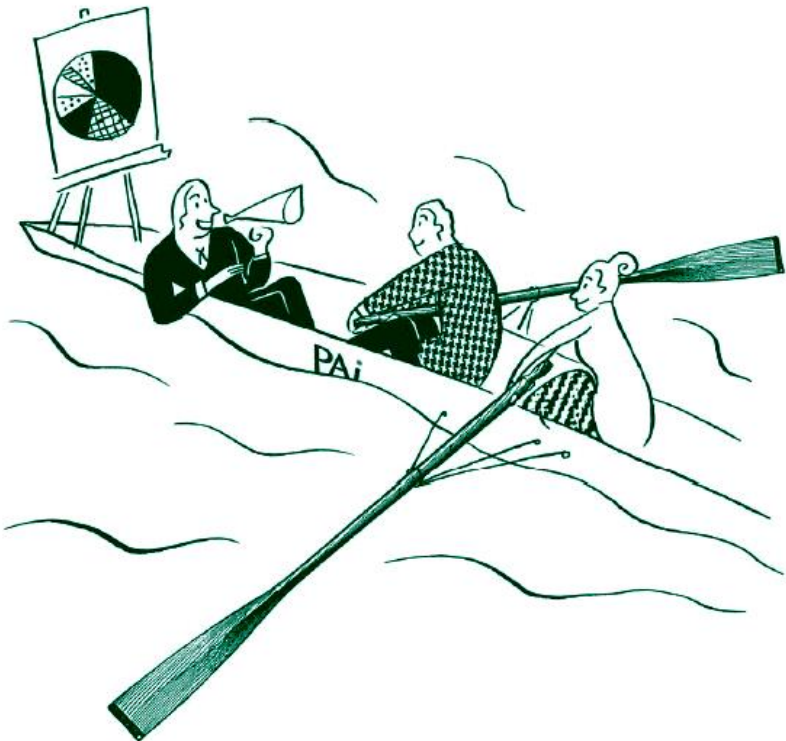


# Advanced People Engagement Skills

Getting the best out of your people



One-week professional development workshop  
24 to 28 March 2025 in London  
29 September to 3 October 2025 in London



ACCREDITED  
BRITISH ACCREDITATION COUNCIL  
ACCREDITED SHORT COURSE PROVIDER

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

### About the workshop

Organisations need leaders and managers and the skills of managing are essential for providing services to the public and for building the human capital to deliver an efficient and effective organisation fit for today and the future. This workshop will focus on the latest developments and skills in management and their relevance to public services and what they mean for people managing others to deliver a transformed public sector.

The workshop will equip you with a suite of advanced management skills to help you face the many challenges of day-to-day management. During the week, you will undertake a Myers Briggs Type Indicator (MBTI) psychometric assessment. The assessment will provide you with feedback on how you interact with your staff, allowing you to improve your interpersonal skills in people management. The workshop covers managing performance, including increasing performance and productivity, developing staff engagement, motivation and building resilience to manage the day-to-day stresses of organisational life.

The workshop will explore the key capabilities that managers need to demonstrate for effective delivery of public services. You will learn about the UK approaches that have been successful during challenging times and review other examples of good practice, including practical exercises and case studies from practitioners.

### Who is it for?

The workshop is designed to improve the management skills, knowledge and confidence of senior/middle level leaders, policy-makers and managers with a view to improving overall efficiency, productivity and professionalism in public service institutions.

### How participants will benefit

The workshop will enable you to:

- Develop the personal management capability to make an impact and contribute to the future of your public service
- Tackle existing and future people management and performance issues and understand the ways in which good management can enhance positive outcomes and increase productivity
- Develop self-awareness and increase your personal impact, drawing on a comprehensive, individual Myers Briggs Type Indicator Report
- Review and implement plans to increase management performance, motivation, capability and productivity in your organisation
- Recognise the approaches you can use and changes you can implement to enhance public service delivery through effective use of resources
- Grow and develop your international network and share good practice.

### What the workshop will cover

The workshop will focus on practical management skills. There will be briefings, practical work and feedback. This participative programme will have discussions on: the role of the manager; the qualities and capabilities of effective managers and their support to leaders; turning plans into action and personal effectiveness.

The overall objectives for the workshop are to:

- Enhance your understanding of advanced management capability requirements in public service policy and delivery
- Develop a suite of advanced management skills including: people management; managing performance; engagement and resilience; building relationships; decision making, influencing and coaching skills; team work and implementing improvements
- Give an insight into techniques for improving motivation and productivity
- Develop self-awareness and enhancing your personal impact.

We believe that training should be learner-centred and should help you to develop strategies that work both inside and outside the training room. We recognise that individuals have different aims, cultural differences, world knowledge, learning styles and experiences and that motivation is crucial to successful learning.

We aim to create an enjoyable learning environment in which you can develop your skills and knowledge as an effective leader in as wide a variety of situations as possible. At the same time, we work to provide opportunities for personal and professional development. We value the different learning styles and personalities that each participant brings to the workshop and we encourage you to innovate and experiment with new ideas and activities.

Workshop notes, presentations and a range of different materials will be provided on an Android tablet for you to use during the workshop and to take home with you for future reference and follow up.

**Programme outline:**

	AM	PM
<b>Day 1</b>	Welcome and introductions Personal objectives Exploring your role as a leader/manager What tools do we have to assist us in managing people? Exploring the area of recruitment and selection Introducing an individual action plan and how to implement your learning on return to work	What do we mean by people skills and what are advanced people management skills? Ensuring that we build our knowledge and skills in this area Introducing Action Learning Groups Peer group work
<b>Day 2</b>	Enhancing our communication skills as a leader Presenting to an audience/staff to get our message across effectively and confidently Tools and techniques to assist	Building professional working relationships with staff Enhancing our knowledge of HR policies and procedures
<b>Day 3</b>	Embracing performance management and the need to do this with confidence Working with and managing high performers How to have difficult conversations with those staff not meeting the required standards	Refreshing our thinking about performance appraisal How to set SMARTER targets for our staff Understanding what motivation is and what motivates individuals Action Learning Groups (continued)
<b>Day 4</b>	Exploring conflict management <ul style="list-style-type: none"> <li>• How to resolve conflict</li> <li>• Using negotiation as a tool to help resolve conflicts</li> </ul> Understanding workplace mediation and how this can be used when individuals are in dispute	Building your resilience as a leader What is this and how can I do this? Individual reflection Undertaking a leadership questionnaire
<b>Day 5</b>	Enhancing your skills as a leader Examining the differences between coaching and mentoring A model for coaching: understand the skills required for a coach/ mentor Peer coaching session	Individual participant presentations Evaluation of workshop and further scope for follow-up 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. She 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: [www.public-admin.co.uk/booking-form/](http://www.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 please 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 fee.

### Fees

The fee for the workshop will be £2,550 and is payable at least 21 days before the first day of the workshop. It includes tuition, travel to and from one of the airports 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 reference and follow up. We also provide 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 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. 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.

### Cancellations

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 or fewer 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.

<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



### Public Administration International

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