

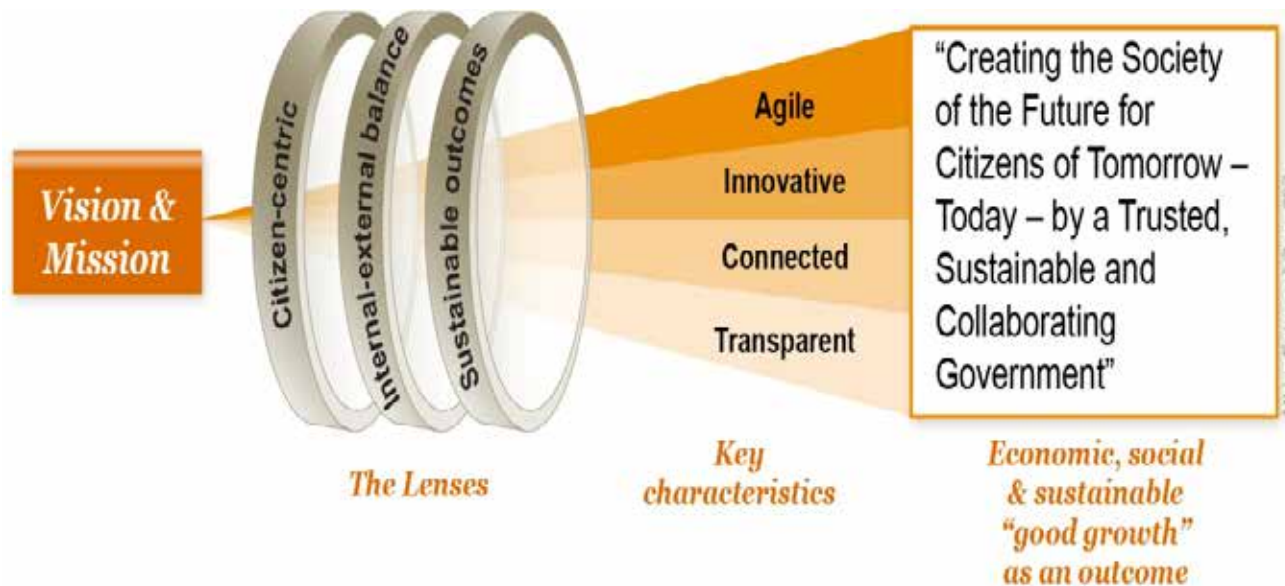
Future of Government Tomorrow's Leading Public Body

21 November 2013



Future of Government

Tomorrow's leading public body...



“...projecting a clear and vibrant picture for the future which energises internal and external stakeholders”

Future of Government: Contents

Delivering on the citizen promise?

Where next for public services?

What guides and shapes the future public body?

What defines us?

How can we equip ourselves?

The bottom line – Leadership

What's next? An agenda for action

The 'new normal'?

Demanding Citizen	Budgetary Austerity
Demographic Change	Competition for investment
Blurring Boundaries	Pervasiveness of Technology



“Underlying all these risks are velocity, multiplicity, and interconnectivity – creating a global system where mastering complexities will be the foremost challenge.”

Klaus Schwab, Founder & Executive Chairman of the World Economic Forum

Navigating the shifts

Citizen **under** control

Citizen **in** control

Governing **for** citizens

Governing **with** citizens

Organisation **silos**

Organisation **networks**

Public sector organisations as **big, all-in-one giants**

Public sector organisations as **small, flexible, purpose-driven entities**

Government as **service provider**

Government as **service facilitator / broker / commissioner**

Government owning **inputs and processes**

Governments and citizens owning **outcomes**

Measuring **outputs**

Measuring **outcomes**

Forced cooperation based on **enforcement**

Mutual collaboration based on **trust**

Trust in the **“strong leader”**

Trust in **each other**, the **“servant leader”**

(1) Delivering on the customer (citizen) promise?

(2) Where next for public services?

(3) What guides and shapes the future public body?

