WORKSHOP 6

Empowering Public Servants in the Digital Era: Strategies for Motivation and Transformative Leadership

CONCEPT NOTE

Introduction

The 2025 United Nations Public Service Forum will take place in Samarkand, the Republic of Uzbekistan from 23-25 June 2025 under the theme 'Five Years to 2030: Accelerating Public Service Delivery for a Sustainable Future'.

The Forum will be comprised of a series of workshops where various elements related to the overall theme will be explored in more detail. This workshop will explore the multifaceted challenges of motivating public servants in the digital age, the evolving role of leadership in public service, and identify key competencies required for future managers.

Objective

The primary objective of this workshop is to explore and address the challenges faced by public servants in adapting to a rapidly changing digital landscape. We aim to identify effective strategies for motivating and supporting public servants as they navigate these changes. Additionally, the workshop will emphasize the importance of transformative leadership in fostering an environment where public servants can thrive. By the end of the workshop, participants will gain insights into the necessary competencies for future managers and how these can be cultivated to enhance public service delivery.

Focus

This workshop will engage participants in a comprehensive examination of the intersection between digital transformation and public service motivation. In an era where technology is reshaping the way services are delivered, understanding how to keep public servants engaged and motivated is crucial. We will explore various motivational theories and practical applications that leaders can implement to foster a sense of purpose and commitment among their staff.

The discussion will also encompass the evolving role of leadership in public service. As public servants face new challenges brought about by technological advancements, leaders must adapt their management styles to better support their teams. This includes promoting a culture of continuous learning and innovation, encouraging collaboration, and creating an inclusive environment where all voices are heard.

Furthermore, the workshop will identify the key competencies required for future managers in the public sector. Participants will have the opportunity to discuss the skills necessary to lead effectively in a digital age, including digital literacy, emotional intelligence, and adaptive leadership. Through interactive sessions and case studies, we will explore how these competencies can be integrated into training programs for current and aspiring leaders.

By focusing on these critical areas, the workshop aims to equip participants with actionable insights and strategies that can be immediately applied within their organizations.

Structure

Session 1: Digital Change in Government: How to Keep Public Servants Motivated

Duration: 3 hours 30 minutes

Overview:
This session will explore the motivational challenges faced by public servants during periods of digital transformation. It aims to equip leaders with strategies to foster a motivated workforce capable of adapting to new technologies and processes.

Activities:

1. **Introduction and Opening Remarks (20 minutes)**
   o Brief overview of the session's objectives.
   o Presentation of key motivational theories relevant to public service.
2. **Case Study Presentation (80 minutes)**
   o Presentation of a successful case study from a government entity that effectively maintained motivation during a digital transition.
   o Discussion of the specific strategies used and their outcomes.
3. **Group Discussion (two rounds, 30 minutes each)**
   o Participants will break into small groups to discuss their experiences with digital transformation in their organizations.
   o Each group will identify common motivational challenges and share successful strategies they have employed.
4. **Q&A and Wrap-Up (30 minutes)**
   o Summary of key takeaways.
   o Open floor for questions and sharing additional insights.

Outcome:
Participants will leave this session with a clear understanding of how to keep public servants motivated during digital changes and a practical toolkit to implement in their organizations.

Session 2: Leadership and Future Managers: Transforming Management at Every Level

1. **Opening Remarks**
   o Welcome and introduction to the workshop's theme.
   o Overview of the importance of leadership in public service.
2. **Keynote Speech**
   o Current trends in leadership and management.
   o The role of future managers in adapting to change.
3. **OECD work on public sector transformation and leadership**
   o Perspectives on public transformation, its impact on managers and their role
4. **Round table:** Session 1: Leadership Styles and Their Impact
5. **Round table:** Session 2: Building Resilient Leadership Teams
6. **Round table:** Session 3: Fostering Innovation and Creativity in Management
7. **Closing Remarks**
   Summary of key points discussed.
   Call to action for participants to implement learned strategies.

Outcome:
By the end of this session, participants will have a deeper understanding of transformative leadership skills necessary for managing in

Organisational Details

- This workshop is organised by the Agency for the Development of Public Service under the President of the Republic of Uzbekistan in cooperation with the Astana Civil Service Hub, German Agency for International Cooperation (GIZ), OECD, and French Directorate General for Administration and Civil Service (DGAFP).
- Participants are expected to come from central and local government officials, policymakers, public government experts, public sector institutions, practitioners, civil society, academics, and media.
- The workshop will be conducted in English and Uzbek.

Contact Persons

Mr. Timur Abdullaev
Head of the Department

International Cooperation Department
Agency for the Development of Public Service under the President
The Republic of Uzbekistan
Email: t.abdullayev@argos.uz