COURSE BROCHURE

Human Resource Management in the Civil Service

An applied course on government HR covering workforce planning, job classification, merit-based appointment, performance management, pay scales and employee relations within civil service rules.

Code	HT-GOV-118
Category	Government & Public Sector
Duration	1 week
Level	Intermediate

Introduction

Governments want a leaner, more productive administration, which leaves HR departments with a hard task: attracting, keeping and motivating capable people inside civil service systems that restrict hiring, pay and promotion.

Objectives

- Explain civil service principles and the division of roles between the central agency and line entities
- Prepare a workforce plan based on workload analysis and supply and demand
- Analyze, classify and evaluate jobs in a systematic way
- Apply merit-based selection and promotion procedures and run an effective performance cycle
- Handle discipline and grievance cases in a way that guarantees due process

Who should attend

- HR managers and officers in ministries and public authorities
- Staff of civil service agencies and bureaus
- Organization, workforce planning and administrative development officers
- Line managers responsible for teams in government entities

Skills you will develop

- Government workforce planning
- Job analysis and evaluation
- Performance management
- Employee relations management

Learning Outcomes

- Calculate a department's staffing need from its workload and compare it with the current establishment
- Evaluate three jobs with the point-factor method and place them on grades
- Prepare a competency-based interview guide for a supervisory post
- Build an HR dashboard covering turnover, absence and vacancies

Course Outline

Day 1: The Civil Service Framework

- Principles of merit, equal opportunity and impartiality
- Career-based versus position-based and contract systems
- Division of roles between the civil service agency, the ministry of finance and HR departments in line entities

Day 2: Organization and Workforce Planning

- Organization structure, the staff establishment and control over creating posts
- Job analysis, job descriptions and point-factor job evaluation
- Workload analysis, supply and demand forecasting and workforce nationalization plans

Day 3: Recruitment and Career Path

- Advertising, tests, competency-based interviews and selection panels
- Probation, promotion, transfer and secondment
- Succession planning and preparing the next line of leaders

Day 4: Performance, Pay and Development

- The performance cycle: agreeing objectives, periodic review, appraisal and dealing with rating inflation
- Pay scale, grades, increments and allowances, and linking incentives to performance
- Competency framework, training needs analysis and measuring the impact of training

Day 5: Employee Relations and Digital Transformation

- Discipline, administrative investigation, grievances and due process safeguards
- HR information systems and their indicators: turnover, absence, vacancies and payroll cost
- Applied workshop in which each team prepares an annual HR plan for a fictional government department

Training methodology

Excel exercises on staffing need calculation and HR indicators
Group exercise on point-factor job evaluation
Role play of a selection interview and a difficult performance review meeting
Discipline and grievance cases discussed in general terms without reference to a specific country

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Online	11 – 15 January 2027	AR	EUR 1,800
Istanbul	14 – 18 June 2027	EN	EUR 4,800
Dubai	21 – 25 June 2027	AR	EUR 4,500
London	28 June 2027 – 2 July 2027	EN	EUR 5,700
Amsterdam	5 – 9 July 2027	AR	EUR 5,500
Online	12 – 16 July 2027	EN	EUR 1,800

Fees are per participant.

Contact us

Email info@harbor4training.com

Address istanbul Turkey

To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/civil-service-hr-management