Capacity Development Workshop on

Changing Mindsets for Innovation and Public Sector Transformation in St. Lucia

23 - 24 April 2025 | Castries, St. Lucia

Agenda

Workshop: Changing Mindsets for Innovation and Public Sector Transformation 23 - 24 April 2025
Target Audience: Director Generals, Senior Gov. Officials, Heads of Agency/Others   *Venue: Bay Gardens Resort and Spa – Mainsail Conference Room*   *Reduit Beach, Rodney Bay Village*

Day 1 – Wednesday 23 April 2025 - Setting the Scene	
9:00 – 9:30	**Welcome and Introduction**
	Moderator: Glen Simon, National Productivity Council, St. Lucia **Dr. Lorraine Nadia Nicholas**, United Nations Country Coordinator, St. Lucia **Denise Joseph,** Division of Public Sector Modernization, St. Lucia

	Introduction of participants at Tables
9:30 – 11:00	**The Quintet of Change and Key Mindsets and Competencies Needed for Governance Transformation**
9:30 – 10:00 am	**Moderator: Trudy Waterman**, Programme Implementation Officer, Caribbean Centre for Development Administration (CARICAD) **Learning Objectives:** • Learn about the "Quintet of Change" and why it is important for transformational change at all levels of government. • Recognize that all people have mindsets that influence behaviours and attitudes. • Connect the SDGs with new mindsets. • Learn about innovation and a growth mindset. • Learn about why systems thinking, and strategic foresight are essential in a VUCA world and for better policy making. • Learn and discuss digitalization for Public Sector transformation. • Learn about digital data governance. • Discuss and agree on key challenges in shifting mindsets and promoting the Quintet of Change in the Public Sector. Live polling (5 mins) • Guiding Question: Which of the areas of change in public administration are the most important to promote transformational change: data, digital, innovation, foresight, or behavioural science? **Prior to the presentation - Activity:** What is a Mindset and why is it important? _____ (5 minutes) **Mindsets (behavioural science)** • Speaker: **Cristina A. Rodriguez-Acosta**, Inter-Regional Adviser, PMCDU, DPIDG, UN DESA • Read UN DESA 'Report on Changing Mindsets to Realize the 2030 Agenda for Sustainable Development' **After the presentation - Activity:** What are the top three challenges in shifting mindsets in support of transformational change in public administration? (5 minutes).
	Systems thinking and strategic foresight • Speaker: **Azeema Adam,** Inter-Regional Advisor, PMCDU, DPIDG, UN DESA **Activity:** What are the top three challenges in promoting a foresight mindset in support of transformational change in public administration? (5 minutes).

10:00 – 10:20 am	**Data and Digital governance and Regulatory Frameworks** • Speaker: **Armando Guio**, Executive Director, Global Network of internet and Society Centers, Harvard University (online) 1. What institutional and technical capacities are required to enable policymakers to anticipate and respond effectively to challenges in data governance, including the establishment of ethical frameworks for data collection, and oversight of emerging technologies? 2. How can stakeholder collaboration and knowledge-sharing mechanisms (e.g., public-private partnerships, international cooperation) be enhanced to promote anticipatory governance, particularly in the design and management of data trusts and the responsible collection and usee of data for emerging technologies? 3. What specific skills, resources, and tools are needed to implement foresight methodologies, scenario planning, and early warning systems that address potential risks and opportunities related to data collection practices and emerging technology applications? • Read Chapter 6 'Towards Data-Centric E-Government' of the 2020 UN E-government Survey. **Activity:** What are the top three challenges in promoting an evidence-based mindset in support of transformational change in public administration? (5 minutes).
10:20 – 10:40 am	**Innovation** • Speaker: **Cristina A. Rodriguez-Acosta**, Inter-Regional Adviser, PMCDU, DPIDG, UN DESA • Read: UN 2.0 Quintet of Change Chapter on Innovation **Activity:** What are the top three challenges in promoting an innovative mindset in support of transformational change in public administration? (5 minutes).
10:40 – 11:00 am	**Wrap-up Discussion on the Future of Governance and new Mindsets needed for the 21st Century:** • Individually, take 2 minutes to highlight the top 3 insights from the presentations and your discussions and write them down on sticky notes. • Then, place your sticky notes on the flip chart. • As a group at your table, group similar insights, prioritize and identify the top 5 key insights you have learned from the presentations and group discussions (10 minutes). Reporting back in plenary (10 minutes).
11:00 – 11:30	**Break**

11:30 – 12:30	**CARICAD Presentation on Public Sector schema and Leadership for Innovation and Public Sector Transformation**
	Moderator: Trudy Waterman, Programme Implementation Officer, Caribbean Centre for Development Administration (CARICAD) **Learning Objectives:** • Present the public sector schema for innovation and its implications for public sector transformation • Learn what type of competencies and skills required • Learn about the importance of leadership to enact reforms • Learn about strategies to implement reforms in the context of the Caribbean SIDS and share experiences from the region • Speaker: **Dr. Lois Parkes,** Leadership Development and Institutional Strengthening Specialist, Caribbean Centre for Development Administration (CARICAD)
12:30 – 14:00	**Lunch**
14:00 – 15:00	**Smart Cities: Adopting AI in the Public Sector to advance Digital Government Transformation**
	Moderator: Cristina A. Rodriguez-Acosta, Inter-Regional Advisor, PMCDU, DPIDG, UN DESA • Speaker: **Dale Alexander**, Chief, Caribbean Knowledge Management Centre, ECLAC **Learning Objectives:** • Learn about the potential of Artificial Intelligence (AI) to create public value • Learn about guardrails and issues to be considered in implementing AI in the Public Sector • Learn about the application of AI in Smart Cities • Discuss the role of Public Administration in implementing Smart City strategies and changing mindsets • Conduct an assessment of digital skills **Activity:** Digital Skills Assessment Tool

