Modern Human Resources Management for Government and Non-profits Training Course

15 - 19 Nov 2026

Amman

3800 € (Per Person)

Ref: #GOV6771_217760

Course Introduction / Overview:

This comprehensive training course provides a strategic framework for managing human resources in the unique context of the government and non-profit sectors. Unlike the private sector, public and non-profit organizations face specific challenges, including complex regulations, mission-driven cultures, and resource constraints. This course, offered by BIG BEN Training Center, is grounded in the foundational principles of public administration and human capital management, drawing on the academic work of leading scholars like Frank J. Thompson, whose book "Classics of Public Personnel Policy" provides a historical and theoretical lens. We will explore how to move beyond traditional personnel administration and adopt a strategic HR role that aligns human capital with organizational mission. Participants will learn how to recruit and retain talent, develop effective performance management systems, and navigate the complex legal and ethical issues inherent in public and non-profit HR. By the end of this program, you will possess the tools to not only manage HR functions, but to build a motivated, high-performing workforce that is committed to its public service mission.

Target Audience / This training course is suitable for:

- Human resources professionals and generalists.
- Public sector managers and civil servants.
- Non-profit executive directors and board members.
- Recruitment and talent acquisition specialists.
- Employee relations and labor relations professionals.
- Anyone involved in managing people in a public service context.

Target Sectors and Industries:

- Government and public administration agencies.
- Non-profit organizations and NGOs.
- Education and academic institutions.
- Healthcare and public health services.
- Social services and community development.
- International development organizations.

Target Organizations Departments:

- Human Resources and Personnel.
- Operations and Administration.
- Training and Development.
- Finance.
- Strategic Planning.
- Civil Service Commissions.

Course Offerings:

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

- Develop a strategic human resources plan.
- Recruit and onboard talent in a mission-driven environment.
- Implement fair and effective performance management systems.
- Design compensation and benefits that attract top talent.
- Manage employee relations and navigate legal frameworks.
- Foster an inclusive and diverse workplace culture.
- Develop training and development programs for public servants.
- Conduct workforce planning and succession planning.
- Apply ethical principles to HR decision-making.
- Leverage technology for modern HR administration.

Course Methodology:

This training course at BIG BEN Training Center uses a highly interactive and practical approach to ensure participants can immediately apply their new skills. We move away from simple lectures and instead use a blend of engaging activities, including role-playing exercises, group case studies, and real-world scenarios. For example, participants will analyze case studies of successful talent retention programs in government agencies and discuss their applicability to their own organizations. Collaborative workshops will allow for peer-to-peer learning, where attendees can share challenges and best practices from their own organizations. The course also includes hands-on practice sessions for drafting job descriptions, conducting interviews, and navigating difficult conversations. We emphasize a continuous feedback loop, not just for employees but for the participants themselves. Throughout the program, our experienced instructors provide personalized guidance and constructive feedback, creating a supportive learning environment that prepares professionals for the specific complexities of their roles.

Course Agenda (Course Units):

Unit One: Strategic Human Resources for Public Service

- The strategic role of HR in government and non-profits.
- Aligning HR functions with organizational mission.
- Understanding the legal and regulatory framework.
- The difference between personnel administration and strategic HR.
- Building a strong employer brand.
- The link between HR and public accountability.
- Ethical considerations in public sector HR.

Unit Two: Talent Acquisition and Workforce Planning

- Developing effective recruitment strategies.
- Crafting job descriptions and interview questions.
- Onboarding and retaining new employees.
- Forecasting workforce needs.
- Succession planning for leadership roles.
- Managing the public sector hiring process.
- Leveraging technology for talent acquisition.

Unit Three: Performance and Employee Relations

- Designing a performance management system.
- Conducting effective performance reviews.
- Managing difficult conversations and addressing underperformance.
- Employee engagement in a mission-driven context.
- Conflict resolution and grievance procedures.
- Understanding labor relations and collective bargaining.
- Building a culture of trust and feedback.

Unit Four: Compensation, Benefits, and Development

- Developing a competitive compensation philosophy.
- Understanding public sector benefits and pensions.
- The role of non-monetary rewards in motivation.
- Creating a learning and development strategy.
- Mentoring and coaching programs.
- Career pathing and professional growth.
- Budgeting for HR initiatives.

Unit Five: Diversity, Equity, and Inclusion

- The business case for diversity, equity, and inclusion.
- Developing an inclusive workplace culture.
- Addressing unconscious bias in hiring and promotion.
- Creating equitable policies and practices.
- Communicating DEI initiatives to stakeholders.
- The role of HR in building a representative workforce.
- Measuring the impact of DEI programs.

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:

In public and non-profit sectors where a mission-driven culture is paramount, how can HR professionals effectively balance the emotional commitment of employees with the need for objective, performance-based management systems?

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

This training course distinguishes itself by focusing exclusively on the complexities of human resources management in the public and non-profit sectors. While many programs offer generic HR advice, our content is tailored to the unique regulatory and ethical challenges of government and mission-driven organizations. We explore how to manage within a framework of civil service laws and resource constraints while still attracting and retaining top talent. Our emphasis is on moving beyond administrative tasks to a strategic role that truly supports the organization's mission. The course provides a blend of foundational theory and practical, actionable insights that help participants connect with their employees on a deeper level. It is this combination of academic rigor, practical application, and an unwavering focus on the unique public service context that sets this program apart.