Talent Management for the Public Sector Training Course

28 March – 1 April 2027
Amman

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Ref: 1636_220845 **Date:** 28 March – 1 April 2027 **Location:** Amman **Fees:** 4100 Euro

Overview

Talent Management for the Public Sector Training Course is a one-week professional course for public-sector HR leaders, civil service talent managers, workforce planners, and agency people managers. Participants build a Public-Sector Talent Action Plan that connects public priorities, critical roles, capability gaps, inclusive talent pools, development, mobility, succession, retention, measures, and oversight. The course treats public sector talent management as a merit-based and accountable operating discipline rather than a private-sector performance programme. Agile Leaders Training Center develops practical public-service capability.

Who Should Attend

- Public-sector HR leaders responsible for workforce and talent priorities
- Civil service talent managers responsible for talent reviews and development pathways
- Workforce planners responsible for critical roles, capability gaps, and future demand
- Agency people managers responsible for fair development and deployment decisions
- Governance, learning, and organizational development professionals supporting talent systems

Participants should influence people decisions or workforce planning. The course excludes recruitment administration, payroll, employment-law advice, political appointments, and generic leadership development.

Departments and Organizations

The course applies to ministries, authorities, municipalities, public agencies, regulators, state service organizations, and public institutions that must sustain capability and service continuity.

- Human resources, workforce planning, and organizational development
- Public administration, operations, and shared services
- Policy, regulatory, inspection, and citizen-service functions
- Digital government, data, finance, and professional functions
- Public health administration, education administration, and infrastructure agencies

Learning Objectives

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

- Translate public priorities into critical-role and capability requirements
- Define merit, transparency, inclusion, and accountability controls for talent decisions
- Run evidence-based talent conversations and calibrated talent reviews
- Build inclusive talent pools and readiness profiles without unsupported labels
- Design development, mobility, succession, and contingency actions for public-service roles
- Measure pipeline health, readiness, movement, risk, and service impact
- Establish governance, escalation, documentation, and review cycles

Course Agenda

Day 1: Public-Service Talent Mandate

- Public Priorities to Capability Translation Map
- Critical Public-Service Role Criteria
- Merit, Transparency, and Accountability Charter
- Workforce Supply and Capability Gap Profile
- Public-Sector Talent Governance Map

Day 2: Talent Evidence and Calibration

- Public-Service Talent Definition Dictionary
- Evidence-Based Talent Conversation Guide
- Performance, Potential, Experience, and Aspiration Evidence
- Bias and Inclusion Control Checklist
- Cross-Function Talent Calibration Protocol

Day 3: Capability Pipelines and Mobility

- Inclusive Civil Service Talent Pipeline
- Role Readiness and Capability Profile
- Targeted Development Pathway Canvas
- Ethical Mobility and Deployment Decision Grid
- Manager and Employee Development Agreement

Day 4: Succession, Continuity, and Risk

- Government Succession Planning Matrix
- Emergency Cover and Service Continuity Map
- Build, Borrow, Move, and Recruit Decision Framework
- Talent Retention and Capability Risk Register
- Succession Diversity and Pipeline Challenge Review

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Day 5: Governance and Public Value

- Talent Portfolio Measures and Reporting Pack
- Talent Committee Decision Agenda
- Privacy, Documentation, and Access Controls
- Annual Talent Cycle and Review Calendar
- Capstone Exercise: Public-Sector Talent Action Plan

Practical Exercises

Participants use public-service scenarios to convert workforce evidence into documented decisions while testing fairness, readiness, feasibility, and service continuity.

- Classify roles by service criticality, scarcity, replacement time, and public impact
- Calibrate a mixed talent pool using evidence and bias controls
- Design a public service capability development pathway for a priority function
- Compare mobility, development, succession, and external resourcing options
- Present a governed talent portfolio to a simulated oversight committee

Course Outputs

- Critical Role and Capability Map
- Talent Evidence and Calibration Pack
- Inclusive Talent Pipeline and Readiness Profile
- Succession, Mobility, and Continuity Portfolio
- Public-Sector Talent Action Plan with measures and governance

FAQs

How is public sector talent management different from private-sector talent management?

Public-sector practice must connect talent decisions to service mandates, merit, transparency, inclusion, public accountability, capability continuity, and documented governance. Commercial performance may inform some methods, but it does not replace these obligations.

Does the course cover civil service workforce planning?

Yes. Civil service workforce planning is used to identify critical roles, capability demand, supply gaps, readiness risks, and the talent actions required to sustain public priorities.

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What evidence should support a talent review?

A talent review should use role-relevant performance, demonstrated capability, learning agility, experience, aspiration, mobility constraints, readiness, and development evidence. Labels without evidence are challenged through calibration.

How does government succession planning protect service continuity?

Government succession planning identifies critical roles, emergency cover, short- and long-term readiness, capability gaps, diverse pipelines, development actions, and escalation points before a vacancy disrupts service.

What is an inclusive civil service talent pipeline?

An inclusive civil service talent pipeline uses clear criteria, broad evidence, accessible development, bias controls, diverse representation, transparent decisions, and regular review across functions, locations, and career backgrounds.

Conclusion

Participants leave with a Public-Sector Talent Action Plan that links workforce evidence to fair talent decisions, capability development, ethical mobility, succession, continuity, and oversight. The plan provides a practical basis for public service capability development while preserving merit, inclusion, accountability, and service outcomes.