

Innovation in Public Service is not an option



**Capacity Building on Public Policy Development, Review, Evaluation
and Coordination for the Acceleration of the SDGs in Namibia
UNDESA, 22 October 2020**

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What is Creativity?

Imagining something **new**
and
making it happen.

Creativity is **ACTION.**



What is Innovation?

Something **new** and **useful**.

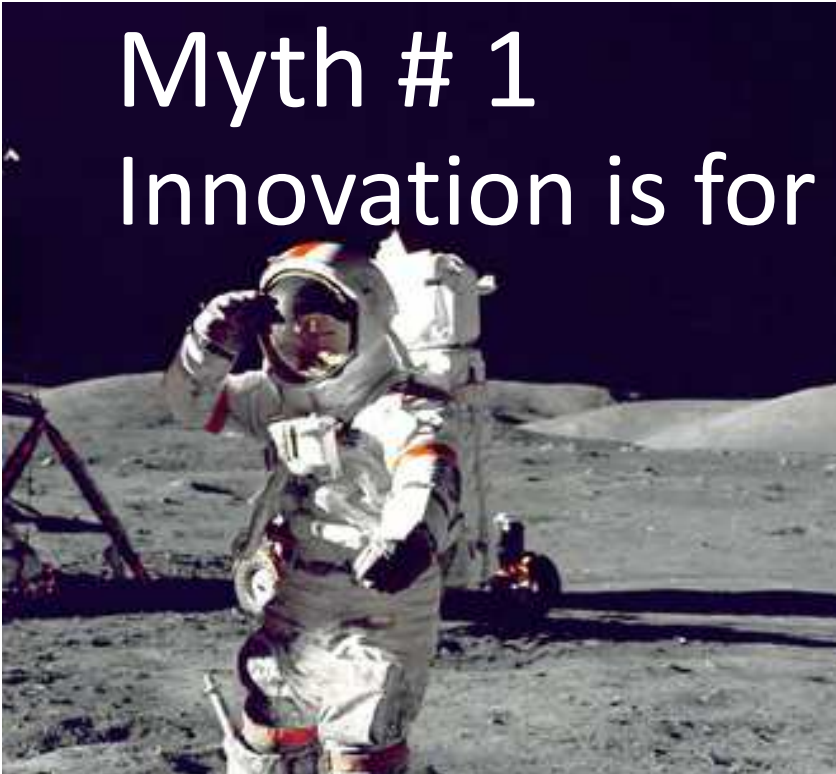
Innovation is **VALUE**.



Two Myths and Two Challenges

Myth # 1

Innovation is for the private sector only



Myth # 2

Most people are not creative



Together, We Create!

- All human beings are creative
- Creative skills are developable

Creativity

Innovation

Change



are a
package
deal

Three levels of change

- 1. Contextual change**
- 2. Organizational change**
- 3. Personal change**

Contextual change

Changes in society, technology, industry, citizens, clients, competitors, employees, ways of living and working

No organization, no individual alone can significantly influence contextual changes.
Nobody can remain indifferent.

