

# ERT Webinars 2010

audio conferences on sustainable leadership

Connecting Europe from a distance



**Be the difference that makes the difference!**

In a time of turmoil, economic, social and ecological leadership and vision are more important than ever. Events taking place at present challenge us to transcend common ideas about leadership, to take responsibility and act upon it.

Sustainable leaders acknowledge this need for change and are inspired by the possibilities presented.

They create opportunities for people to meet, share different perspectives and come up with possible answers to real life challenges.

They are aware of the interconnectedness of institutions, organisations, society and citizens in the global arena. Through their leadership, whether formal or not, they lead 'with' rather than 'over' others.

Several European Institutes for Public Administration embrace the role they have as training institutes in facilitating and stimulating discussions on the long term impact of policies and human conduct on people, planet, prosperity.

Join us in the dialogue on key aspects of sustainable leadership and come to our virtual meeting place. The following webinars will take place in 2010:

## ***Sustainable leadership - do more and more with less and less: lean management***

**Presented by** the Danish School for Public Administration (Denmark)

**26 January 2010**  
10:30-11:30 a.m. CET

Different tools for managing the organisation's key processes have been discovered and used during the last years by public sector organisations. Techniques such as ISO, Business Process Re-engineering (BPR), Business Process Management (BPM) and Lean management are now being increasingly used.

This webinar presented by **Ebbe Von Arenstorff**, Partner at Danish Lean, Copenhagen, will discuss the Lean Management approach and consider the most appropriate way to use it.

Ebbe will share his experiences and address various topics:

- What makes a successful lean transformation?
- Shifting from structure orientation towards process orientation
- The impact on the organisation
- The role as a leader and a change agent in implementing lean management

## ***An open ear and an open mind: how mediation can contribute to sustainable relationships between citizens and civil service***

**Presented by** ROI, Dutch Ministry of Interior, (Netherlands)

**3 March 2010**  
10:30-11:30 a.m. CET

As trainer and mediator **Mariette Baptist-Fruin**, trainer/mediator at ROI, Dutch Ministry of Interior has been involved in various projects concerning the use of mediation skills to create and enhance more personal and sustainable relations between government institutions, agencies and citizens. Joining her in the presentation of this webinar is **Lynn van der Velden**, project manager of the national project on mediation skills at the Dutch Ministry of Interior.

Mariette and Lynn will share their experience and expertise on:

- Mediation skills as an approach towards sustainable relations
- The added value for government institutions and agencies: both at the organisational and individual level
- Citizens satisfaction
- Critical success factors and lessons learned: e.g. city of The Hague, Ministry of Agriculture and Public Prosecution Office.

## ***Talent Management: ensuring a future-proof public service***

**Presented by** the National School of Government (UK)

**25 May 2010**  
10:30-11:30 a.m. CET

As a Strategic Relationship Manager for a number of UK Government Departments, **Colby Pope**, Strategic Relationship Manager and Organisational Development Consultant at the NSG is very aware that organisations face an on-going struggle to introduce, develop and retain the very best talent. However, if the public service is to confidently meet the challenges of the future then it must get much better at successfully managing its talented people.

Drawing on his work with a variety of organisations, Colby will share his experiences, reflections and expertise on:

- The difficulties with talent management
- Why talent management frequently fails to deliver
- Tried and tested successful methods
- The relationship between talent management and succession planning
- Meeting the needs of "Generation Y"
- Rewarding and retaining the best people in the public service

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## ***A public ethos: the leaders role in forming a sustainable public service***

**Presented by** the Swedish Council for Strategic Human Resources Development (Sweden)

**28 September 2010**  
10:30-11:30 a.m. CET

The public ethos deals with values and ethics for the civil servants regardless of their origin and cultural differences.

This seminar will discuss how a public ethos can be implemented for all civil servants and the importance of managers as role models in this process.

The focus of the seminar will be on how to balance different demands from the citizens while simultaneously maintaining the principle of legal security.

At the seminar you will be given examples from the ongoing Swedish project and comparisons with different ways of working with ethos in Europe. An important part of the seminar is the exchange of experiences.

**Magnus Hedenskog** has been a trainer in financial management for ten years and is responsible for the Swedish project on public ethos.

He will share his experiences and address various topics:

- How to train and get to many managers in a short time
- Methods for sustainable impact on managers and staff
- The balance between a common ethos and adaptation to different activities
- Obeying the rules and doing the right thing – not necessarily the same thing
- Public ethos as a base for sustainable development

## ***Innovation: stretching the mind and fostering innovation in Public Management***

**Presented by** the National Institute for Administration - INA (Portugal)

**30 November 2010**  
10:30-11:30 a.m. CET

"Thinking out of the box" also means thinking out of your network! The new economy is driven by innovation and structured by networks. PA institutions are under pressure to accommodate this innovation-centred ideal as private organisations are stretching their boundaries, enlarging their networks and accepting external inputs to their innovation process - even if keeping secret their core businesses.

In this presentation, **Pedro das Neves**, consultant and trainer in Innovative PA projects and CEO of iZone Knowledge Systems, will discuss Innovation in PA as an Open Innovation Process in which public management should foster "openness to the market".

Issues to be addressed in this session include:

- The understanding of innovation in the public sector;
- Open Innovation as model to follow by administrations;
- Nurturing networks as a crucial factor to the innovation process;
- The leadership role in an Open Innovation context;
- Own and others' capacity to respond practically and creatively to problems and opportunities;
- The cooperative development of ideas (including environmental scanning);
- The important role of technology;
- Discussing how to lead and maintain change?
- Understanding where does knowledge management and the sharing and transfer of best practices fit in?



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