New Competencies for Civil Servants

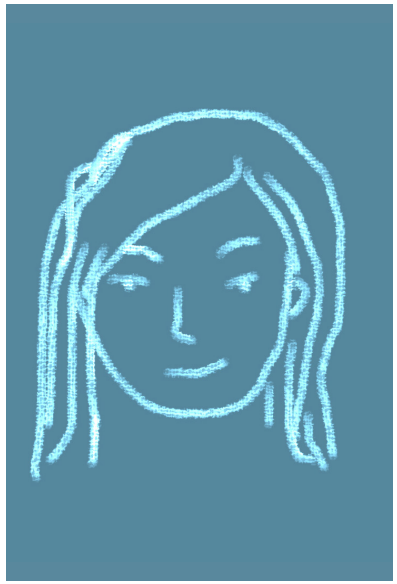
Photo by Yuri Fukamati

Civil Servant 2.0

Ministry of Finance | Ministry of Economic Affairs and Employment
Prime Minister's Office | Ministry of Transport and Communications

(c) Eeva Lehto, Laura Domingo, Maya Pillai, Yiding Zhang, and Design for Government course at Aalto University

Team



Maya Pillai

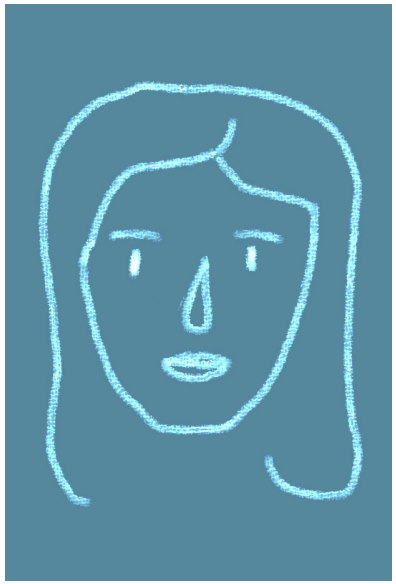
Aalto Arts

New Media Design and Production

Yiding Zhang

Aalto Arts

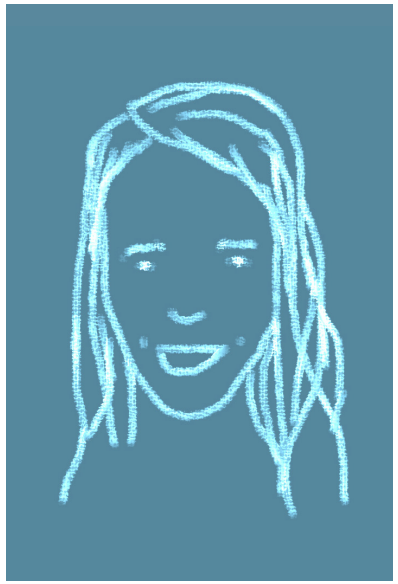
