Strategic Human Resource Management in the Public Sector Training Course



22 - 26 Nov 2026

Amman

3800 € (Per Person)

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Course Introduction / Overview:

Navigating the complexities of human resource management within the public sector requires a unique blend of strategic insight, ethical integrity, and a deep understanding of public service values. This specialized training course is meticulously designed to equip participants with the advanced knowledge and practical skills needed to lead HR functions in government and public organizations effectively. Unlike the private sector, public HR is shaped by distinct legal frameworks, political influences, and the imperative of public accountability. This program delves into these nuances, moving beyond traditional administrative tasks to foster a strategic mindset. We will explore concepts championed by leading thinkers like Stephen E. Condrey, whose work in "Public Human Resource Management: Problems and Practices" highlights the critical challenges and opportunities in the field. At BIG BEN Training Center, we provide a comprehensive curriculum that covers everything from strategic workforce planning and civil service reform to performance management and fostering public service motivation. Participants will leave with a robust toolkit to drive organizational effectiveness, enhance employee engagement, and uphold the principles of good governance, ultimately transforming their HR department into a strategic partner that delivers tangible public value.

Target Audience / This training course is suitable for:

- HR Directors and Managers in the public sector.
- Senior Government Officials and Civil Servants.
- Public Sector Leaders and Department Heads.
- Policy Advisors and Analysts.
- Human Resource Business Partners.
- Union Representatives and Employee Relations Specialists.
- Municipal and Local Government Administrators.
- Managers in State-Owned Enterprises.

Target Sectors and Industries:

- Federal and National Government Ministries and Agencies.
- State, Provincial, and Local Government Bodies.
- Public Utilities and Transportation Authorities.
- Public Healthcare Organizations and Hospitals.
- Public Education Institutions, including Universities and Schools.
- State-Owned Enterprises and Corporations.
- Non-Profit Organizations and Non-Governmental Organizations.
- International Public Organizations and Intergovernmental Bodies.

Target Organizations Departments:

- Human Resources Department.
- Administration and Corporate Services.
- Strategic Planning and Policy Development.
- Operations and Service Delivery Units.
- Finance and Budgeting Departments.
- Legal and Compliance Departments.
- Organizational Development and Training.
- Audit and Governance Departments.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a strategic HR plan that aligns with public sector missions and objectives.
- Master the legal and regulatory frameworks governing public employment.
- Implement effective talent acquisition and retention strategies for civil service roles.
- Design and manage performance appraisal systems suited for public organizations.
- Lead change management initiatives and drive civil service reform.
- Foster a culture of ethical conduct and integrity within the workforce.
- Manage employee and labor relations, including negotiations with public sector unions.
- Utilize HR analytics to inform decision-making and improve workforce planning.
- Create robust succession plans to ensure leadership continuity.
- Enhance employee motivation and engagement based on public service values.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that theoretical knowledge is translated into real-world capabilities. We reject a purely lecture-based format in favor of a dynamic learning environment that encourages active participation and critical thinking. The course heavily relies on the case study method, where participants will analyze real-world scenarios drawn from various government agencies and public bodies, dissecting complex HR challenges and formulating strategic solutions. Facilitated group discussions and peer-to-peer learning are central to our approach, allowing participants to share diverse experiences and perspectives from their respective organizations. Interactive workshops will focus on skill development, such as drafting HR policies, conducting performance reviews, and preparing for union negotiations. Role-playing exercises will simulate difficult conversations and strategic decision-making moments, providing a safe space to practice and receive constructive feedback. Each module concludes with an action planning session, guiding participants to apply their new skills and strategies directly to their workplace challenges, ensuring a tangible return on their training investment.

Course Agenda (Course Units):

Unit One: Foundations of Strategic HRM in the Public Sector

- The unique context of public sector human resource management.
- Contrasting public, private, and non-profit HR paradigms.
- The legal and constitutional framework for public employment.
- Understanding civil service principles and merit systems.
- The role of HR as a strategic partner in government.
- Key challenges in public sector HR: bureaucracy, politics, and accountability.
- Historical evolution of public administration and its impact on HR.

Unit Two: Strategic Workforce Planning and Talent Management

- Conducting workforce analysis and forecasting future needs.
- Developing strategic recruitment and sourcing plans for public roles.
- Best practices in public sector job analysis and classification.
- Implementing fair and transparent selection and hiring processes.
- Strategies for promoting diversity, equity, and inclusion in government.
- Onboarding and orientation for public service employees.
- Building a compelling employer brand for the public sector.

Unit Three: Performance Management and Employee Development

- Designing effective performance management systems for public employees.
- Setting meaningful performance goals and key performance indicators (KPIs).
- Conducting constructive performance appraisals and feedback sessions.
- Managing underperformance and disciplinary procedures in a unionized environment.
- Identifying training needs and creating comprehensive development programs.
- Leadership development and succession planning for public service continuity.
- Linking performance outcomes to rewards and recognition systems.

Unit Four: Compensation, Benefits, and Employee Relations

- Principles of public sector compensation and pay scale design.
- Managing benefits programs, including pensions and healthcare.
- Understanding the role of public sector unions and collective bargaining.
- Strategies for effective labor-management relations and negotiations.
- Grievance handling and conflict resolution procedures.
- Fostering employee engagement and motivation in a non-profit-driven environment.
- Promoting employee well-being and a healthy work-life balance.

Unit Five: Modernization, Ethics, and the Future of Public HR

- Leading and managing organizational change and civil service reform.
- The impact of digital transformation and technology on public HR (HRIS).
- Utilizing HR analytics and data for strategic decision-making.
- Upholding ethical standards and preventing corruption in HR practices.
- The role of HR in promoting transparency and public trust.
- Navigating the political-administrative interface in HR decisions.
- Future trends and emerging challenges in public sector human resource management.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can public sector HR leaders effectively balance the rigid requirements of merit-based systems and bureaucratic rules with the growing need for agility and innovation in public service delivery?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by moving beyond generic human resource theories and focusing exclusively on the unique, complex, and often challenging ecosystem of the public sector. While other programs may offer a module on public administration, our entire curriculum is built from the ground up to address the specific realities of managing people in government and public service organizations. We place a significant emphasis on the practical application of knowledge through case studies drawn from real-world civil service reforms, municipal government challenges, and state-owned enterprise transformations. The course content directly confronts the inherent tensions in public HR, such as balancing political pressures with professional neutrality, upholding merit principles against patronage, and motivating employees without the financial incentives common in the private sector. Furthermore, it dedicates substantial focus to the ethical dimensions of public employment and the HR professional's role as a guardian of public trust. Participants will not just learn what to do; they will explore why it is done in a public context and how to navigate the intricate web of stakeholders, regulations, and public expectations to become a truly strategic and effective leader.