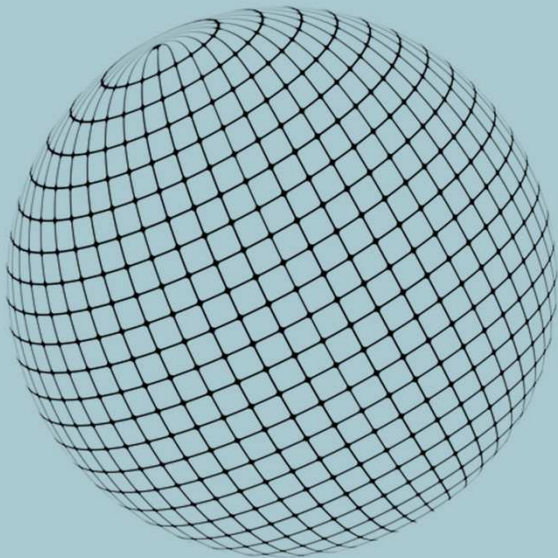
Electricity



Climate change

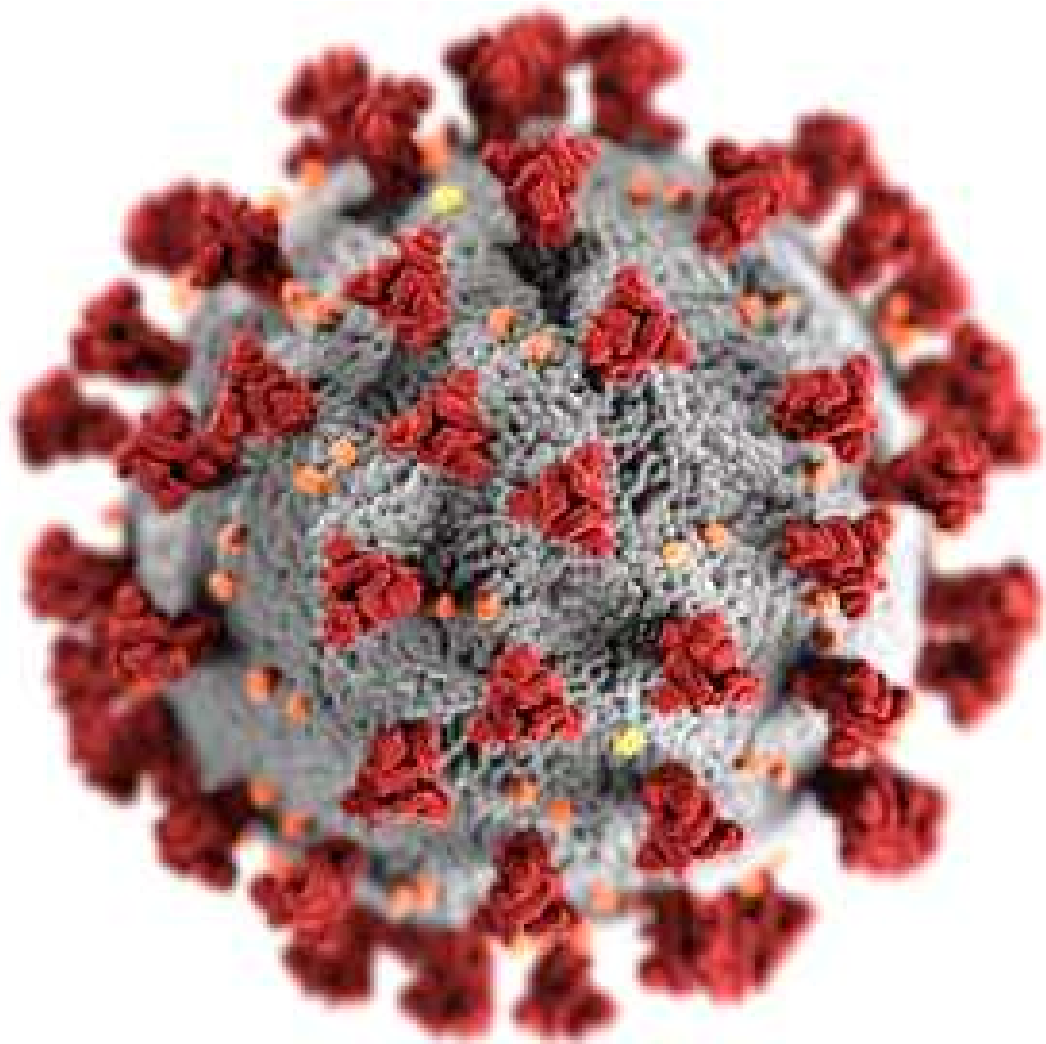


Globalization



Digital transformation





Covid

Organizational change

Integrating new technologies, systems, processes, products, services, behaviors and norms



**Individuals take responsibility in leading such change.
No person in the organization can remain indifferent.**

Personal change

**Change in your mindset
and your actions**



**The only change over which every person
has a good degree of control**

Three levels of change

1. Contextual change

How fast can our organization adapt to contextual change?

2. Organizational change

How fast can our people adapt to organizational change?

3. Personal change

Challenge # 1

How fast can our organization adapt to contextual change?

RAPID POLL

Which is the greatest obstacle to innovation and digital transformation in public administration in Namibia?

1. Lack of financial resources.
2. Lack of technical expertise.
3. Cumbersome regulations and/or procedures.
4. Fear of failure.
5. Politicians.
6. Bureaucrats in public service.
7. Employees in public service.
8. Me [yourself].
9. Something else?

Change in the organization

Leaders must have a plan

Vision, strategy, objectives, technologies,
resources, processes, training,
milestones, measurable outcomes.