Collaborative and Industrial Design



Laura Domingo

University of Helsinki

Social and Public Policy



Eeva Lehto

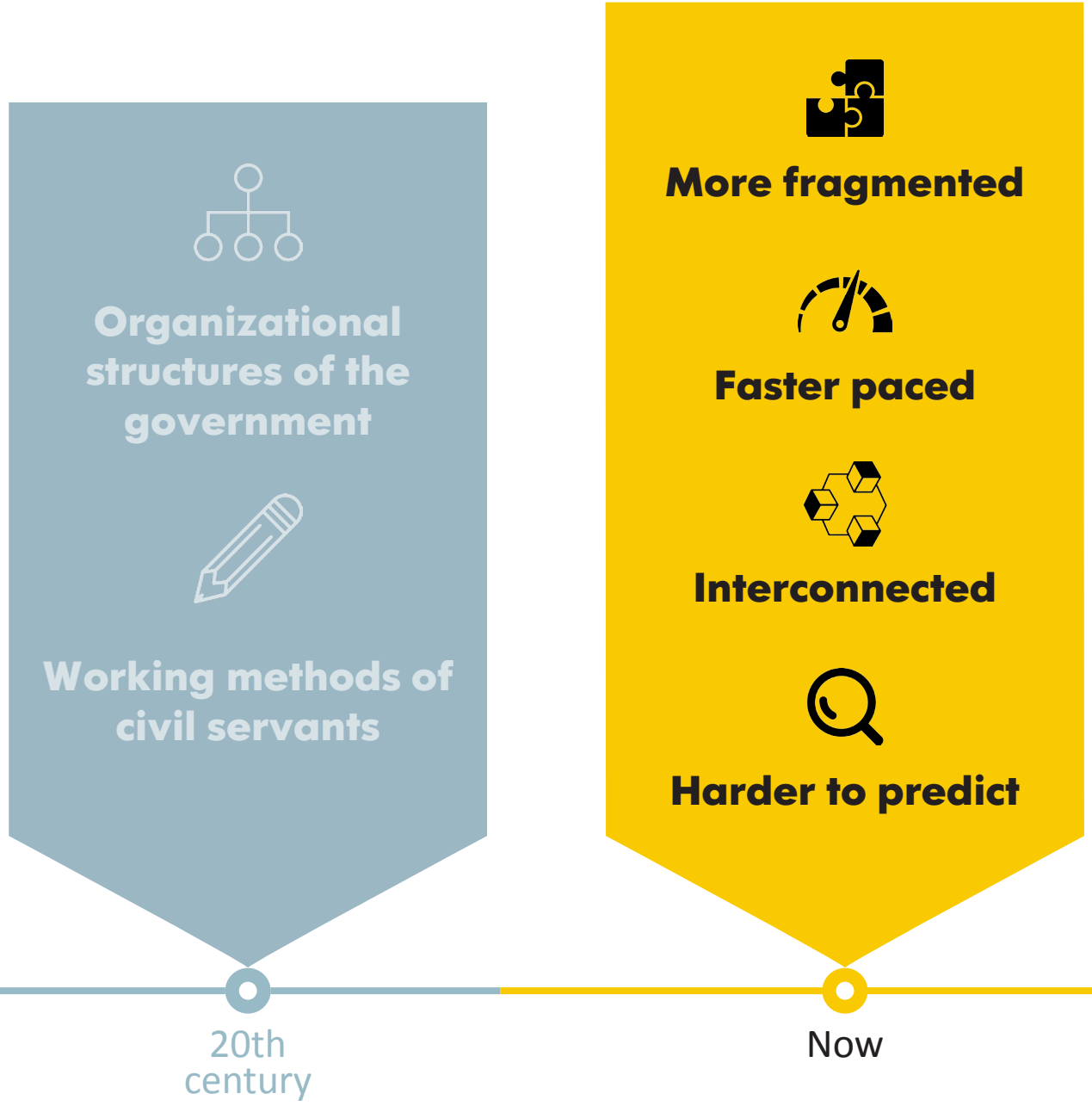
Aalto Arts

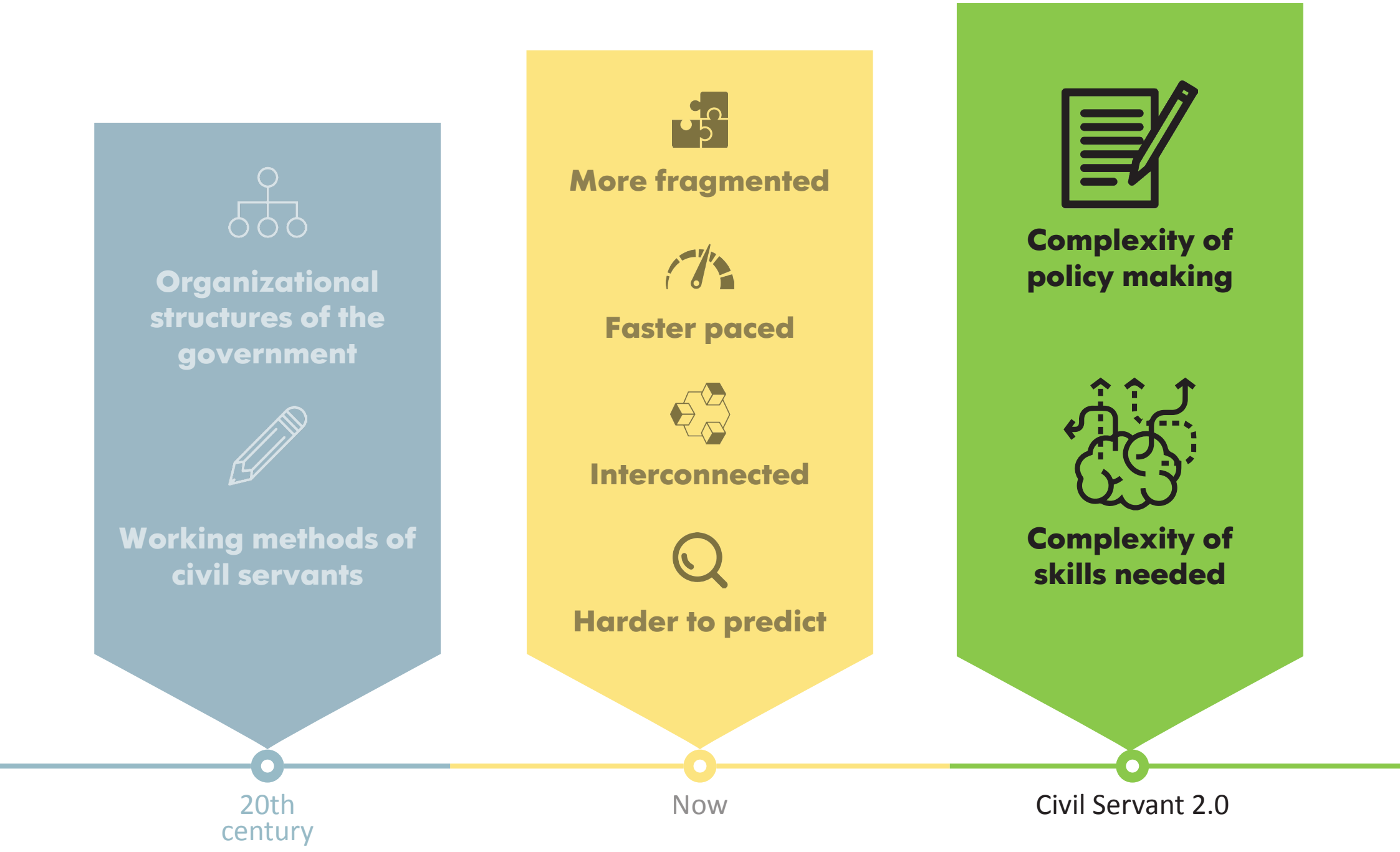
Collaborative and Industrial Design

Organizational structures of the government

Working methods of civil servants

20th century


Organizational structures of the government
Working methods of civil servants
More fragmented
Faster paced
Interconnected
Harder to predict
20th century
Now