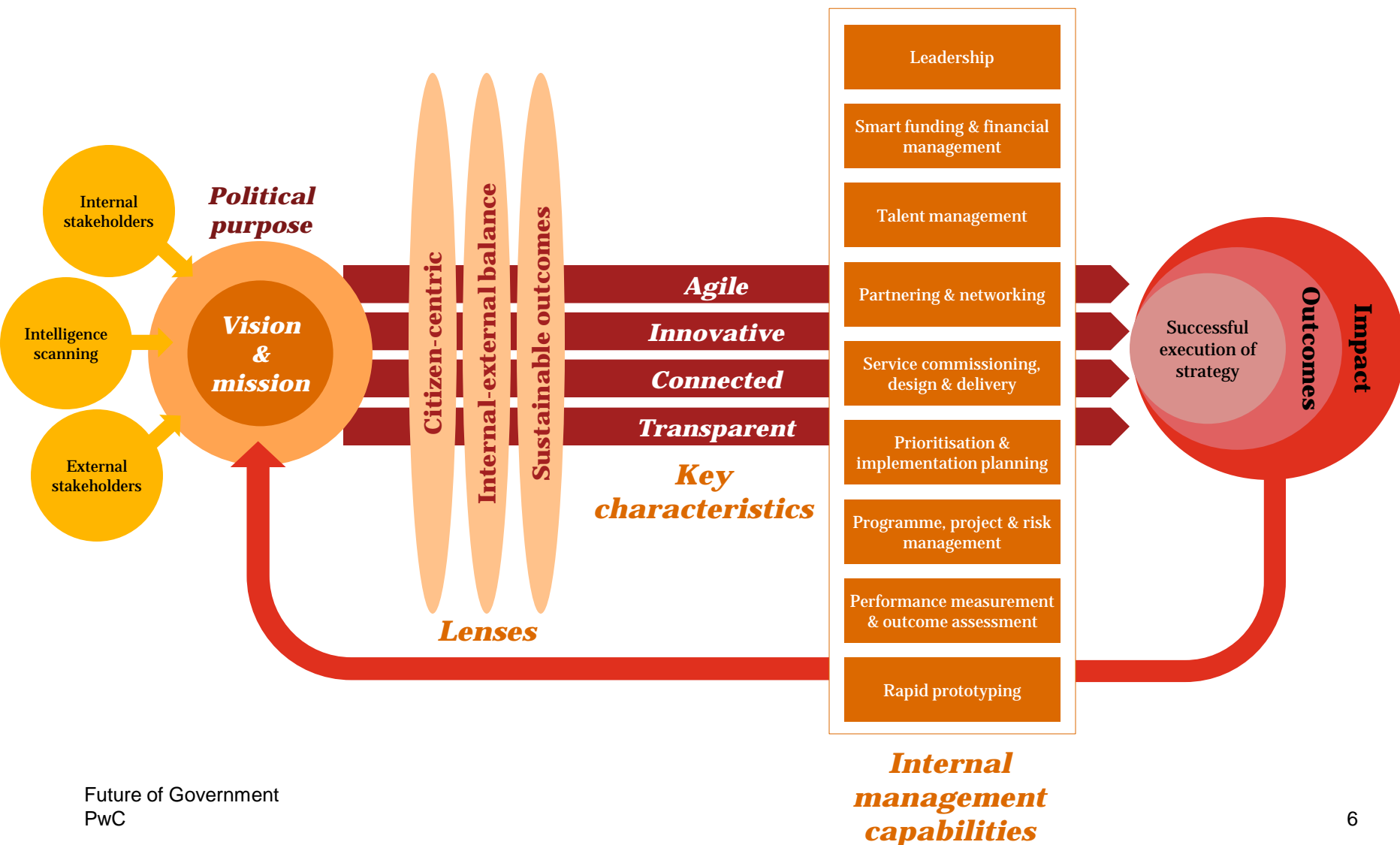
(4) What defines us?

(5) How can we equip ourselves?

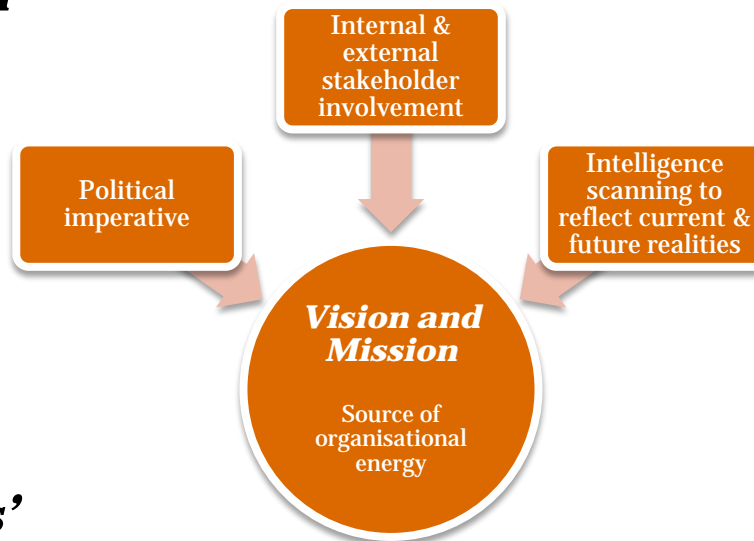
(6) The bottom line – Leadership

(7) What's next? An agenda for action

The future leading public body – Projecting and creating the society of the future



