Citizen & Stakeholder Engagement

Actively involving citizens, stakeholders and unusual suspects

Creative Facilitation

Creatively processing different perspectives and deliberating multiple options

Building Bridges

Orchestrating interaction to find common ground and create shared ownership

Brokering

Mediating contrasting interests and reducing friction between multiple stakeholders

WORKING TOGETHER

Engaging with citizens and stakeholders to create shared ownership of new solutions

CORE SKILLS KEY ATTITUDES Agile

Responding to changing environ

and frames of

reference

Outcomes-

focused

Strong commitment

to real world

effects

EmpatheticUnderstanding others' experiences

changing environments with flexibility

Competencies for

EXPERIMENTING &

PUBLIC PROBLEM SOLVING

Actionoriented

Biased towards action and learning by doing

Curious

The desire to explore multiple possibilities

Reflective

Habit of critically reflecting on process and results

Courageous

Willingness to take

Future Acumen

Connecting long-term vision with short-term achievable tasks

Prototyping & Iterating

Testing ideas and systematically improving them

Data Literacy & Evidence

Using different kinds of data effectively to accelerate sense-making

Systems Thinking

Combining micro and macro perspectives to grasp complexity

Tech Literacy

Understanding technologica developments and use their potential

Political & Bureaucratic Awareness

Operating political dynamics and bureaucratic procedures to ensure strategic support

Financing change

Understanding the many ways to liberate and use financial resources for innovation

Intrapreneurship

Being insurgent and use business acumen to create opportunities

Demonstrating Value

Articulating the value of new approaches and solutions for decision-making purposes

Storytelling & Advocacy

Using narratives and media to articulate vision and information in compelling

LEADING CHANGE

Resilient

The persever-

ance to deal

with resistance

Imaginative

envisionina new

possible futures

Mobilising resources and legitimacy to make change happen

Public sector innovators combine key attitudes and skills to successfully drive innovation in government and solve public problems

ACCELERATING

LEARNING

Exploring and iterating

new ideas to inform and

validate solutions