Organizational structures of the government
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More fragmented
Faster paced
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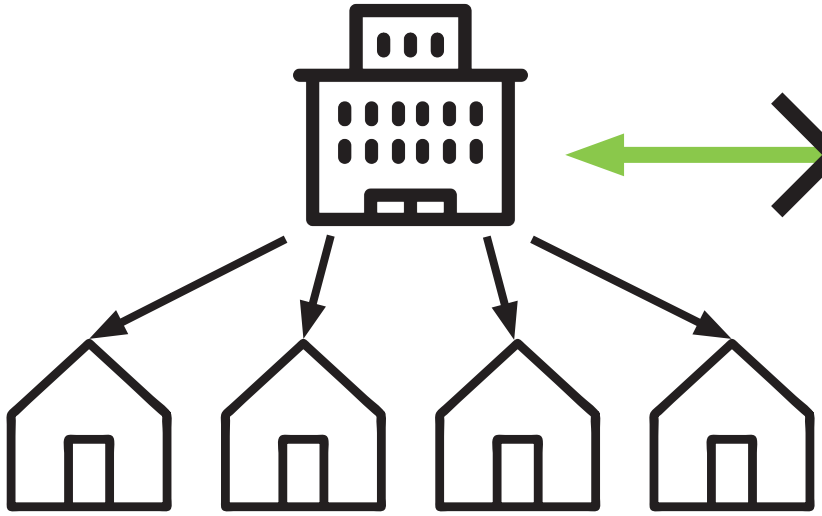
Now
Complexity of policy making
Complexity of skills needed
Civil Servant 2.0



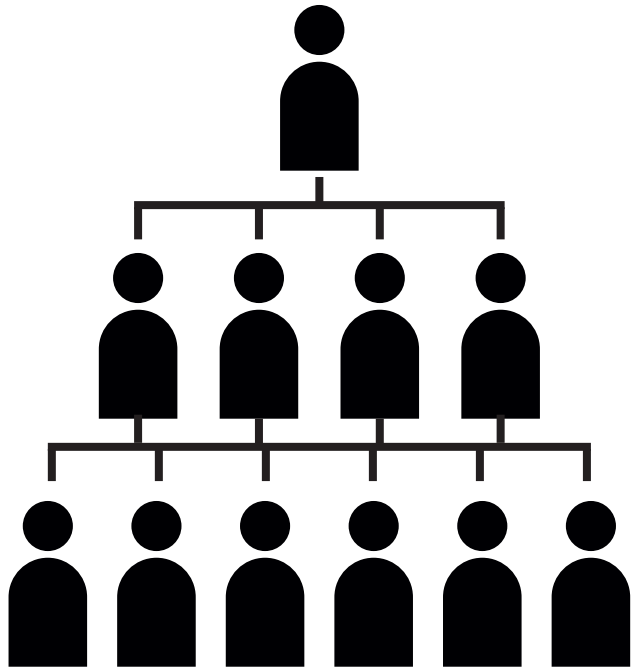
Complexity of policy making

Complexity of skills needed

20th century

Now

Civil Servant 2.0



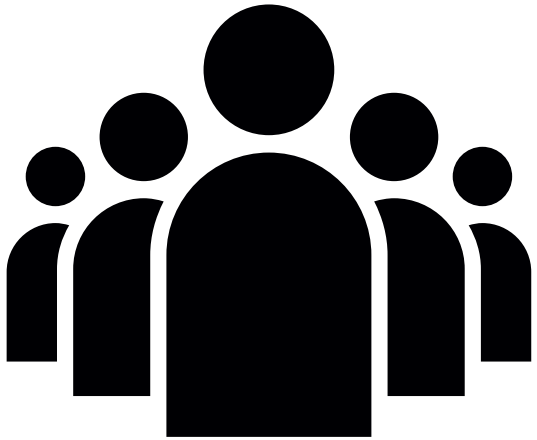
Complexity of policy making

Complexity of skills needed

20th century

Now

Civil Servant 2.0



Collaboration

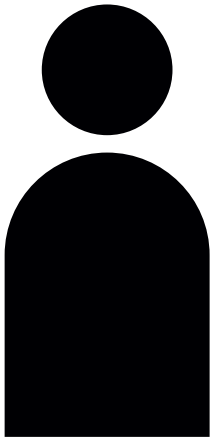
Complexity of policy making

Complexity of skills needed

20th century

Now

Civil Servant 2.0



Multi-skilled civil servant

Complexity of policy making

Complexity of skills needed

20th century

Now

Civil Servant 2.0

Research

Research

Research

25 + 3
Interviews
Workshops
Feb.
May
Experienced Employees
Decision Makers
New Empolyees
Interns

Insight
There are some civil servants advocating for more collaborative and agile ways of working, but...

