practical guide to what works in good times and bad Case study: revitalising organisational culture and improving staff motivation	<i>Visit to a public sector organisation to discuss managing advice and wellbeing services</i>
Day 4	Understanding personal reactions to change using Myers Briggs Type Indicator Stress, power, influence, conflict and management Emotional intelligence Tips on coping mechanisms	Maintaining motivation: dealing with responses to change and overcoming barriers Communication skills: building empathy, active listening and managing difficult conversations Stock-take of progress on action plans
Day 5	Ensuring safe practices and knowing when to get professional help Safeguarding policies and practices The changing face of the workplace: preparing for future challenges Action plans	Review and evaluation 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 and 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 National School of Government and the Cabinet Office. She has considerable experience in designing and implementing activities to strengthen the capacity and capability of public sector leaders and managers engaged in public sector reform, change management programmes underpinned by the need to develop leaders and managers to deliver efficient and effective public services.

Sue has expert knowledge, skills and experience in training needs identification, analysis, interpretation and solution diagnosis, substantial experience in designing 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 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.

Language

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

Location and arrival arrangements

The workshops are 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 arrivals details in good time. The cost of airport transfers is included in the fee.

Fees

The tuition fee for the workshop will be £2,260. The fees 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 a sim enabled Android tablet for you to use during the workshop and take home with you. 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 or 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 a 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 would 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.

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.

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

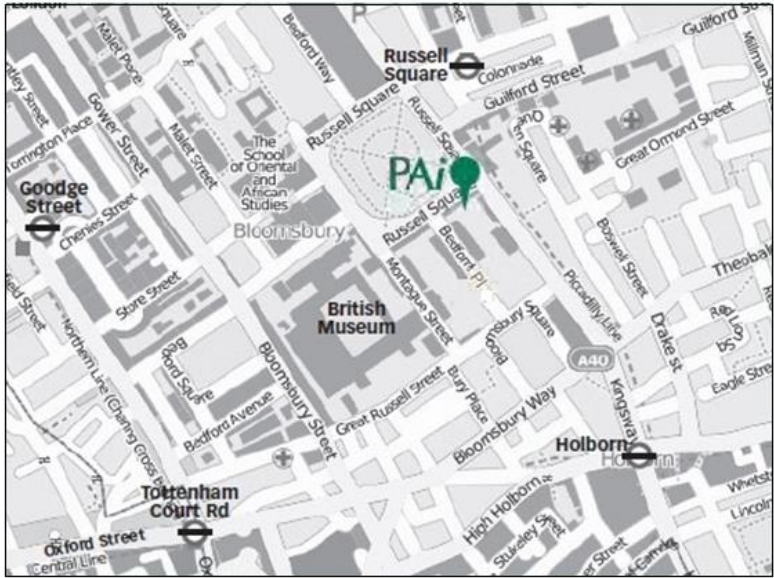
Who we are

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. These workshops are part of our range 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



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