



# Innovation & Learning Journey

25 – 29 October 2022

Barcelona, Spain

## INTRODUCTION & OBJECTIVES

One of the fundamental ideas of Public Administration Awards 2022 edition was to identify and promote the successful examples of inspiring practices from Western Balkans public administrations so that they may be a model to follow or provide the capacity for faster adoption of the respective solution in the provision of public services throughout the region. PA Award 2022 has recognized eleven practices named the public administration inspirational, good practices in the Western Balkans.

Alongside its strategic mission, **Respa and the OECD/SIGMA** pay special attention to sharing and exchanging good practices within the Western Balkans but also with good practices from other parts of Europe, primarily from the EU PA Awards schemes and database. As it is well known and evidenced, one of the most obvious ways in which to face challenges for one own public administration in the Western Balkans and beyond is to reach out to each other, identify (other) best practices, learn from each other, and make use of other's expertise, creating economies of scale across a network of partners.

For this reason, **the three winners of the 2022 PA Awards for the Western Balkan** will be rewarded with and benefit from **three tailored innovation and learning capacity-building units that will include peer-to-peer dialogue**, exclusively designed and organized for winning teams, **that will take place on 26<sup>th</sup>, 27<sup>th</sup> and 28<sup>th</sup> of October in Barcelona, Spain**. The representatives from the **initiatives that were awarded Special Recognition award** will join their colleagues at one day **Innovation Action Day that will take place on 28<sup>th</sup> of October**.

With these *"Innovation and Learning Journeys"*, the winners will get a unique insight into the major trends, new methodologies for change and better public services, supported by hands-on practices and stewardship from the different European cultures in the respective thematic field, combined with hands-on training.

## EXPECTED LEARNING RESULTS & BENEFITS

The capacity-building ‘package’ will be introduced progressively in form of learning and illustrated in the respective destination with the support of well-selected best practices and related visits (the ‘how to do’), showcasing and exchanging both the positive and strong elements of the issue in question or case but also highlighting the possible bottlenecks or obstacles faced during a successful implementation.

Participants will acquire at the end of the activity the knowledge, capacities and skills to design future better services, initiate innovation in their public administration and gain skills on how to overcome “burning” elements.

In a nutshell, there is no or never a shortage of good practices – from the ReSPA and OECD/SIGMA to other European award schemes. They are highly rewarding and valuable (directly and indirectly) and provide the capacity for a faster adoption process of innovative solutions for other public administrations due to their dissemination potential and power. Excellence through innovation and transfer ensures the needed *“Leap to better citizen’s lives in the Western Balkan”* in the future.

## Indicative Programme

### Tuesday, 25 October

- Arrival and check-in hotel
- Informal meeting and explanation of the Programme and logistics

### Wednesday, 26 October 2022

#### Public Management Day

Participants: 9 public officials from three Winners

Setting the scene of the PA 2022 thematic area (e.g. digitalization, quality, PA4All)

Public management in the European context: Frameworks, policies and practices

From strategy to the operational level: the Politics and Management Deal – A comprehensive framework for governments

Public sector innovation practices – Telling/winning stories from the other international award schemes

Wrap-up & key-take aways and closure of the first day

*Including networking Caffee and Lunch break*

**Thursday, 27 October 2022**

## Practices Day

Participants: 9 public officials from three Winners

An indicative and inspirational guide for the dialogue will be shared with and used for the visiting authorities; Peer-to-peer dialogue will take place with organizations alike the winners, visits aimed to prize winners from other awards schemes etc.,

The visits of three main winners will be paid to:

•Open Administration and E Gov Office •Catalan Ministry of Business and Labor •Catalan Agency for Consumer Issues

All visits will include a presentation of the telling best practice and structured peer-to-peer dialogue.

Exact schedule of the visits will be confirmed closer to the travel.

Meeting, wrap-up & key-take aways and closure of the second day

*Including networking Caffee and Lunch break*

**Friday, 28 October 2022**

## Innovation Action Day

Participants: 18 public officials from Winners and initiatives awarded with the Special Recognition

Interactive workshop: How to define and build an Innovation Action Plan for the public sector for a specific challenge

**Practical (break-out) sessions:**

Group breakout tool 1: Introducing the challenges

Group breakout tool 2: Design Thinking A - Insights and Solutions

Group breakout tool 3: Design Thinking B - Prototyping and Action Plan and Solution Development

Elevator pitch of the Action Plans and (Proposed) Solutions

Joint collection of lessons learnt of the Community of winners

Closure of the Innovation & Learning Journey

*Walking Tour in Barcelona and farewell dinner*

**Saturday, 29 October**

- Departure and return to home destination