Insight

There are some civil servants advocating for more collaborative and agile ways of working, but it's a small group

“lone wolves”

Insight

There are some civil servants advocating for more collaborative and agile ways of working, but it's a small group

“lone wolves”

“It’s clear that a lot of people have been working here for a long time and want to do things the way they have always been done. It’s divided: some are very open for new things and others just want to do the job they were once given and not make any changes.”

Insight

There is a big group of people who feel like they wouldn’t gain anything from changing the way they work.

"Some people feel they are tiny parts of the organization and that their opinions don't matter."

Insight

There is **a big group** of people who feel like they wouldn't gain anything from changing the way they work.

"Some people feel they are tiny parts of the organization and that their opinions don't matter."

"The goal is to just to save money"

Insight

A big part of civil servants' work gets done through personal networks

Insight

A big part of civil servants' work gets done through personal networks

"If you already know the person it's easy to just send a message."

Insight

A big part of civil servants' work gets done through personal networks

"If you already know the person it's easy to just send a message."

"I have been working here a long time so I have a lot of networks."

Complex issues cannot be solved with one area of expertise.

We need to...

Complex issues cannot be solved with one area of expertise.

We need to...

- *Increase skill recognition and development*

Complex issues cannot be solved with one area of expertise.

We need to...

- *Increase skill recognition and development*
- *Make collaborative and agile work methods beneficial to everyone*

Complex issues cannot be solved with one area of expertise.

We need to...

- *Increase skill recognition and development*
- *Make collaborative and agile work methods beneficial to everyone*
- *Expand outside established networks*

Complex issues cannot be solved with one area of expertise.

We need to...

- *Increase skill recognition and development*
- *Make collaborative and agile work methods beneficial to everyone*
- *Expand outside established networks*

