

WORKSHOP

“Navigating Transformation: Empowering Public Service for Today's Trends and Challenges”

19 June 2024, Hotel Tirana International, Tirana, Albania

Amidst the dynamic landscape of modern governance, where challenges increase and trends evolve quickly, the role of public service stands as the vanguard of progress. In the heart of this endeavour lies a quest for transformation, a journey towards empowering public servants to navigate the particulars of today's demands with resilience and efficacy. This participatory workshop titled "Navigating Transformation: Empowering Public Service for Today's Trends and Challenges," embarks on a collective effort guided by the principles of knowledge sharing, collaboration, and innovation.

Public servants from the Western Balkans will discuss among themselves and their peers from the French administration both the achievements and challenges encountered in harmonizing public services with the shifting tides of modern and effective public service and EU integration demands. Through a moderated Tour de Table, each administration takes center stage, sharing their journey through compelling presentations. In addition, peers from the French and Croatian Public Service will step into the discussion, offering a glimpse into their good practices: from cultivating the Attractiveness of Public Service to the nuances of Employer Branding, and from fostering Symmetry of Attention to the challenges of skills development, attendees are treated to a masterclass in transformative strategies.

Participants will delve into the toolbox for enhanced cooperation and exchange of experiences. Initiatives like ComPact and the TAIEX Programme take centre stage, alongside testimonials from ReSPA regional Mobility Programme and the initiative "Young Cells Albania."

The World Coffee session will serve as a forum for probing discussions on the burning issues that the public services are facing. From attracting the next generation into the civil service to innovating recruitment practices and embracing the concept of Green Administration, each round table offers ideas, visions, and solutions.



09.10- 09.30	<i>Registration of participants</i>
09:30 – 10:00	<p>Opening Remarks</p> <ul style="list-style-type: none"> - Ms. Adea Pirdeni, Minister of State for Public Administration and Anti-Corruption - H.E Ms. Catherine Suard, French Ambassador in Albania - Ms. Maja Handjiska Trendafilova, ReSPA Director - Mr. Hubert Perr, Head of Cooperation, EU Delegation to Albania
10:00- 11.00	<p>Achievements and challenges faced by the public services of the Western Balkans in integrating the shifting trends and the EU integration demands</p> <ul style="list-style-type: none"> - <i>Moderated Tour de Table – per each administration (verbal or PPT presentation)</i>
11:00 – 11:30	<i>Networking Coffee Break</i>
11:30 – 13:00	<p>Good Practices from the French Public Service: transformation projects and lessons learnt</p> <ul style="list-style-type: none"> - <i>Pauline Martin and Sandra Sénichault, French Directorate General for Administration and the Civil Service</i> <p>Unveiling Insights from Public Servants through Staff Satisfaction Surveys <i>The French experience (Sandra Sénichault)</i> <i>The Western Balkans case (Ened Kercini, Keida Meta, Dalibor Copic, Nikolina Rakic)</i></p> <p>Good Practices from the Croatian Public Service</p> <ul style="list-style-type: none"> - <i>Valentina MILICIC, Deputy Director, Croatian National School of Public Administration</i>
13:00 – 14:00	<i>Lunch Break</i>
14.00- 15:00	<p>Tools for better cooperation and exchange of experiences:</p> <ul style="list-style-type: none"> - <i>ReSPA Regional Mobility Programme and other ReSPA instruments (Ivana Petričević)</i> - <i>TAIEX (Jovita Gudelyte, TAIEX Team Leader and Francisco Lopez Menchero - Deputy Head of Unit of Institution Building, TAIEX and Twinning Unit)</i> - <i>Mobility in public service: a testimonial from the initiative “Young Cells Albania” (Ardit Gabili, Klajdi Jace, Romina Kali)</i> - <i>ComPact initiative, more specifically PACE (Florian Hauser, DG REFORM)</i> - <i>Concrete follow-up from the implementation of PACE: experience sharing from the French PACE project (Pauline Martin, Samra Ljuca, Valbona Lekaj)</i>
15:00- 15:40	World Caffee “Responding to current challenges that public services are facing”

	<ol style="list-style-type: none"> 1. <i>Attractiveness of public service for students and young professionals;</i> 2. <i>Exemplarity of public administrations: ethics, diversity, and greening</i> 3. <i>AI in public Administration</i> 4. <i>Image of public service for citizens: impacts and communication of reforms, quality of access, simplification...</i> <p>Coffee, tea and water will be available during the duration of the session</p>
<p>15:40 – 16:00</p>	<p><i>Rapporteurs inform the plenary on the main takeaways of each World Café round table</i></p> <p><i>Concluding remarks and way forward</i></p>