



**USAID**  
FROM THE AMERICAN PEOPLE

**ICCP**  
INDONESIA CONTROL  
OF CORRUPTION PROJECT

# INDONESIAN CONTROL OF CORRUPTION PROJECT

## Draft Outline Human Resources Reform Champions Seminar

PREPARED BY MYRA HOWZE SHIPLETT, SENIOR  
CONSULTANT, BLUELAW INTERNATIONAL INC.

**29 July 2009**

This publication was produced for review by the United States Agency for International Development. It was prepared by BlueLaw International, Inc for Chemonics International.

# **INDONESIAN CONTROL OF CORRUPTION PROJECT**

## **Draft Outline Human Resources Reform Champions Seminar**

**PREPARED BY MYRA HOWZE SHIPLETT, SENIOR  
CONSULTANT, BLUELAW INTERNATIONAL INC.**

**Contract No. DFD-I-04-05-00219-00  
A Task Order under IQC No. DFD-I-00-05-00219-00**

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

**DETAILED OUTLINE FOR  
Human Resources Reform Champions SEMINAR  
9:00AM to 5:00PM  
Mid-September 2009**

Learning Objectives

When the seminar is completed, participants will be able to:

- Communicate the Court's overall reform goals of the court to employees at every level and to other stakeholders.
- Articulate how HR reforms contribute to these goals, as well as how and why job descriptions support the Court's reform goals.
- Know the basics of how job descriptions are constructed and how the job description system can be maintained effectively and efficiently.
- Be able to provide continuing advice and counsel court employees who are responsible for using and maintaining job descriptions.
- Understand the relevant principles and practices of managing change.

**Day 1**

Day 1 will focus on:

- Address by Court leadership on the Court reform goals, HR reform goals, how job descriptions support those goals,
- The learning objectives,
- Participant expectations of training,
- Introduction and overview of structure and content of job descriptions.

**9:00AM to 9:30AM Address by Court leader**

*His/her address should welcome participants, thank them for their dedication and willingness to serve as HR champions, and should include comment on the fact that the Court's decision to address both the judiciary functions AND the human resources – the people – issues of reform is a cutting edge approach to judiciary reform. Many court reform projects tend to focus almost solely on the judiciary and court administration functions of a court, but not the people side of the equation. However, it is people who get the work of reform done and it is people who make the difference between success and failure in achieving reform goals. Each of the participants is to be congratulated on his/her willingness to be a leader who contributes to this very vital component of the court's reform efforts. The speaker then lists the key MA reform goals and discusses:*

- *The role of the HR Champion*
- *The importance of job descriptions in organizing the work to be done in the courts, in describing the duties, responsibilities, authorities and accountabilities of the job, in*

*articulating the qualifications required to do that work and in defining, the performance requirements for the job.*

*By providing this level of detail in his/her opening remarks, the speaker is modeling the behavior and knowledge he/she is expecting court champions to display. This delivers a very powerful message of leading by example. The speaker might even want to mention that when job description work was being done initially, the Chief of Justice himself provided a two hour interview so that a proper job description could be prepared. There should be time for a few questions and answers after this address.*

### **9:30AM to 10:30AM Presentation of the learning objectives and discussion of participant expectations**

*In this segment of the course, the course leader will present the learning objectives and why each is important. The leader will then ask each participant to identify two expectations he/she has for the course. These expectations should be listed on a flip chart or board. As the class proceeds, the instructors must make sure that the participant expectations are addressed and should mark each off as it is dealt with. This ensures that the class is relevant to participant needs/expectations and communications by action the importance of audience participation in training, coaching and mentoring. At the end of the class, the instructor should again return to the participants expectations to either say all have been discussed and make sure participants understand the responses, or to say the following were not addressed but will be by .....whatever is the appropriate action.*

### **10:30AM to 11:00AM – Break**

### **11:00AM to Noon Introduction and Overview of Job Descriptions**

*Using the systemic graphic of human resources, the instructor will review with participants:*

## **Strategic Human Resources Framework**



- *Why job descriptions, which are the documented result of Organizing Work, are a foundation of a properly structured organization – Organizations exist to accomplish the legally mandated work. The job description captures and describes what that work is and what it contributes to the overall work of the organization. Job descriptions are the point of departure for building career ladders and career paths that must exist if employees are to advance in the organization. As appropriate, the instructor will relate this information to the overall and to the HR reform goals of the court.*
- *How job descriptions contribute to determining hiring needs and career path development (recruitment and retention), performance management and education and training and compensate and reward employees.*
- *Each content and purpose of each component of the job description:*
  - *Title, Level, Organization Placement, etc*
  - *The duties, responsibilities and authorities*
  - *The qualification requirements*
  - *The performance requirements*
  - *Etc., etc.*
- *How and why the job description system is maintained*
- *How and why there should be a periodic evaluation of job descriptions and the program to maintain them to assure that they are fulfilling the needs of the organization.*
- *Have a question and answer session to be sure information is well understood*
- *Have an exercise to let participants test their knowledge of what they have learned*