+ *Make these a priority*

KYKY

KYKY

Skill Sharing and Skill Development Program

Collaboration

KYKY

Collaboration

Skill Recognition

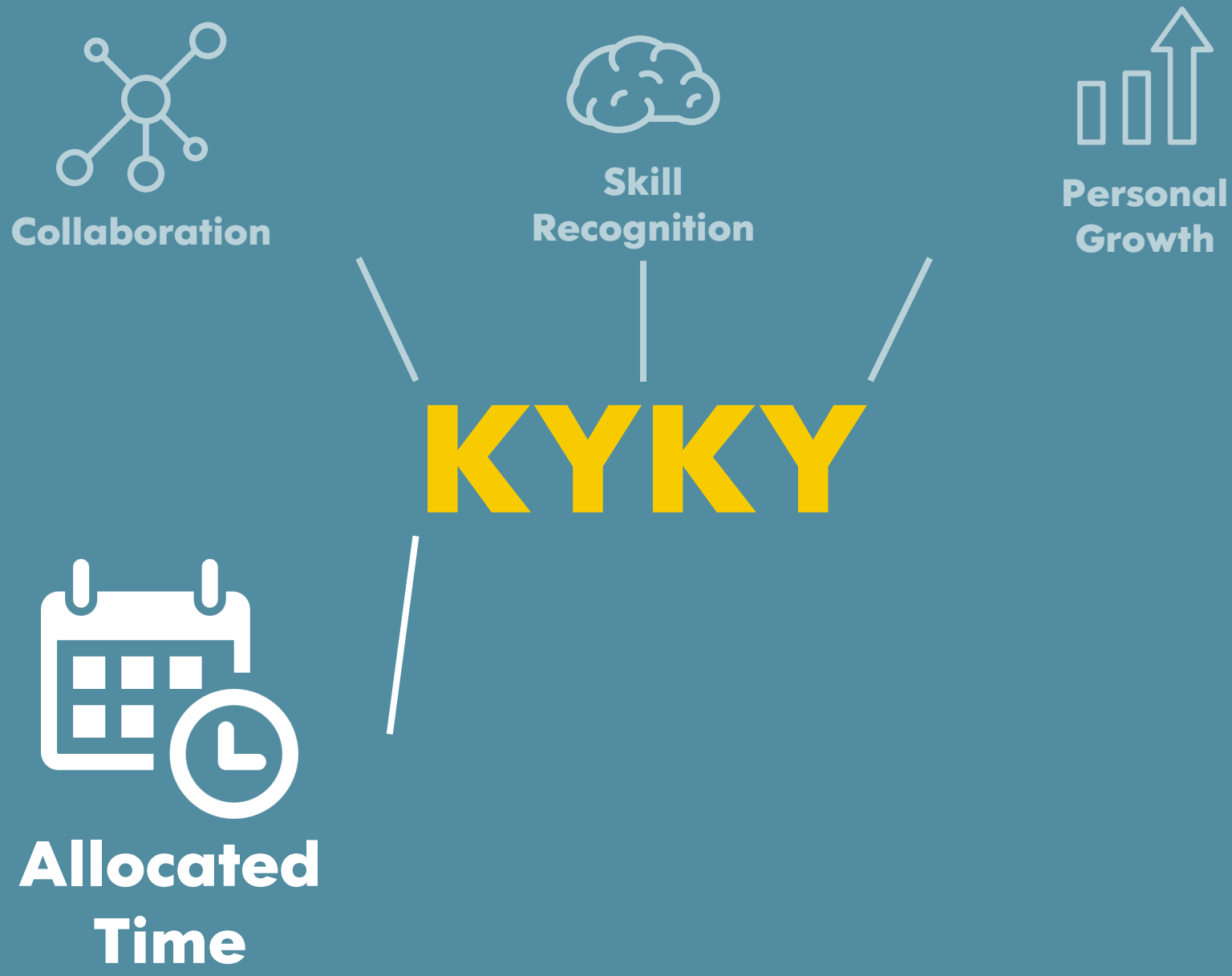
KYKY

Collaboration

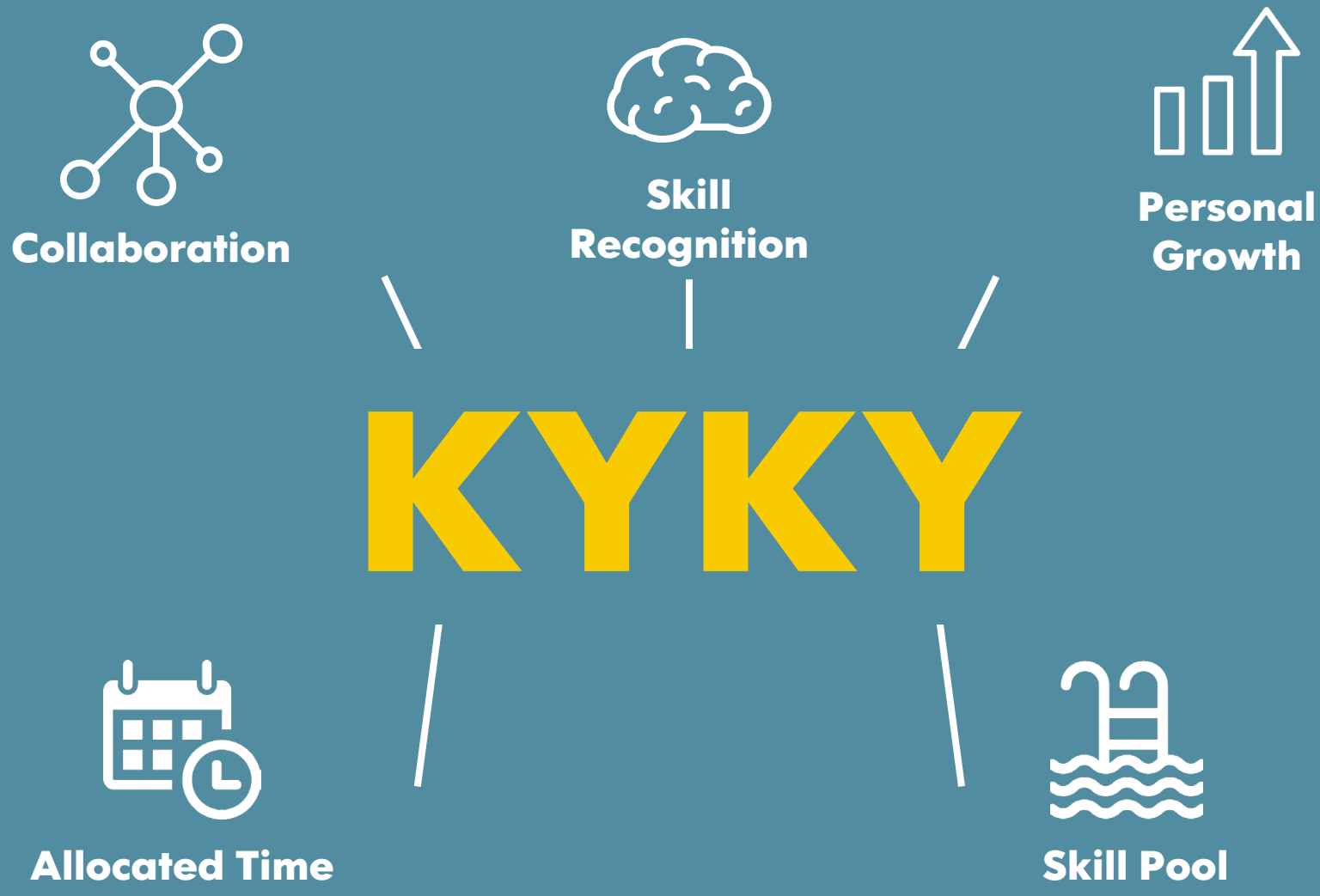
Skill
Recognition

Personal
