

Next Generation Human Resources

Transforming people
management in the public sector



One-week professional development workshop
10 to 14 June 2024 in London



ACCREDITED
SHORT COURSE PROVIDER

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ACCREDITED SHORT COURSE PROVIDER

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British Accreditation Council
for Independent Further and Higher Education

About the workshop

Through these recent challenging times those working human resources departments have had to ensure that they have adapted and emerged as a strong and resilient function. HR professionals therefore need to ensure that their knowledge and expertise is in line with recent emerging trends in order to manage their people effectively and efficiently.

This very participative one-week programme will give you an opportunity to explore current practices in HR and benchmark your organisation against those of similar public sector organisations in other countries. It will also give you time to discuss any particular challenges that you may be facing in your day-to-day work and to look at options for addressing those challenges.

Who is the workshop 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:

- Enhance your level of knowledge and skills as an HR professional by exposing you to the latest thinking and practices in the modern HR function
- Build your confidence as an HR professional in a wide range of areas such as being able to coach/mentor individuals
- Present you with a range of practical interventions to assist with the performance of your people and to encourage a culture of performance management and improvement in your organisation
- Provide a forum for you to review and improve your approach to HR and managing people and creating and maintaining teams
- Ensure that you have skills in and knowledge of key areas such as disciplinary and grievance procedures
- Assist you with dealing with conflict in teams, for example via mediation
- Improve your ability to lead the change agenda in your organisation
- Explore a range of learning solutions available
- 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. 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.

During the week you will look at:

- The role of the HR function in your organisation
- The importance of HR leading in key areas within the business such as change management programmes
- Reviewing HR policies and procedures
- The importance of robust recruitment and selection process
- Ensuring that you have an effective performance management system to assist managers to fulfil their role effectively
- Reviewing and refreshing your thinking about performance appraisal and how this could be reintroduced into the organisation
- Exploring talent management and succession planning to ensure that these programmes are effective and have support from top management
- Enhancing your skills as an HR professional in the areas of coaching and mentoring
- How you deal with conflict in the workplace as an HR professional
- How to update some of the learning solutions currently on offer in your organisation.

Programme outline

	AM	PM
Day 1	Welcome to the programme Introductions Personal objectives Examining the role of the HR function Understanding your role in HR Undertaking an HR audit Introduction to an HR Action Plan - to enhance your learning and what to implement on your return to work	Latest thinking in HR policies and procedures Undertake a benchmarking exercise Individual reflection Introducing HR Action Groups - peer network groups
Day 2	Exploring key processes in your organisation The need for a robust recruitment and selection process Risks in the recruitment and selection process Ensuring that there is a performance management culture - tools and techniques to assist HR professionals and managers	Enhancing your skills as an HR professional in a range of areas How to deal with conflict effectively : examining tools and techniques Understanding what workplace mediation is and the role of a mediator HR Action Groups - continued
Day 3	Leading the change agenda in your organisation Exploring the change curve Change management HR case study	Exploring a range of learning solutions for your organisation Updating your learning offers Using competency frameworks HR Action Groups - continued
Day 4	The challenging areas of discipline and grievances Skills required and a process to follow: enhancing your skills What are talent management and succession planning and what do we need to do in order for this to be successful - tough questions to ask Introducing the talent management 9 box tool grid	Talent development in the civil service <i>Face-to-face or virtual visit to the Cabinet Office</i>
Day 5	Coaching and mentoring techniques Skills required to coach and mentor effectively Using a coaching model Peer coaching/facilitated feedback	Presentation of individual HR Action Plans Review and evaluation of the programme Presentation of certificates of attendance

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 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 £2,310. 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 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. 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.

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

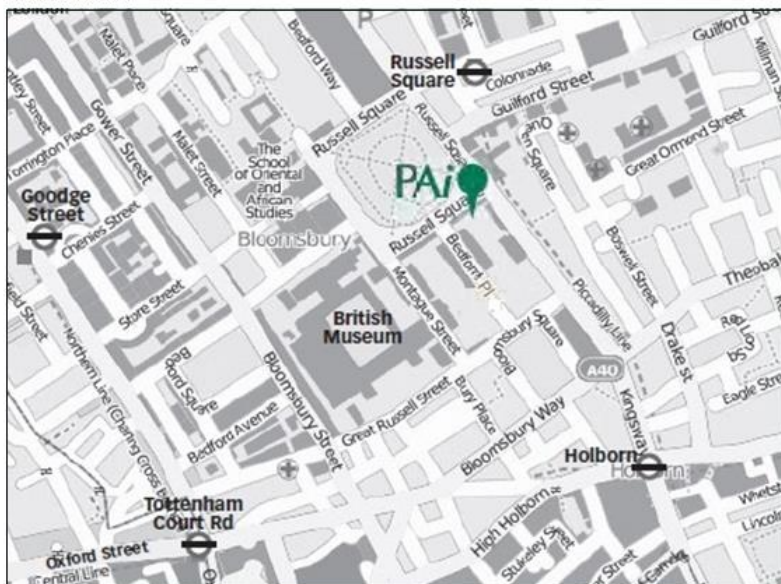
Who we are

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