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Effective Human Resources Management to Build High Performance Workforce in the Public Sector

Course Overview

The **"Public Sector HR Excellence Program"** is a 5-day intensive course focused on building a motivated, skilled, and result-oriented workforce. In many African public institutions, the disconnect between employee effort and national development goals is a major hurdle. This program provides HR executives with the tools to align individual performance with institutional mandates, modernize recruitment, and foster an environment that attracts and retains top talent in the public service.

Program Objectives

By the end of this program, participants will be able to:

- **Transition** from administrative personnel management to Strategic HR leadership.
- **Implement** Merit-Based Recruitment and Selection frameworks to ensure "the right fit for the right job."
- **Develop** robust Performance Management Systems (PMS) that go beyond annual appraisals to continuous feedback.
- **Design** a Talent Management and Succession Planning strategy to ensure institutional continuity.
- **Master** Workforce Analytics to make data-driven decisions regarding staffing, training, and compensation.

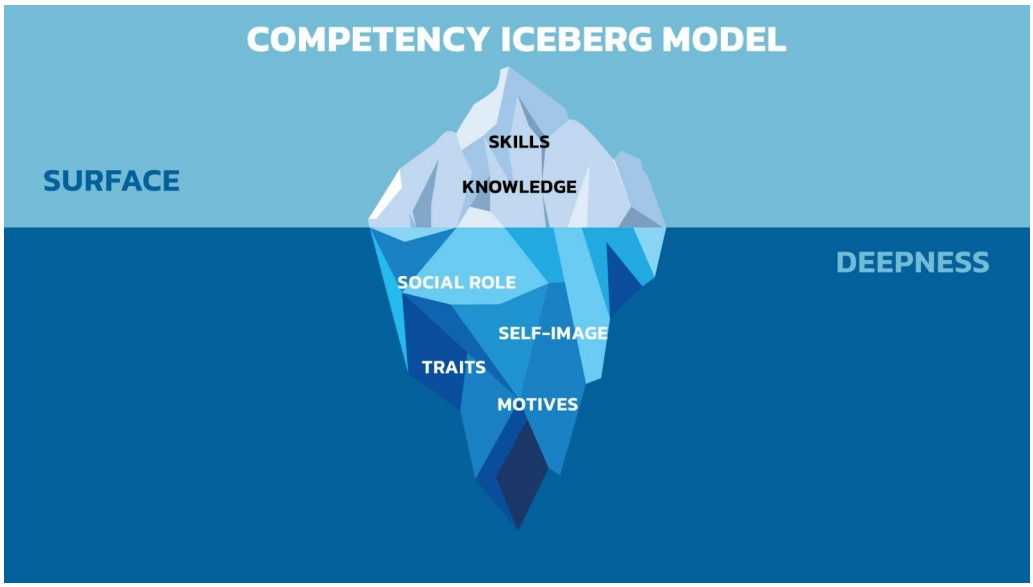
Course Coverage (Modules)

Day 1: Strategic HR Alignment

- **Linking HR to National Vision:** Aligning HR strategy with AU Agenda 2063 and National Development Plans.
- **The SHRM Framework:** Moving from transactional tasks to strategic partnerships.
- **Workforce Planning:** Forecasting future skill needs in an era of digital transformation.

Day 2: Talent Acquisition & Competency Mapping

- **Competency-Based Recruitment:** Moving away from "seniority-based" hiring to "skill-based" selection.
- **Competency Frameworks:** Defining the technical and behavioral competencies required for modern African governance.



- **Onboarding for Success:** Integrating new hires into the "Service-First" culture.

Day 3: Driving Performance through Results-Based HR

- **Designing SMART Performance Agreements:** Shifting focus from "Time Spent" to "Impact Delivered."
- **The 360-Degree Feedback System:** Implementing holistic performance reviews in a public sector context.
- **The Performance-Reward Link:** Non-monetary incentives and recognition programs for high achievers.

Day 4: Learning, Development & Succession Planning

- **The 70-20-10 Learning Model:** Beyond the classroom—on-the-job training, mentoring, and coaching.
- **Succession Planning:** Identifying "High-Potential" (HiPo) employees to ensure leadership stability.
- **Digital Upskilling:** Preparing the workforce for E-Government and Fourth Industrial Revolution (4IR) tools.

Day 5: HR Analytics, Ethics & Employee Relations

- **HR Metrics:** Using data to track turnover, vacancy rates, and training ROI.
- **The Ethics of HR:** Managing industrial relations, unions, and the Code of Conduct.

- **Employee Wellness and EQ:** Fostering a healthy, resilient, and inclusive workplace.

Target Participants

- **Directors of Human Resources** and HR Managers in MDAs.
- **Public Service Commissioners** and Recruitment Officers.
- **Heads of Departments** responsible for managing large teams.
- **Training and Development Managers** in government training institutes.
- **Policy Analysts** specializing in Public Service Reform.

Expected Outputs

Participants will graduate with a **"High-Performance HR Toolkit"** containing:

- **A Draft Strategic HR Plan:** A roadmap for aligning departmental staff with the institution's 5-year goal.
- **A Customized Competency Dictionary:** A set of defined skills and behaviours for key roles within their organization.
- **A Performance Improvement Plan (PIP) Template:** A structured guide to managing underperformance constructively.
- **A Succession Matrix:** A plan for identifying and grooming future leaders for critical "at-risk" positions.

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