

Seasonal School on Rapid Innovation Lab 2020

Convening Agenda

Monday, 28 September 2020

09:00 - 09:10	Convening Welcome	Ratka Sekulovic ReSPA Director Goran Pastrovic ReSPA Program Manager
09:10 - 09:15	Overview of the convening program	Tamara Srzentic Vladimir Vulic
09:15 - 09:25	Reflection on Quality Management in PA	Tihana Puzic
09:25 - 09:35	Reimagining your communications in the time of crisis	Nadica Dujovic
09:35 - 09:55	Opportunities in a Pandemic & Beyond I	Dimis Michaelides
09:55 - 10:10	Mechanisms of CSO support to the Governments in the process of development of policies, institutions and measures that will address the country problems (also in extraordinary situations / COVID-19)	Milena Lazarevic
10:10 - 10:20	Break & Networking	
10:20 - 12:30	Human Centered Change Management	Judi Brown

Tuesday, 29 September 2020

09:00 - 09:20	Service delivery in times of crisis: OECD SIGMA experience in providing support to WB countries in the COVID-19 situation	Nick Thijs
09:20 - 09:40	Don't change your mind!	Dimis Michaelides
09:40 - 10:50	Rapid Innovation Lab	Judi Brown
10:50 - 11:00	Break & Networking	
11:00 - 12:30	Rapid Innovation Lab	Judi Brown

Wednesday, 30 September 2020

09:00 - 09:30	Challenges of Change	Dimis Michaelides
09:30 - 10:50	Group session designated to conducting interviews with users and structured feedback and support related presentations designated to Agile Management	Tamara Dimitrijevic
10:50 – 11:00	Break & Networking	
11:00 - 12:30	Presentation and interactive session designated to introduction, methods, tools and techniques of Prototyping solutions	Jasmina Nilkolic Chaeny Emanavin

Thursday, 1 October 2020

09:00 – 09:15	The Heart of Innovation – Managing Apparent Paradoxes	Dimis Michaelides
09:15 - 10:50	Principles & Practices of Agile and Product Management	Tamara Dimitrijevic Jasmina Nilkolic Chaeny Emanavin
10:50 - 11:00	Break & Networking	
11:00 – 12:30	Principles & Practices of Agile and Product Management	Tamara Dimitrijevic Jasmina Nilkolic Chaeny Emanavin

Friday, 2 October 2020

09:00 - 09:10	Institutionalization of QM instruments in Public Administration	Tihana Puzic
09:10 – 09:20	Lightning talk on the follow up of ReSPA Regional study on service delivery (from the Quality Management perspective) and recent EC progress report	Tihana Puzic
09:20 - 10:00	Presentation designated to Product Management, Agile Leadership and Agile teams (success metrics and tracking, quantitative analysis, etc)	Tamara Dimitrijevic & Jasmina Nikolic
10:00 - 10:50	Exercise designated to Agile leadership and practice	Tamara Dimitrijevic & Jasmina Nikolic

10:50 – 11:00	Break & Networking	
11:00 – 11:30	Wellbeing of Employees	Tamara Dimitrijevic
11:30 – 11:45	Challenges of Change	Dimis Michaelides
11:45 – 12:30	Wrap-up and discussion on the follow up Participants Reflections Designathon	ReSPA staff and engaged experts

Skills Mapping

Phase	Skills
Discovery & Define	Facilitation, Problem Definition, Design Thinking, Smallify
Imagine	Design Thinking, Human Centered Design, Smallify
Prototype	Rapid Prototyping, UX testing
Test	Human Centered Design, Agile the right way
Iterate/Hibernate	Facilitation
Skills used throughout	Product Management, Agile the right way, Leading multidisciplinary digital service teams, StrengthFinders

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Seasonal school will feature digital service team methods and techniques pioneered in the tech industry and refined for government use. The skills we use are tied to each of our engagement steps:

1. Discovery (Define)
2. Imagine
3. Prototype
4. Test
5. Iterate/Hibernate