Capacity Development Workshop: Change Management in Public Sector Reform

Draft Agenda

Date	Time	Topic
20 April	9:30 – 10:00	Opening, objectives and modality of workshop (ESCWA) • Welcome remarks, introduction of participants and logistics • Objectives of the workshop: 1) deepen an understanding of change management in public sector reforms: theory and practice, 2) examine the applicability to NCMDIT, KIPA and government agencies at large, 3) develop a change management roadmap, training materials and programme • Modality of the workshop: 1) seminar, 2) group discussion, 3) study tour (TBC) and 4) technical session
	10:00 – 11:00	Introduction to public sector change management (ESCWA and IPSM) • External and internal triggers for change management: need for institutional development and change in the case of Iraq (ESCWA) • Sharing the needs assessment results (ESCWA) • Overview of PAR in Iraq (IPSM team)
	11:00 – 11:30	Coffee Break
	11:30 – 12:30	Progress made in IPSM (IPSM team) • What is IPSM? • Major achievements and work in progress within IPSM • Lessons learned and need for change management identified in the implementation process • Possible training needs for change management at NCMDIT, KIPA and GoI at large
	12:30 – 13:30	Lunch
	13:30 – 15:30	Focus and scope of change management in public sector reforms (Lead Consultant) • What is change management in public sector? • Why governments initiate change management initiatives? • Becoming a learning organization?
	15:30 – 16:00	Q&A and summary
21 April	9:00 – 11:00	Public Sector Change Management in practice (Lead Consultant) • What other countries and public sector organizations do in change management: examples of change management initiatives of different domains, scope and

		target groups in the Arab region • Methodologies used in these initiatives
	11:00 – 11:30	Coffee Break
	11:30 – 12:30	Public Sector Change Management: lessons learned (Lead Consultant) • Successful and unsuccessful change management initiatives • Common denominators of lessons learned
	12:30 – 13:30	Lunch
	13:30 – 15:30	Challenges and Opportunities in the case of GOI (NCMDIT and KIPA) • Why change management at NCMDIT and KIPA?: internally identified need for change management • What we learned in the past initiatives of change management • How we can develop a change management roadmap • How we can implement change management initiatives • Any identified capacity gaps? • Requirements for training materials and programmes
	15:30 – 16:00	Summary
22 April	9:00 – 10:30	Presentation: example of Lebanon (Government Expert) • Change management initiatives in Lebanon • Methodology used • Good practice and lessons learned • Capacity development and training programmes in support of PAR and change management in Lebanon • GIFT-MENA Network and regional networking
	10:30 – 11:00	Coffee Break
	11:00 – 12:30	Continuation of the previous session
	12:30 – 13:30	Lunch
	13:30 – 15:30	Q&A on the applicability of theories and examples (Lead Consultant and Government Expert) • Discussion on change management methodology for NCMDIT and KIPA • Discussion on the change management roadmap • Discussion on how to identify capacity gaps and training needs on change management
	15:30 – 16:00	Summary of the discussion
23 April	9:00 – 11:00	Breakout sessions on developing a change management roadmap at NCMDIT and KIPA: 1) change management initiation; 2) change management initiatives (Experts) • Session 1 to discuss how to identify, plan and initiate change management at NCMDIT and KIPA • Session 2 to discuss how to manage change initiatives at NCMDIT and KIPA

	11:00 – 11:30	Coffee Break
	11:30 – 12:30	Continuation
	12:30 – 13:30	Lunch
	13:30 – 16:00	Breakout sessions: 3) key competencies for change management; 4) reaching out to local administrations; 5) change management tools and platforms; 6) monitoring and evaluation (Experts) • Session 3 to discuss change management competencies • Session 4 to discuss possible needs and requirements in other GoI and governorate organizations • Session 5 to discuss ongoing initiatives, such as e-government and knowledge management, and required management tools and platforms • Session 6 to discuss monitoring and evaluation of change initiatives.
24 April	9:00 – 9:30	Summary of the previous day (ESCWA)
	9:30 – 12:30	Presentations and Q&A of each Breakout session (GOI) Each group present the discussion outcomes Coffee Break during the session
	12;30 – 13:30	Lunch
	13:30 – 16:00	Visit to Istanbul city administration for the study tour (TBD)
25 April	9:00 – 12:00	Introduction to the in-depth technical sessions (ESCWA and Experts) • Combining the theoretical aspects of change management, training programme requirements and objectives and actual needs for change management at NCMDIT and KIPA • Coming up with actual proposed change management roadmaps and training programme requirements
	12:00 -	Independent group work • Research and further discussions among the groups if needed
26 April	9:00 – 12:00	• Technical sessions on 1) developing change management plans and 2) developing training programmes (Experts)
	12:00 -	Independent group work • Research and further discussions among the groups if needed
27 April	9:00 – 11:00	Presentations on the outcomes of the technical sessions (GOI)
	11:00 – 11:30	Coffee Break

	11:30 – 12:30	Q&A (Experts)
	12:30 – 13:30	Lunch
	13:30 – 16:00	Continuation of the technical sessions by group (GoI)
28 April	9:00 – 10:30	Final review of the action plan and programme (ESCWA and Experts)
	10:30 – 11:00	Conclusions, assessment and the way forward (ESCWA)