

2-day Module on “Service Innovation and Implementation” for the “Innovative Leadership Programme (ILP)”

Part I Background Information

About the “Innovative Leadership Programme”

1. “Innovative Leadership Programme” (ILP) is an integrated leadership development programme for promising public officers to pursue service excellence. The Programme focuses on service innovation and effective engagement to enhance participants’ leadership capabilities in appreciating diversity, unleashing creative thinking, fostering innovation and developing resilience in the organizations.
2. The “ILP” consists of modules on “Service Innovation and Implementation”, “Innovative Leadership and Leading Change”, “High-impact Communication and Engagement” and “Leading Teams”.

The Module on “Service Innovation and Implementation”

3. Over the years, the Government has been engaged in improving existing services for the betterment of the society. Nevertheless, today’s citizens are increasingly demanding the Government for greater responsiveness to community needs. To move with the times, public officers have to learn more on how to innovate in serving the public or work with the citizens in the provision of public services. The 2-day module on “Service Innovation and Implementation” aims to enable participants to develop broader perspectives on service innovation and implementation. By adopting new concepts on service provision, the participants will:
 - appreciate the values of design and innovation to society;
 - understand design thinking and its application in public service innovation;
 - draw reference from local and overseas experience;
 - share best practices in the civil service; and
 - handle implementation challenges effectively.

Curriculum Design

4. The curriculum design of this Module should align with the ILP Model, which captures the four key elements of the whole programme, namely, Innovation, Communication, Teamwork and Leadership. The Module will provide both theoretical frameworks and practical models for the participants to grasp the essence of service innovation, processes of idea generation and design briefs, integration of a human-centric innovation strategy for social sustainability. There will be local and/or overseas stories illustrating the design process for service innovation and challenges in implementation.

Training Approach

5. The training approach should be highly interactive that maximizes participation of the participants. Training methods, including but not limited to the following, should be adopted:
 - case studies, role plays, experience sharing and group discussions;
 - de-briefing session for each exercise for participants to apply the concepts/skills acquired and relate the learning points to the real work context.