

# Choosing the Right People

Attracting, retaining and developing talent



One-week professional development workshop  
16 to 20 November 2020



BRITISH ACCREDITATION COUNCIL  
ACCREDITED SHORT COURSE PROVIDER

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

### About the workshop

Our workshop, which is held in London, uses the experience in the UK and internationally to focus on:

- The process of managing a fair and open recruitment and selection system
- The variety of recruitment processes into the civil and public service
- The latest approaches to identifying and retaining talent
- The process for selection and career development interviews, including the skills for interviewers to make good and fair decisions
- Civil service and HR reform and improving capability of civil servants.

The practical issues surrounding the recruitment, selection and development of civil and public servants will be covered, as will the main themes being addressed in the UK Government's programme of reforming and modernising the UK civil service, including the developments in Human Resources (HR) Transformation.

### Who is it for?

Good recruitment principles apply in all countries. The workshop is designed to meet the needs of senior policy makers and managers and their senior staff, HR managers and others involved in recruiting and selecting staff and managing the retention and talent development of employees. It will also be relevant for people responsible for improving civil service efficiency, effectiveness and performance in their respective public services.

### How participants will benefit

The workshop will:

- Enable you to consider the selection cycle and understand in depth the stages and the requirements of HR managers and other staff at each step in the cycle
- Give you an opportunity to explore the work of the UK Government's Civil Service Resourcing, Ministries and Agencies responsible for civil and public service recruitment and selection
- Provide a forum for you to review and improve your approach to selection and recruitment, attracting and developing talent
- Explore the UK approach to modernising HR and improving the effectiveness of the civil and public service
- Encourage you to share your own experiences, learn about others' approaches, review your own challenges and prepare an action plan to meet those challenges.

***"Thanks for the fantastic efforts (and patience) in presenting/facilitating the programme. I had a lovely time with our facilitator, Janet, and all our friends from other countries who have joined this course. I hope we still keep in touch and share information."***

Dr Siti Fatimah Mohd Jaafar  
Head of Human Resources  
Ministry of Health, Brunei

### What the workshop will cover

The workshop will include presentations and discussions and involve sessions with HR practitioners providing centralised recruitment, selection and talent support in central Government Ministries and other public service organisations.

The workshop will also include visits to key relevant institutions and will provide ample opportunity for you to share your own experiences and to speak directly to those responsible for recruitment policies and decisions.

We will include practical skills development with mock interview practices and feedback sessions.

You will be invited to give a brief presentation about your selection, recruitment and talent processes and to complete a pre-workshop questionnaire, so a small amount of preparation will be needed.

### Programme outline

	AM	PM
Day 1	Welcome and introductions Overview of entry processes to the UK civil service Participants' informal presentations	<ul style="list-style-type: none"> <li>• Civil service reform</li> <li>• Civil service professions, competence framework and new success profiles</li> </ul>
Day 2	Recruitment and selection on the UK civil service <ul style="list-style-type: none"> <li>• Principles</li> <li>• Processes</li> </ul>	Developments in HR globally HR transformation <ul style="list-style-type: none"> <li>• Next generation HR in the civil service</li> </ul>
Day 3	Assessment centres <ul style="list-style-type: none"> <li>• Design, principles and testing</li> <li>• Public/private sector comparisons</li> <li>• View from an expert in selection assessment</li> </ul> Selections stages <ul style="list-style-type: none"> <li>• Job descriptions and matching to competencies/success profiles</li> <li>• Job adverts and entry requirements</li> </ul>	<i>Visit to the Civil Service Talent Team, Cabinet Office</i> <ul style="list-style-type: none"> <li>• The role and functions of the Civil Service Talent team</li> <li>• Approaches to talent development in the civil service</li> </ul>
Day 4	<i>Visit to a central Government Ministry Human Resources Department or Civil Service Resourcing Senior Recruitment Team</i> <ul style="list-style-type: none"> <li>• The skills and process of interviewing</li> <li>• New approaches to recruitment</li> </ul>	Selection interviewing <ul style="list-style-type: none"> <li>• Panel members' roles</li> <li>• Skills of interviewing (selection and career development)</li> <li>• Spotting talent</li> <li>• Practice and feedback</li> </ul>
Day 5	<ul style="list-style-type: none"> <li>• Appointing the best candidate: references, salary and start date</li> <li>• Induction</li> <li>• The 90-day plan for senior staff</li> <li>• Developing talent</li> <li>• Presentations by participants</li> </ul>	Review and closure <ul style="list-style-type: none"> <li>• Concluding discussions</li> <li>• Participants' action planning</li> <li>• Review, feedback and scope for follow-up</li> <li>• Presentation of certificates of attendance</li> </ul>

We reserve the right to change the programme as necessary.

### 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 details in good time. The cost of airport transfers is included in the fee.

### Fees

The fee for the workshop will be £2,265. It includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme<sup>1</sup>, 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 an appropriate substitute at any time without penalty, but our normal terms and conditions 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.

---

<sup>1</sup>Travel to and from the airport in London and travel on scheduled visits during the workshop are provided at cost.

## Workshop Director

The Workshop Director will be Janet Waters. Organisational development, HR and learning and development were the specialisms of Janet's career in the UK civil service. Her experience included leading large teams of trainers in various UK Ministries and working as a senior HR professional. She regularly recruited staff into her teams and trained others to manage the selection and recruitment process in most Ministries. She has worked for the Cabinet Office, the Ministry of Justice and the Home Office and led the Centre for Strategic Leadership and the International Consulting Team at the National School of Government.

Janet works as a consultant in the public and private sector and speaks regularly about the UK civil service to international delegations.

## 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.

## How to apply

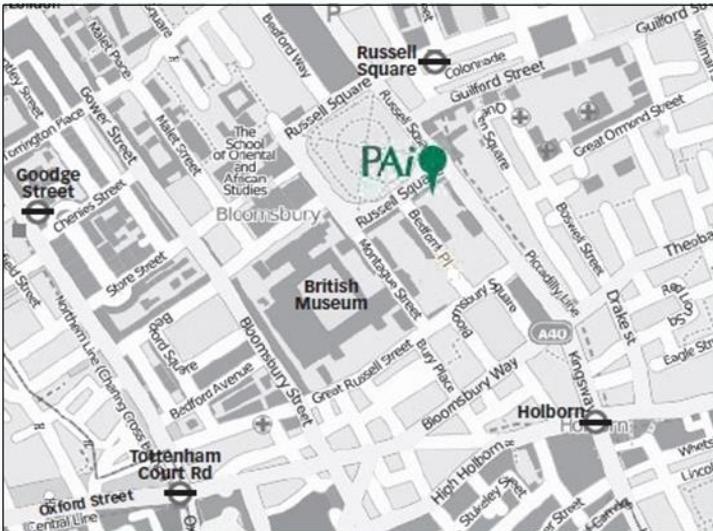
Please complete the PAI application form online via our website: <https://public-admin.co.uk/booking-form/>.

You can also complete our hard copy application form. Please contact us at [pai@public-admin.co.uk](mailto: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.

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](mailto:pai@public-admin.co.uk)