Vision & mission



The three 'lenses'

Citizen centricity

- Citizen as a customer, partner, collaborator, co-producer
- *Citizen's Jury / Citizen Compass*

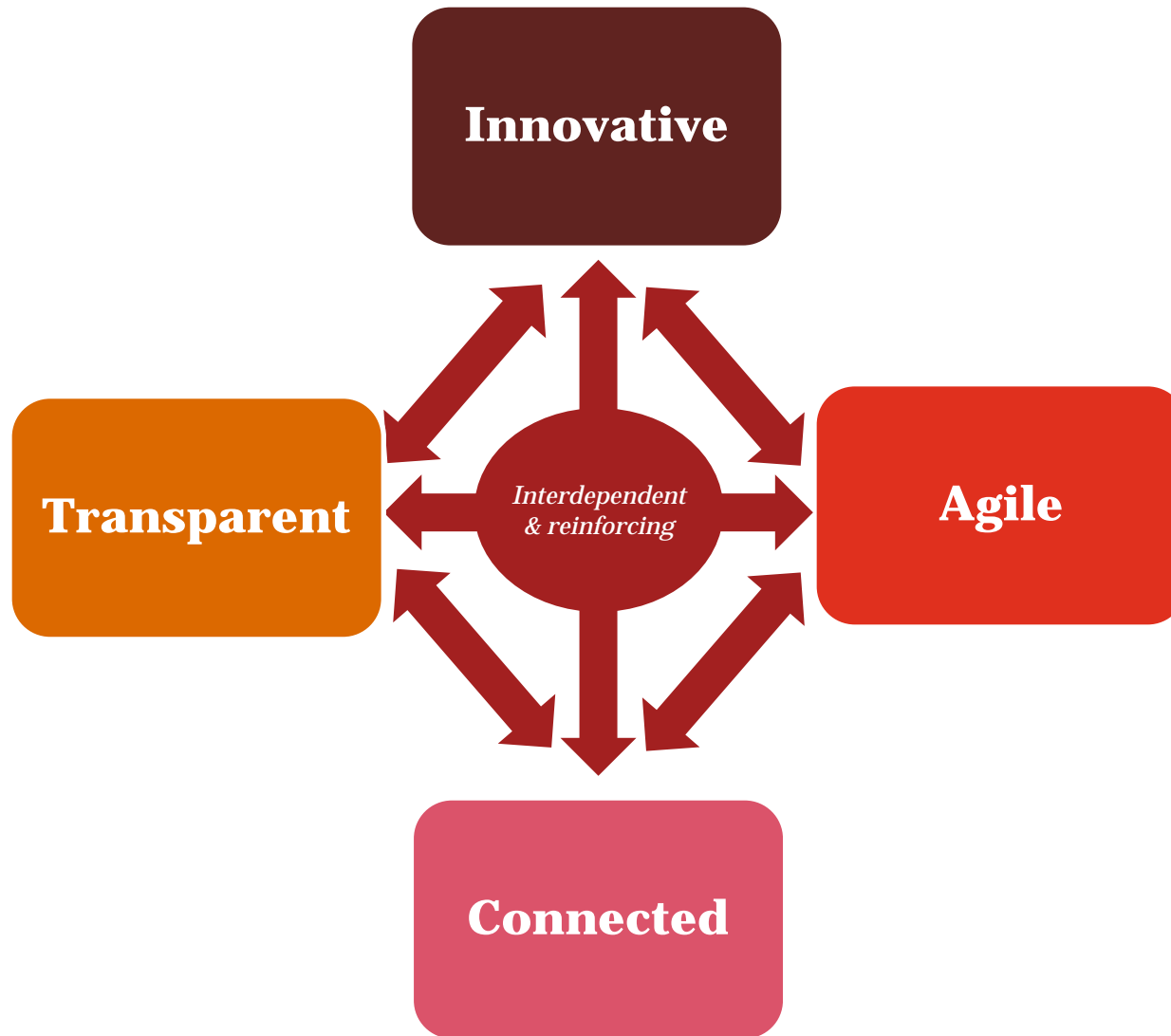
Internal-external balance



Sustainable outcomes



Characteristics of the public body of the future



Internal management capabilities

