

Managing Change in Public Administration

Maastricht (NL), 29-30 November 2010



European Institute of Public Administration
Institut européen d'administration publique



Introduction

Description

The seminar will focus on the principles of managing change in public administration. Basic theoretical concepts of change management will be presented by high-level practitioners and representatives of universities. Furthermore, recommendations for actions with a focus on skills and competencies required for future eGovernment will help participants to determine opportunities for civil servants in this context. Workshops and plenary sessions will give participants the opportunity to exchange experiences on successfully accomplished processes, obstacles and feelings involved when facing change. A concluding workshop on critical success factors and barriers regarding change management will help participants in applying the theoretical knowledge acquired to daily challenges.

Target Group

The seminar is intended for public officials from national, sub-national and local authorities and other public bodies

who deal with change, organisational development and quality management.

Objectives

- To discuss skills and competencies and offer tools in this field, and to address the role of leadership in managing change;
- To present new methods of quality management and communication strategies (internal and external);
- To explore the role of civil servants and their opportunities in this context.

Method

Presentations will be held on theoretical issues on how to manage change in public administration; the involvement of civil servants will increase participants' knowledge in this field. Furthermore, examples from real life will be given. And last but not least, participants will have the opportunity to discuss and exchange experiences in workshops and plenary sessions.

Provisional Programme

MONDAY, 29 NOVEMBER 2010

- 08.45 **Registration**
- 09.00 **An Introduction to the Seminar**
Sylvia Archmann, Project Leader, Seconded National Expert from Austria, EIPA, Maastricht (NL)
- 09.10 **Time for the participants to introduce themselves and to express their expectations**
- 09.30 **Change Management – What it is? How to be prepared for it!**
Communication Strategies
Sylvia Archmann
- 10.45 **Group Photograph (meeting point: reception EIPA)**
- 11.00 Coffee/tea break
- 11.30 **Successfully Changing the Identity of an Organisation: The case of Middelharnis**
Harrie Scholtens, Gemeentesecretaris, Municipality of Middelharnis, South Holland (NL)
- 12.30 Lunch at EIPA's Restaurant
- 14.00 **How does Change happen in the "Real World"?**
Presentation of the instruments to implement change in reorganisation projects in the Viennese city administration
Manfred Fasching, Project Coordinator "Wiener Wohnen", Vienna (AT)
- 15.15 Coffee/tea break
- 15.45 **The Role of HR-Management in the Process of Change**
Beatrix Behrens, Director of HR-Politics, Bundesagentur für Arbeit, Nuremberg (DE)
- 17.15 **End of the first Seminar Day**
- 19.00 Dinner in Maastricht

TUESDAY, 30 NOVEMBER 2010

- 09.00 **Shaolin Wake-Up Qi Gong**
Manfred Fasching
- 09.15 **Factors of Success in the Change Process**
Manfred Fasching
- 10.30 Coffee/tea break
- 11.00 **Managing Change: a Sustainable Approach**
Change is important, inevitable and desirable for organisational development. How to manage sustainable change in order to achieve the results and outcomes required and promote successful change and organisational development based on the application of different models (CAF, ISO, BSC, EFQM).
Ana Andrade, Senior Public Administration Manager, Internal Audit in the Institute for the Management of the European Social Fund, Lisbon (PT)
- 12.30 Lunch at EIPA's Restaurant
- 14.00 **Lessons Learnt and Factors of Successful Change – Group Exercise**
How to transfer knowledge into your organization.
- 14.45 Coffee/tea break
- 15.15 **Reports from Working Groups**
- 16.15 **Where do we go from here?**
Summary of key learning points – plenary discussion
- 16.30 **Evaluation of the Seminar**
- 17.00 **End of the Seminar**

Project Leader

Ms Sylvia Archmann, Seconded National Expert, EIPA

For further information please contact:

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General Information

Programme

The programme will commence on Monday 29 November at 09.00 hrs and finish on Tuesday 30 November at 17.00 hrs.

Seminar venue

The seminar will take place in the Bordeaux Conference Room (1.16) at the European Institute of Public Administration, O.L. Vrouweplein 22, NL-6211 HE Maastricht, tel.: +31.43.3296222, fax: +31.43.3296296.

Working language

The seminar will be conducted in English

Fee

The participation fee is € 820 and includes documentation, 2 lunches, 1 dinner and refreshments. Accommodation and travel costs are at the expense of the participants or their administration.

