

COURSE BROCHURE

Employee Engagement and Motivation in Public Service

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



Course Description

Course Overview

Employee Engagement and Motivation in Public Service is a structured, knowledge-based training program designed to help government organizations understand, strengthen, and sustain employee engagement in a public sector context. The course explores the drivers of motivation, commitment, and job satisfaction among public servants, while addressing the unique challenges of public service environments such as regulatory constraints, limited incentives, and high accountability expectations.

This course is particularly important for new managers, supervisors, and team leaders who directly influence employee morale and engagement through their leadership behaviors and management practices. As part of leadership training for new managers, the program builds a solid theoretical foundation that enables participants to recognize engagement challenges early, apply appropriate motivational approaches, and foster a positive work climate. The workplace value lies in improving productivity, reducing disengagement, and supporting a motivated workforce aligned with public service values and institutional objectives.

Key Outcomes

- By the end of this program, participants will be able to explain the concept of employee engagement within public service organizations.
- By the end of this program, participants will be able to distinguish between engagement, motivation, and job satisfaction.
- By the end of this program, participants will be able to identify key drivers of motivation in public sector environments.
- By the end of this program, participants will be able to recognize early signs of disengagement and low morale.
- By the end of this program, participants will be able to understand the role of managers in influencing engagement levels.
- By the end of this program, participants will be able to apply engagement principles when managing teams as first-time managers.

- By the end of this program, participants will be able to contribute to organizational discussions on engagement improvement.

Who Should Attend

- First-time managers in public sector organizations
- Supervisors and section heads
- Team leaders and unit coordinators
- High-potential employees preparing for leadership roles
- Human resources and organizational development professionals
- Employee relations and workforce planning staff
- Public sector professionals responsible for people management

Prerequisites: No prerequisites. Basic supervisory or people management responsibility is recommended.

Course Outline by Modules

Day 1: Understanding Employee Engagement in Public Service

- Definition and dimensions of employee engagement
- Engagement versus motivation and satisfaction
- Characteristics of engagement in public sector organizations
- Impact of engagement on service quality and outcomes
- Common engagement challenges in government environments

Day 2: Motivation Theories and Public Sector Application

- Overview of key motivation theories
- Intrinsic and extrinsic motivation in public service
- Limitations of financial incentives in government contexts
- Role of purpose, values, and public service commitment
- Applying motivation concepts in managerial decision-making

Day 3: Leadership Behaviors That Drive Engagement

- Managerial behaviors that influence engagement levels
- Communication, trust, and fairness as engagement drivers
- Empowerment and involvement in decision-making

- Recognition, feedback, and non-monetary motivation
- Managing workload, stress, and well-being
- Inclusion, respect, and employee voice
- Aligning engagement practices with organizational culture

Day 5: Measuring Engagement and Sustaining Motivation

- Engagement measurement concepts and survey approaches
- Interpreting engagement results responsibly
- Linking engagement data to performance discussions
- Sustaining engagement initiatives over time
- Building a long-term engagement culture in public service

Methodology

The course is delivered using a primarily theoretical approach, focusing on structured concepts, established motivation frameworks, and public sector best practices. Content is presented through clear explanations, leadership models, and simplified case examples relevant to government environments. The emphasis is on understanding principles rather than conducting complex practical workshops.

Interaction is designed at both individual and group levels through guided discussions, reflection questions, and experience sharing, ensuring engagement without heavy exercises. Training materials include summary sheets, a participant workbook, and simple reference templates or toolkits that can be reviewed electronically. Minimal pre-work or optional follow-up support may be provided upon request only.

Assessment & ROI

Participant learning is assessed during the session through short quizzes, guided question-and-answer discussions, and recap checks at key stages of the course. These in-session methods help confirm understanding and reinforce critical concepts related to engagement and motivation.

Organizations may evaluate the impact of the program internally through employee engagement indicators, manager evaluations, absenteeism trends, or performance reviews. Internal measurement is managed by the client organization and is outside the scope of our delivery. Optional follow-up or clarification sessions are available upon request only.

Conclusion

Employee Engagement and Motivation in Public Service is a strategic learning solution that helps organizations build committed, motivated, and resilient public sector teams. As part of a broader new manager leadership course pathway, it complements first-time manager training, management skills training, and supervisor leadership programs by strengthening leadership fundamentals related to people management. The course equips managers with the knowledge needed to foster engagement while respecting public service constraints. Organizations are invited to contact us to tailor the delivery format, whether onsite, online, or blended, and to select appropriate duration options. Participants receive a certificate of completion upon successful attendance, reinforcing the value of this leadership development experience.

Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

Website

www.skillslab-training.com

Email

info@skillslab-training.com

WhatsApp

+966 559 653 447

Generated by Skillslab Training

info@skillslab-training.com | WhatsApp: +966 559 653 447

www.skillslab-training.com