Growth

KYKY


Collaboration
Skill Recognition
Personal Growth
KYKY
Allocated Time

Collaboration
Skill Recognition
Personal Growth
KYKY
Allocated Time
Skill Pool

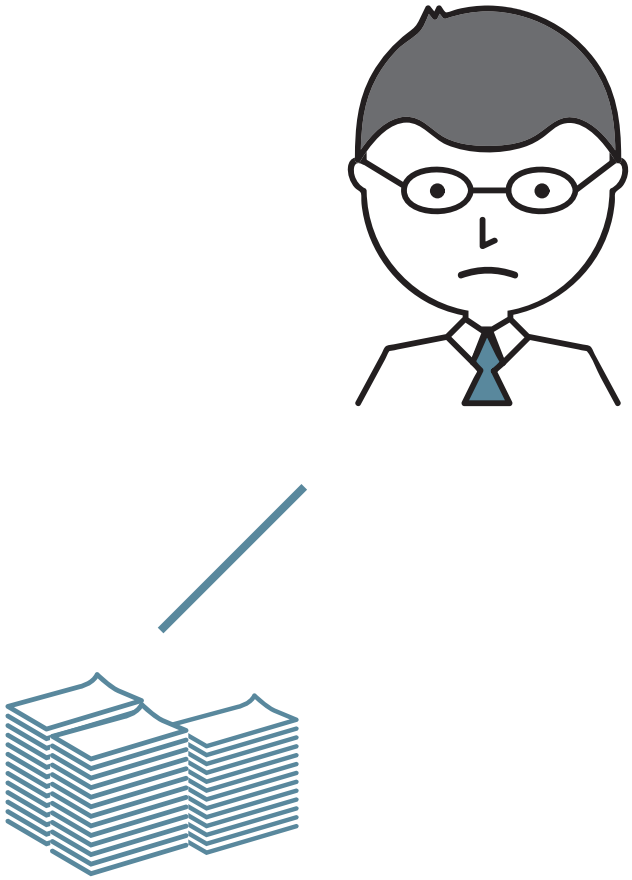

Collaboration
Skill Recognition
Personal Growth
KYKY