Cost drivers

Strategic

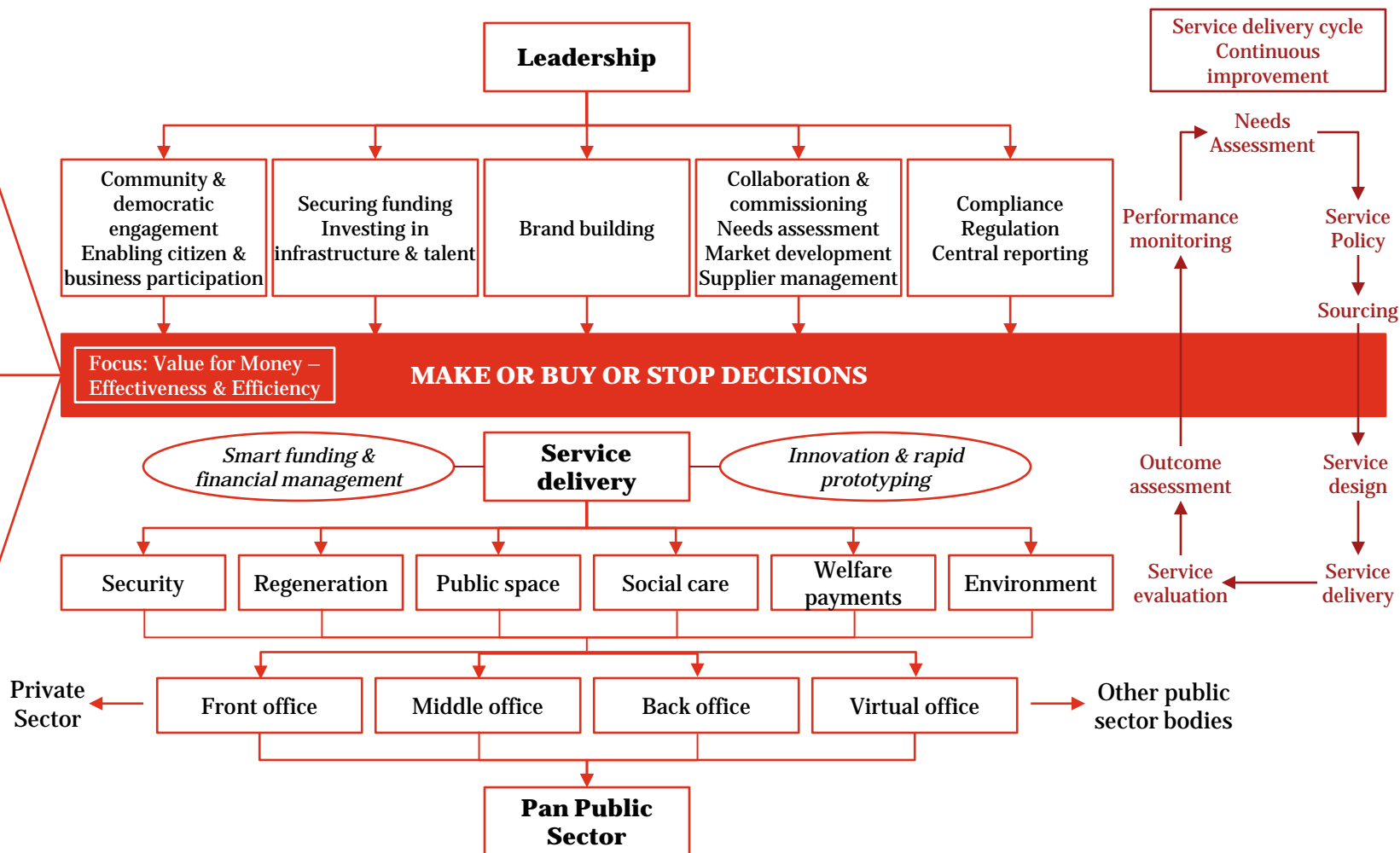
- Why do we deliver service this way?
- Do we need to deliver the service?

Structural

- What has been the biggest impact on the fixed costs of delivery?

Operational

- How do we execute key processes well?
- Can we demonstrate value for money?



