

# Next Generation Human Resources

Transforming people  
management in the public sector



One-week professional development workshop  
13 to 17 June 2022 in London



ACCREDITED

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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 transformation agenda to develop the public sector workforce so that it can deliver enhanced public services in 'new normal' times
- The variety of new ways the UK civil service and other public sector organisations are managing and developing their people
- The critical role of HR and new models of HR management, including the UK's reform agenda
- Rethinking talent management during and after COVID-19 to enable capability, capacity and agility
- The latest thinking about improving the capability of civil servants to work collaboratively and deliver services effectively and efficiently.

We will cover the practical issues surrounding the management of public servants, as well as the main themes being addressed in the UK Government's programme of 'building a best in class' HR.

This workshop can be linked to our other annual workshop - Choosing the Right People: Current approaches in recruitment and selection for human resource professionals and Public Service Commissions.

### Who is it for?

The workshop is designed to meet the needs of HR leaders and managers and others involved in leading or managing people. It is also relevant for senior public sector policy makers and managers and their senior staff to increase their understanding of HR's role.

It will also be suitable for people responsible for improving civil service efficiency, effectiveness and performance, particularly from a people management perspective.

### How participants will benefit

The workshop is designed to:

- Explore the UK approach aimed at improving the effectiveness of the civil and public service and the capabilities required for staff at all levels in the 'new normal' environment post-pandemic
- Enable you to consider the people framework and understand the requirements of HR managers and other staff who manage/lead staff
- Give you an opportunity to explore the work of the UK Government's approach to HR through Civil Service Resourcing and Learning, Ministries and Agencies responsible for civil and public service and understand the types of work undertaken by public servants and the new approaches to developing capability
- Provide a forum for you to review and improve your approach to HR and managing people and creating and maintaining teams
- Discuss how you should focus on energizing your remote teams and help employees work in new ways during difficult times
- Encourage you to share your own experiences, review your own challenges and prepare an action plan to meet those challenges.

### What the workshop will cover

The workshop will include presentations and discussions and involve sessions with HR practitioners leading and managing people and others concerned with managing central Government Ministries and other public service organisations. It will also include a visit to a key relevant institution and will provide ample opportunity for you to share your own experiences and to speak directly to those responsible for policies and decisions. We will include practical skills development and mock performance meetings and feedback sessions.

You will be invited to give a brief informal presentation about your role and challenges for the future, so a small amount of preparation will be needed.

## Programme outline

	AM	PM
Day 1	Welcome and introductions Overview of people framework for the UK civil service Participants' informal presentations	UK and civil service transformation: implications for developing people capability Civil service agenda for change Investors in People Framework
Day 2	Central HR services in civil service departments Speaker from Civil Service Learning Expert Hub The professions competence framework and Success Profiles	Impactful people capability development The Transformational Leadership Model A case study of Reforming People Capability in the House of Commons
Day 3	Capability assessment: knowing your workforce requirements and effective people management to support public sector transformation	Managing performance and career development: skills for managers
Day 4	Talent development in the civil service <i>Visit to the Cabinet Office</i>	Leading transformational change and the future of work Transforming HR to support business needs: the role of practitioners in changing times
Day 5	Planning for change: employee engagement and well-being Group work: reviewing challenges and action steps	Review and closure <ul style="list-style-type: none"><li>• Presentations by participants</li><li>• Review, feedback and scope for follow-up</li><li>• Presentation of certificates of attendance</li></ul>

At the time of preparing this brochure, we are planning to include site visits in the programme as indicated above. However, if Government guidelines relating to the coronavirus pandemic advise visit hosts against accepting visiting groups we will arrange to connect with them virtually. We reserve the right to change the programme as necessary.

### Workshop Director

The Workshop Director will be Ann Hall.

Ann is a qualified and very experienced trainer who has been designing and delivering training programmes for over 20 years. Ann's creative approach to training is to ensure that participants are fully engaged and can actively participate in learning events. Ann has designed a wide range of HR and leadership training programmes and coaching sessions as well as negotiating and mediation skills programmes in both the UK and internationally. She has delivered training in approximately 17 countries, including Botswana, The Gambia, Libya, Uganda, Thailand, Bahrain and St Lucia as well in the UK and other European countries. Ann is a qualified workplace mediator through the UK Law Society and has undertaken numerous mediation cases in both the public sector and the private sector. Ann is also a Chartered Institute of Personnel and Development coach and is currently working with senior civil servants as an executive coach.

### 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.

### 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 workshop fee.

### Fees

The fee for the workshop will be £2,200. 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 an Android tablet for you to use during the workshop and take home with you for future use 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 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.

### Cancellation (continued)

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 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.

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<sup>1</sup>Travel 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



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