Allocated Time
Skill Pool

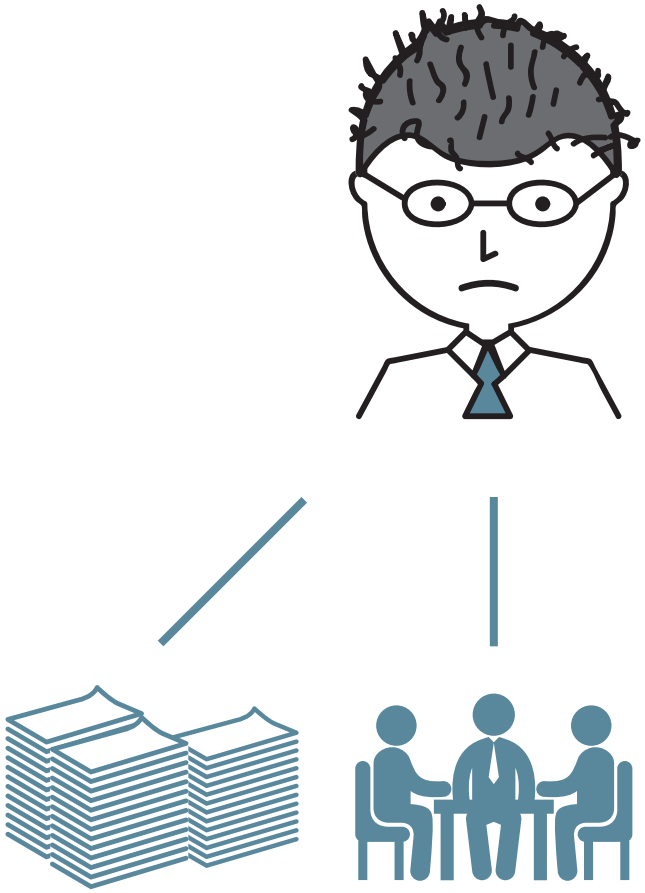
Antti Asker

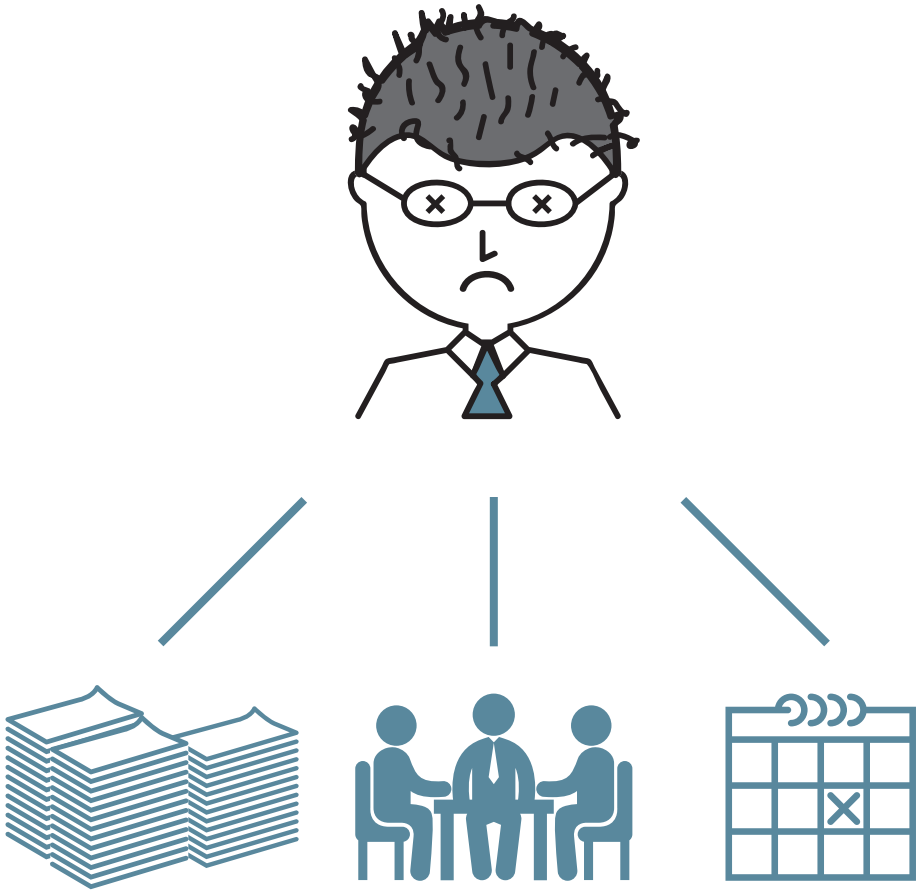
Specialist

Ministry of Employment and Economic Affairs

7 years of experience





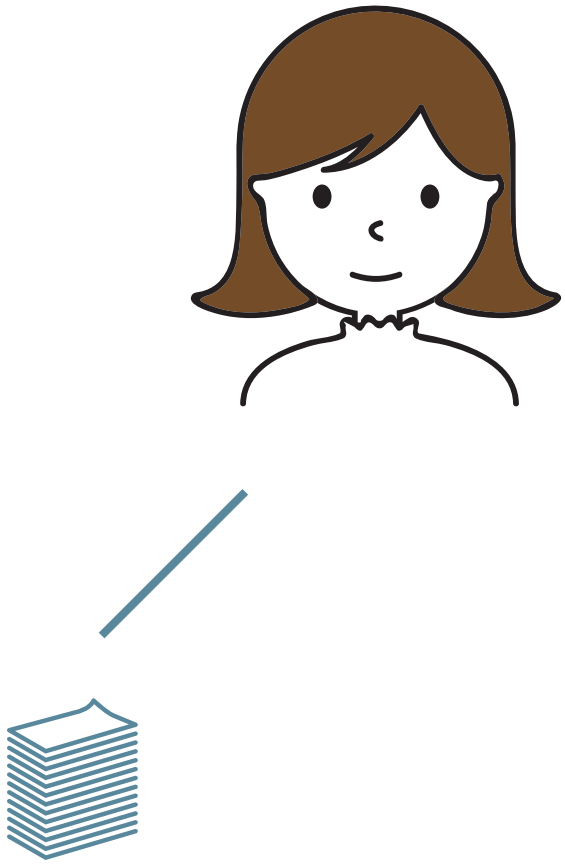