### **Noon to 1:30 PM Prayer and Lunch**

### **1:30PM to 2:30PM Technical Workshop 1**

*This workshop will introduce the Hay method of job classification. I believe that much of the content for this can come from materials prepared for the Job Description Workshop of April 2008*

### **2:30PM to 3PM Break**

### **3PM to 4PM Technical Workshop 2**

*Continue teaching Hay job classification methodology*

### **4:00PM to 4:30PM Summary of Day1 Learning, Present Day 2 agenda and any reading assignments that may be appropriate**

### **Day 2**

Day 2 will focus on completing the technical training and learning about the system for managing the job description program within the court.

**9:00AM to 9:30AM – Review agenda for the day, key learnings from Day 1, answer any questions participants may have regarding Day 1 materials**

**9:30AM to 10:30AM Complete technical training on how job descriptions are prepared.**

**10:30AM to 11AM Break**

**11AM to Noon Court Policies and Processes for Managing the Job Description Program**

*This segment of the training will deal with the program management issues. These include:*

- *What are the policies and procedures for managing the job description program, what policy and procedural reference manuals exist and where are they kept in the Court.*
- *Who has what authorities for decision making and reviewing decisions*
- *What forms must be filled out and how are they to be filled out*
- *What is the schedule for implementation of job descriptions*
- *If I have a question where do I go to get it answered*
- *Other related information*

**Noon to 1:30PM Prayer and Lunch**

**1:30PM to 3:00 PM Communications Strategies and Plans**

*This segment of the training will focus on the communications strategies and plans that the court has developed. What are the messages that the Court Champions are suppose to be providing to the various audiences in the courts within their jurisdiction – to judges, to registrars, to other managers and supervisors, to employees, to other stakeholders?*

**3:00PM to 3:30PM Break**

**3:30PM to 4:15PM Complete Communications Training**

**4:15PM to 4:30PM Summary of Day's Learning, Present Day 3 agenda and any reading assignments that may be appropriate**

### **Day 3**

Day 3 will focus on a series of role plays which will allow participants to further understand and effectively carry out their HR Champion roles vis-a-vis job descriptions.

**9:00AM to 9:30AM Review agenda for Day 3, key learnings from Day 2, answer any questions participants may have regarding Day 2 materials**

**9:30AM to 10:30AM Managing Change**

*This segment will discuss relevant principles and practices of managing change. Principles of change to discuss include:*

- *The importance of communicating the reasons and the expected results of change.*
- *Always address the issue of: “What is in this for me” as well as what are the expected results for the organization. For example, for the employee, job descriptions allow person to know what duties, responsibilities, accountabilities, performance*

*expectations and career progress possibilities are. A better managed and more effective court system brings respect to those who are employed in the court, etc. etc.*

- *Some discussion of the science of change. Studies of how the brain processes change show that one of the reasons for including those affected is that it gives individuals a chance to process the changes over time, and thus people tend to be more accepting of what they have a chance to influence and participate in.*
- *The absolute critical need for the organization's leaders – at every level – to provide the same message, repeatedly, about the reasons for change, the benefits of change, the challenges of changing, etc. etc.*

*Following the presentation of information there should be a discussion among participants about their own experiences with change, what worked, what did not, how they reacted/adjusted, etc. etc.*

**10:30AM to 11:00AM Break**

**11:00AM to Noon First Set of Role Plays**

**Noon to 1:30PM Prayer and Lunch**

**1:30PM to 2:00PM Second Set of Role Plays**

**2:00PM to 2:30PM Group reassembles and shares learnings from role play**

**2:30PM to 3:00PM Break**

**3:00PM to 4:00PM Developing an Action Plan**

*The purpose of this segment is to teach participants how to develop and implement an action plan for their visits to the various courts for which they have responsibility. What is to be achieved? Who are the audiences? What should be done prior to a visit to a court for the Champion to prepare? For the court to prepare? What is the plan for the day at the court? Prepare an agenda of activities and send to court ahead of time.*

**4:00PM to 4:30PM Questions and Wrap Up**

During this session, the instructor will review the participant expectations list made on Day 1 and use that as a way of reviewing what was expected vs what was achieved at the training; and to convey to participants that the instructor listened to the participants' needs and issues. This models the behavior expected of champions when working in the courts.