Reflection of Day 1	
15:00 – 15:45	Each participant will have 10 minutes to think and write their reflections. Then, participants will have time to share in the plenary session. • Summary of key takeaways and reflections by participants on relevance to their organization of key drivers of change presented (new mindsets and transformational leadership, innovation, strategic foresight, as well as data, digital governance, and AI) • How are the key drivers of change relevant to you? • How would the key drivers of change impact your work?
Wrap Up	
15:45 – 16:00	Please write on a sticky note: • Summary of key takeaways and reflections by participants • What did you like the most? • What did you like the least? • What are you still curious about?

Day 2 – Thursday, 24 April 2025: Action Planning and Implementation

9:00 – 10:30	**Action Planning for Changing Mindsets and Competencies**

	Facilitator: Cristina A. Rodriguez-Acosta, Inter-Regional Advisor, PMCDU, DPIDG, UN DESA
	
	Learning Objectives:
	
	• Discuss the Key Elements of an Action Plan for Changing Mindsets and Competencies to promote Transformational change in governance in St. Lucia
	
	• Actions to Promote mindsets and competencies to support innovation.
	    o What are the key values, beliefs, attitudes, and behaviours that should guide experimental/innovation mindset?
	    o What opportunities exist?
	    o What type of actions are needed? Be specific.
	    o What are some possible outcomes related to promoting an innovation mindset?
	• Actions to Promote mindsets and competencies for digital government transformation.
	    o What are the key values, beliefs, attitudes, and behaviours that should guide a digital mindset?
	    o What opportunities exist?
	    o What type of actions are needed? Be specific.
	    o What are some possible outcomes related to promoting a digital mindset?

	• Actions to Promote mindsets and competencies for strategic foresight.
	    ○ What are the key values, beliefs, attitudes, and behaviours that should guide a strategic foresight mindset?
	    ○ What opportunities exist?
	    ○ What type of actions are needed? Be specific.
	    ○ What are some possible outcomes related to promoting a strategic foresight mindset?
	• Actions to Promote evidence-based mindset and competencies
	    ○ What are the key values, beliefs, attitudes, and behaviours that should guide an evidence-based mindset?
	    ○ What opportunities exist?
	    ○ What type of actions are needed? Be specific.
	    ○ What are some possible outcomes related to promoting an evidence-based mindset?
	
	Modality: Each table selects a chair who will lead the discussion and a group rapporteur who will take notes
	  1. Each person at the table is asked to reflect individually on the questions and list 5 to 7 elements to address the questions and write it down on sticky notes.
	  2. After 10 minutes, ask everyone to read out their sticky notes to the table.
	  3. **Cluster Ideas:**
	    a. Ask the group to cluster the sticky notes into similar ideas.
	    b. Provide a 3-to-5-word title for each cluster grouping.
	    c. The rapporteur will arrange the sticky notes on the flip chart.
	  4. The chair prepares to present in plenary the findings of the group.
	
	Reporting back in plenary
	
	Each Chair will present the findings of their respective tables. Out of all the actions proposed, select 3 – 5 best actions.

10:30 – 11:00	**Break**
11:00 – 12:30	**Overcoming barriers to implementation**
	Facilitator: Dale Alexander, Chief, Caribbean Knowledge Management Centre, ECLAC **Learning Objectives:** • Participants will brainstorm on barriers to implementation by identifying major challenges to actions proposed. • Participants will prioritize challenges by discussing at each table: 1. Which challenge or problem is most pressing?

2. What are the consequences of not addressing this challenge first?
3. What solution might have a bigger impact?

(30 minutes)

- Participants at each table will address questions:
1. What are some key enablers that might support the implementation of the selected action/challenge?
2. How do we advance the necessary political commitment to accelerate implementation?
3. What kind of SMART* solutions/goals are needed to address the identified enablers?

*SMART: Specific, Measurable, Achievable, Relevant, Time-bound

(30 minutes)

Modality: Each table selects a chair who will lead the discussion and a group rapporteur who will take notes.

Summaries from each group (30 minutes)

12:30 – 13:30	**Lunch**
13:30 – 15:00	**Priorities and Strategies for Implementation**
	Facilitator: Azeema Adam, Inter-Regional Advisor, PMCDU, DPIDG, UN DESA **Learning Objectives:** - Discuss key strategies and actions that can be taken to shift mindsets and promote change based on the strategies discussed and using the template provided.
15:00 – 15:15	**Break**
15:15 – 16:30	**Applying Insights**
	Facilitator: Dr. Lois Parkes, Leadership Development and Institutional Strengthening Specialist, Caribbean Centre for Development Administration (CARICAD) Group discussions (at tables) on how insights from workshop can be applied to participants' context / Commitments Summaries from each group

	• Participants will write their commitment and briefly share with all participants. - DESA will collect commitments - Agree on commitments follow-up date (3 months)
16:30 – 17:00	**Closing Remarks and Next Steps**
	• **UN DESA/CARICAD/ECLAC** • **Marlon Narcisse**, Division of Public Sector Modernization, St. Lucia
Wrap-Up of Day 2	
	Please write on a sticky note: • Summary of key takeaways and reflections by participants • What did you like the most? • What did you like the least? • What are you still curious about?

Contact Persons

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