EIPA offers its members a reduction of 10% of the registration fee. This reduction is available to all civil servants working for one of EIPA's member countries (i.e. AT, BE, CY, CZ, DK, EE, FI, FR, DE, GR, HU, IE, IT, LT, LU, MT, NL, PL, PT, ES, SE, UK). If you are eligible for a discount, please tick the box on the registration form. Please note that reductions cannot be accumulated.

For more information, please visit EIPA's website: www.eipa.eu (FAQ-special discounts).

Hotel reservations

The European Institute of Public Administration will be pleased to make reservations for you at a hotel in Maastricht. We have made a block booking at two hotels in Maastricht: Hotel Beaumont**** (<http://www.beaumont.nl>), at a rate of approx. €101,00 p.p.p.n. (incl. breakfast and tourist tax) and MABI Hotel**** (<http://www.hotel-mabi.nl>), at a rate of approx. €98,00 p.p.p.n. (incl. breakfast and tourist tax). Should you wish to make use of this possibility, please indicate the name of the hotel and the dates of arrival and departure on the registration form. Payment is to be made directly and personally to the hotel on checking out. Please note that if you register after the closing date, hotel reservations cannot be guaranteed.

Meals

The lunches will be served at the Institute's restaurant and dinner in the evening will be at a restaurant in town. Should you require a special menu (e.g. vegetarian, diabetic), please inform the Programme Organiser so that this can be arranged.

Registration

Kindly complete the registration form and return it before 18 November 2010 to Ms Nicolette Brouwers, Programme Organiser, European Institute of Public Administration, P.O. Box 1229, NL-6201 BE Maastricht, tel.: +31.43.3296245, fax: +31.43.3296296, E-mail: n.brouwers@eipa.eu. You can also submit the online registration form which can be found on EIPA's web site: www.eipa.eu (training). Your name and address will be part of EIPA's database for our mailing purpose only.

Confirmation

Confirmation of registration will be forwarded to participants on receipt of the completed registration form.

Payment

Prior payment is a condition for participation. Please indicate the method of payment on the registration form. In any case, the participant or his/her administration will receive an invoice for the payment of the registration fee. For cancellations received after the date indicated on the registration form we will have to charge an administration fee of € 150 unless a replacement participant is found.

Cancellation policy

EIPA reserves the right to cancel the seminar up to 2 weeks before the starting date. EIPA accepts no responsibility for any costs incurred (travel, hotel, etc.). For EIPA's cancellation policy, please visit our website www.eipa.eu (legal notice)

Should you wish to receive invitations to our seminars electronically or to inform us of any changes in your work or address details, please fill in our online update form at <http://www.eipa.eu>.



Registration Form

Managing Change in Public Administration Maastricht (NL), 29-30 November 2010

Surname: Title: M/F
First name:
Current position:
Organisation:
Department:
Work address:
Postal code & town: Country:
Tel. no: Fax no:
E-mail address:

Payment – 1025002

The participation fee includes participation in the seminar, documentation, 2 lunches, 1 dinner and beverages

€ 820

Discount (Please check first the conditions at www.eipa.eu (FAQ – special discounts))

discount

Method of payment

Bank transfer

The participants or their administration will receive an invoice for the payment of the registration fee.

Invoice address (if different from the abovementioned address):

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E-mail:

Credit card

American Express Card Eurocard/Mastercard Visa Card

Card no.: Expiry date: /

Name Card holder: (in case this differs from above)

Address Card holder: (in case this differs from above)

Postal code: Country: (in case this differs from above)

Card Validation Code: (the last three digits on the BACK of your card)

(Exempt from VAT by virtue of Article 11, para. 1 (o), subpara. 2 of the Dutch Law on VAT of 1968)

Hotel Reservation

Please reserve hotel accommodation for me at Hotel Beaumont**** Hotel MABI****

Date of arrival: Date of departure: No. of nights:

No hotel reservation required

Meals

Lunch day 1: will attend will not attend Dinner day 1: will attend will not attend

Lunch day 2: will attend will not attend

Vegetarian: yes no Fish allowed: yes no Other dietary requirements:

As the number of seats is limited, please return the completed registration form before 18 November 2010 to:

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Your name and address will be part of EIPA's database for our mailing purpose only.
Please tick if you do not want to be included in our mailing database.