Change in the organization



Leaders must be prepared to change culture

Change in the organization

Leaders must themselves face the unknown

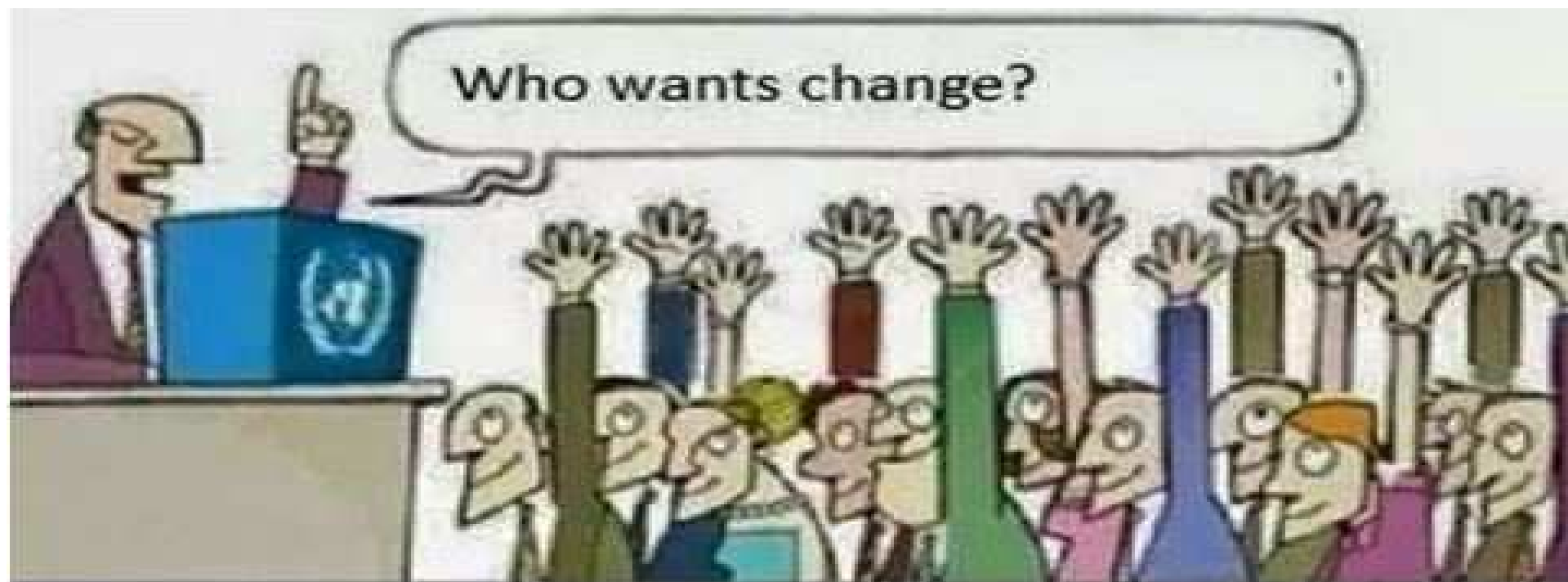


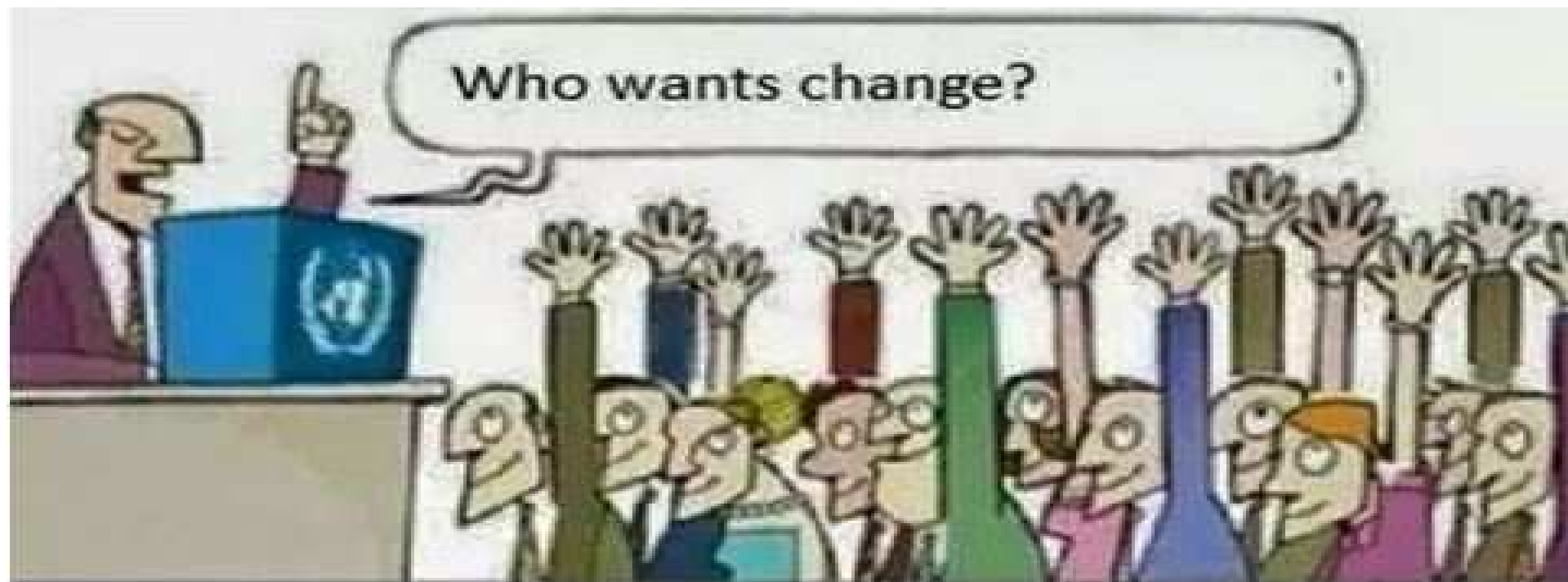
Challenge # 2

How fast can our people adapt to organizational change?

To change
your
organization's
culture, start
by changing
yourself










Personal actions when faced with change

CONCENTRATE ON YOUR SERVICES	THINK AND ACT CREATIVELY	STUDY FOR A NEW DIPLOMA
