

# **INNOVATION SKILLS FOR THE PUBLIC SECTOR**

## **One Day Workshop for Leaders**

### **THINK STRATEGICALLY, INNOVATE EFFECTIVELY AND SOLVE PROBLEMS CREATIVELY**

*Proven tools and systems for individuals, teams and workplaces wanting to move beyond current possibilities.*

#### **Objectives**

Public sector innovation is a key contributor to our nation's prosperity, standard of living and citizen welfare. Innovations may be referred to as service reforms or improvements, restructuring or policy development but they are innovations nonetheless. Government agencies are tasked with delivering improved services and meeting increasingly higher expectations from the public, yet at the same time face budget constraints; heavy workloads; entrenched thinking; risk aversion and silos of knowledge and experience. The only way to deliver better services at a lower cost is to approach challenges mindfully, think strategically, and solve problems *creatively*.

This workshop shows public sector leaders and emerging leaders how to think creatively and innovate productively on two different levels. Firstly at the broader strategic level that leads to a shift in organisational mindset and culture and secondly the tactical level by administering 'baby steps' to innovation that lead to continuous improvement.

#### **Overview**

Prepare and respond effectively to the innovation imperative of the Twenty-First Century. Dr Yashin-Shaw guides people through a sustainable process of creative problem-solving and innovation that will improve the productivity, efficiency and innovation capacity of your organisation and teams. The workshop draws on real life examples and case studies of innovations within public sector agencies from around the world and in Australia.

This workshop is ideal for all levels of government – local, state and commonwealth. The principles learnt can be applied in a wide variety of contexts.

#### **Presenter**

Dr. Irena Yashin-Shaw PhD is an international cognition, creativity and innovation specialist who works with individuals, teams and organisations to achieve peak performance and productivity. She spent seven years researching creativity and its development as the subject of her PhD thesis and has subsequently delivered conference presentations and workshops on this topic in Russia, UK, China, India, New Zealand and Australia. Combine this with the fact that she also has a Masters degree in Adult Education, is an award winning professional speaker and you can be sure of a rewarding experience in her workshops. Irena was recently the keynote speaker at the Queensland Regional Heads Forum's Annual Government Business Conference on the Gold Coast where her topic of how to innovate in the public sector was very well received.



## Workshop Schedule

9:00am	Welcome/ Icebreaker/Opening activities	H A V I N G  F U N  W H I L E  D I S C O V E R I N G
9.15am	<ul style="list-style-type: none"> <li>▶ Why innovation is so important in the public sector</li> <li>▶ The unique challenges and barriers to public sector innovation and how to address them</li> </ul>	
10:45am	<b>Morning tea</b>	
11.00am	<ul style="list-style-type: none"> <li>▶ Characteristics of creative and innovative people</li> <li>▶ Creative problem-solving as the pre-cursor to innovation</li> </ul>	
12.30pm	<b>Lunch</b>	
1.15pm	<ul style="list-style-type: none"> <li>▶ Mental tools for thinking creatively</li> <li>▶ Changing mindsets</li> </ul>	
2.45pm	<b>Afternoon Tea</b>	
3.00pm	<ul style="list-style-type: none"> <li>▶ Creating a climate of innovation</li> <li>▶ Establishing channels of communication through which innovation can flow</li> </ul>	
4.30pm	<ul style="list-style-type: none"> <li>▶ Leading creatively</li> <li>▶ Collaborating effectively</li> <li>▶ How to innovate in a risk- adverse context.</li> </ul>	
4.45/5.00pm	<b>Feedback/Close</b>	

**This workshop is ideal for in-house delivery for workplace teams seeking greater cohesion and higher productivity.**

## Testimonials

“Great Course! Really worth attending.”

*Melinda Eves Assistant Director Aust. Gov. Dept of Health. Canberra.*

“Very thought provoking and inspiring! I am looking forward to encouraging managers and team leaders to help staff develop a mindset of innovation and create a climate where we will see true innovation at work. Thanks Irena.”

*Greg Johannesen, Manager, Family Court of Australia*

“Being innovative is a trait I have always admired in others but did not recognise in myself. Irena’s workshop on Innovation Skills in the Public Sector helped me identify not only the areas where I had been innovative already but provided me with the tools to continue developing this skill. I thoroughly enjoyed the session and will be recommending it to a number of my colleagues”.

*Kylie Crane, Business Manager, Centrelink.*

“The workshop was delivered very professionally, but most importantly with warmth and immense sincerity which is often lacking in professional development sessions. The day was logically and effectively sequenced. It provided me with valuable insights about how to successfully address challenges in the workplace. Congratulations!”

*David Cockburn, Coordinator, Iona College.*

“Very useful process that can be applied in a number of different contexts.”

*Rebekah Davis, Trainer*

“I appreciated this workshop from three points of view, relating to the tool itself, the workshop design and the skilled presentation of the content. I came away from the workshop with really useful ideas for generating creative changes to the training sessions I conduct, as well as ideas on how to apply them. Irena planned the experience with adult learning principles in mind so we just had the right environment for learning. It was a really worthwhile workshop that I would highly recommend to others.”

*Diane Robertson Managing Director Austral Business Communication*

“As a commercial solicitor I was able to achieve a range of outcomes from thinking differently. Using the model I learnt from Irena took me far outside the kind of thinking I usually use when dealing with clients both commercial and government. It was an experience of how to be innovative in a business context. What came out of my mind and onto the paper absolutely astounded me. I was also really challenged to shift my perspective in the way I thought about so many aspects of my life not just work. Furthermore I was really edified by the quality of the interaction among the participants. A really worthwhile experience!”

*Shirley Vine Commercial Lawyer Brisbane*

“Irena has really helped me to capitalise on my existing knowledge.”

*Nduka Ozor Project Director HIV/AIDS Prevention in the Community (Nigeria)*

I enjoyed the workshop as it not only brought out my own creativity but generated new thinking skills in dealing with challenges that I face in my life and work. Thank you!

*Dr Jacinta D’Souza Principal, School of Social Work- Mangalore (India)*



## Enrolment Form – Innovation Skills for the Public Sector

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to [bookings@acorntraining.com.au](mailto:bookings@acorntraining.com.au)

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
<b>Organisation</b>		
<b>Branch/Division</b>		
<b>Address</b>		
<b>Phone #</b>		
<b>Fax #</b>		

### **Payment Details**

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Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

#### **1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

#### **2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the session.

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