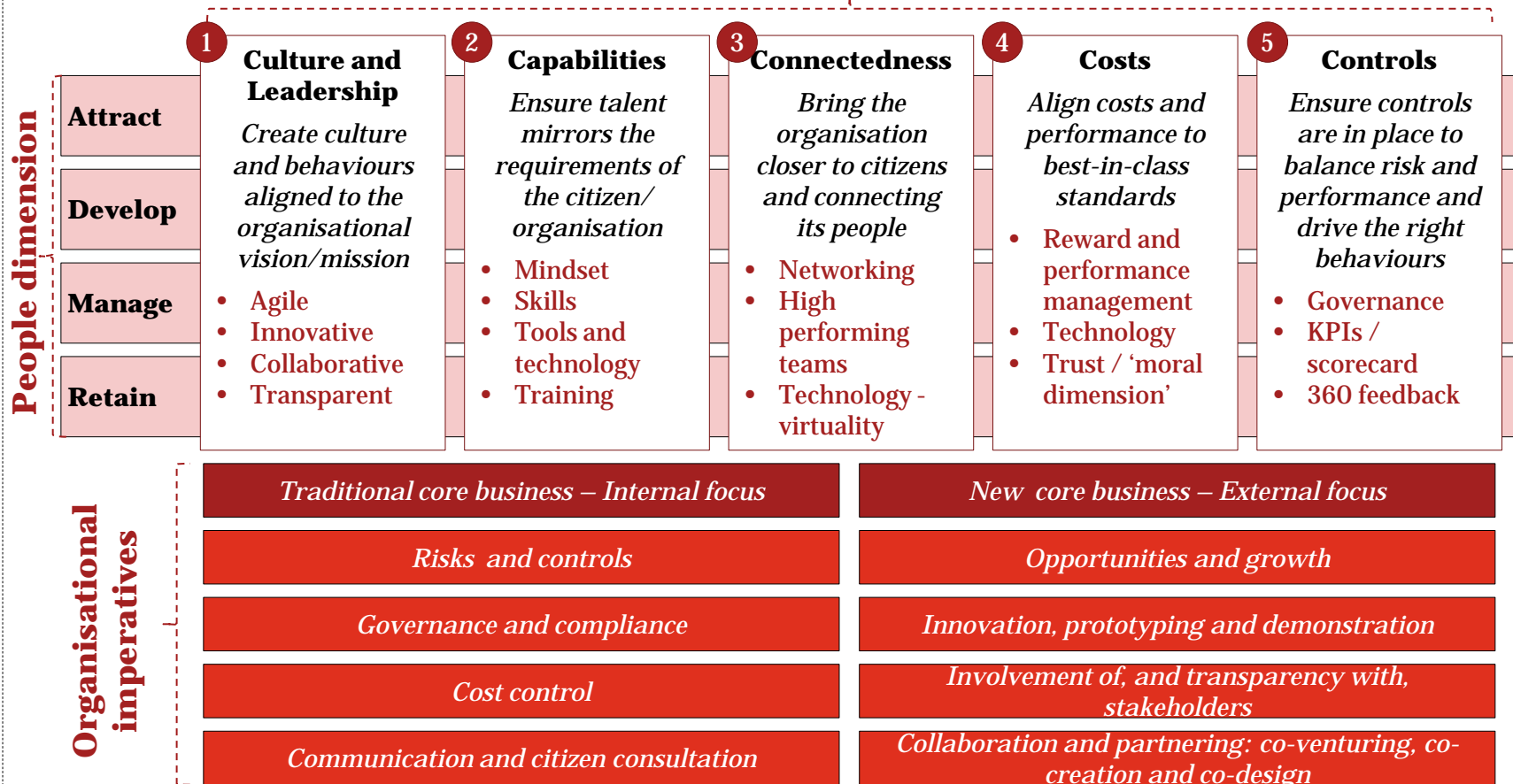
Checklist for the leader of tomorrow's leading public body: Am I...

- Ü Creating and developing an organisational culture based created through diversity, not through standardisation or “group think”?
- Ü Managing from the standpoint of relationship instead of position, and developing management methods based on dialogue?
- Ü Developing the ability to give and take authority with the purpose of creating high legitimacy both outwards, towards the surrounding environment, and inwards, towards the organisation?
- Ü Being an example and role model of leadership?
- Ü Being clear concerning the vision, goals and direction of the organisation which I am leading?
- Ü Developing my employees and their competencies?
- Ü Creating a climate of openness and trust for dialogue even in difficult and complicated matters?
- Ü Being courageous enough to take responsibility for my own and my employees' successes and misfortunes?
- Ü Working from the basis of a strong personal commitment and being prepared to make decisions and be able to reconsider them?
- Ü Being aware of and alert to the surrounding environment and inclined to innovation?

Moving the organisation

A blueprint for action

Five fundamentals



Thank you

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