BRAINSTORM WITH COLLEAGUES	BUY A NEW SMARTPHONE	POST THINGS ON SOCIAL MEDIA
CREATE A SUPPORT NETWORK	REVISE YOUR STRATEGY	THROW A PARTY
TALK TO YOUR MOTHER	BLAME THOSE RESPONSIBLE	WORK HARDER
MAKE FRIENDS WITH A TECHIE	CHANGE JOBS W - Y / W Y	ORGANIZE RESISTANCE

4 Tips

for creative change



Tip

1

When you
change the
way you look
at things ...

... the things
you look at
change

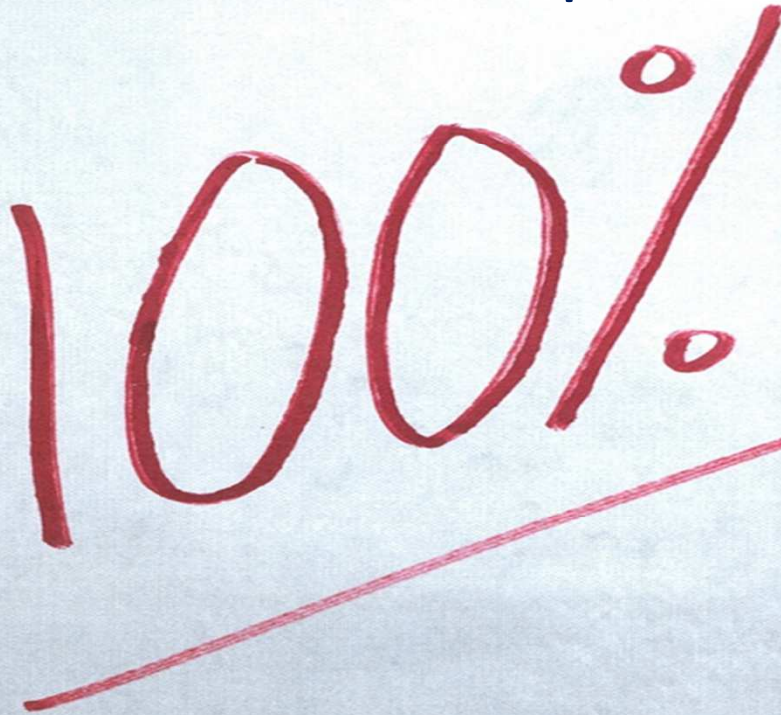
Imagine

Tip # 2

Courage

What is courage?

In a University exam in France students had an hour to develop this subject.

A red marker is shown drawing a diagonal line through the text '100%'. The marker is positioned at the end of the line, which is still being drawn. The background is a light blue surface.

One student wrote
“This is courage!”
and handed in his paper

Tip # 3

Act

Come to the edge ...

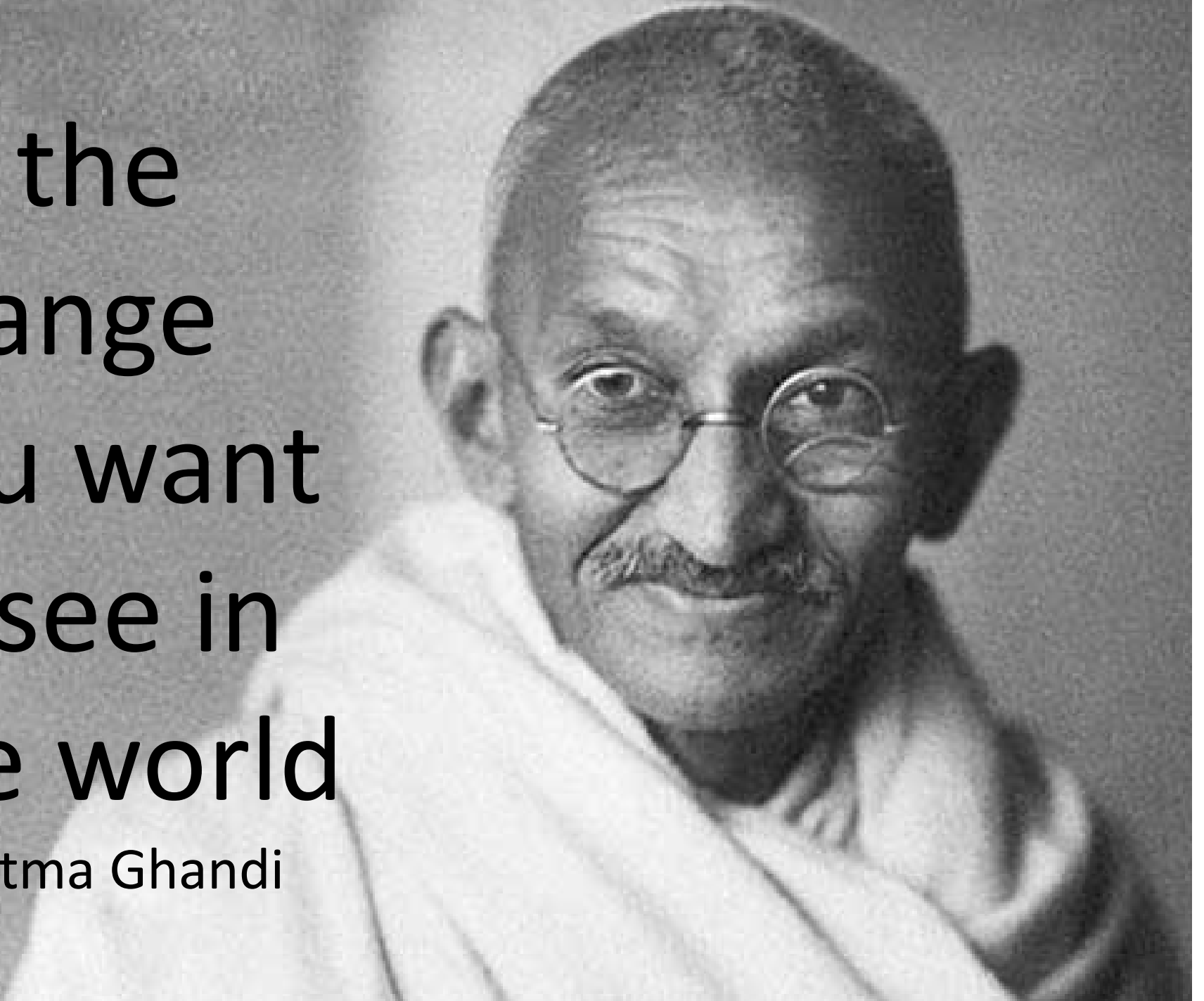


Tip # 4

Take responsibility for
your own creativity

Be the
change
you want
to see in
the world

Mahatma Ghandi



Thank you



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