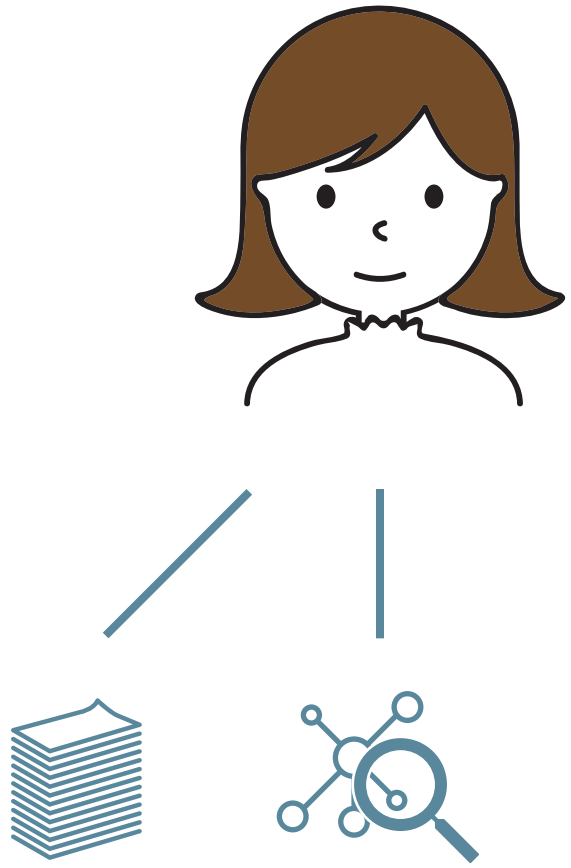
Hanna Helper

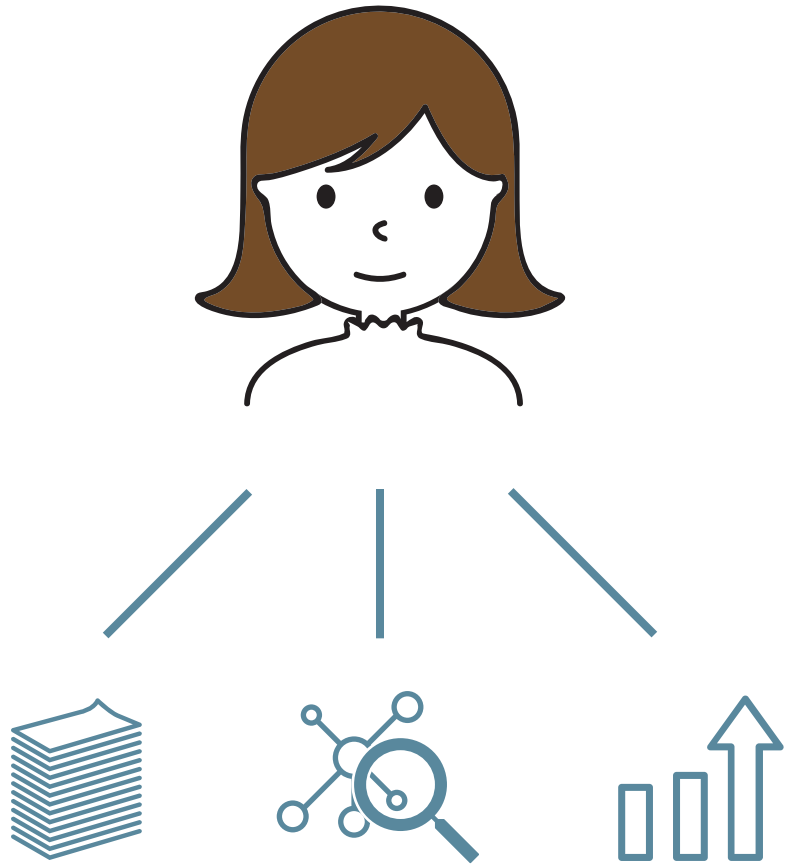
Communications Coordinator

Prime Minister’s Office

New employee, 1 year







Organize
a workshop

Organize
a workshop

? ? ?

KYKY

KYKY

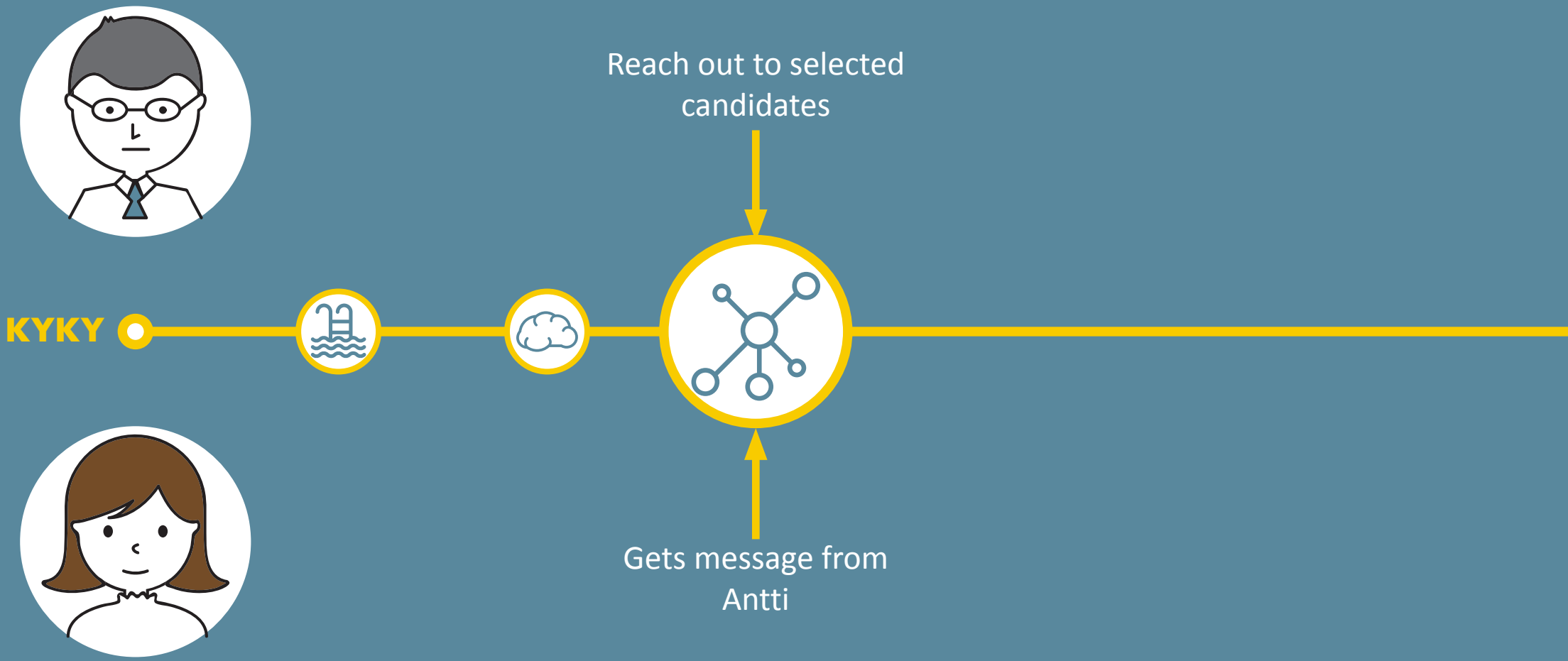
KYKY

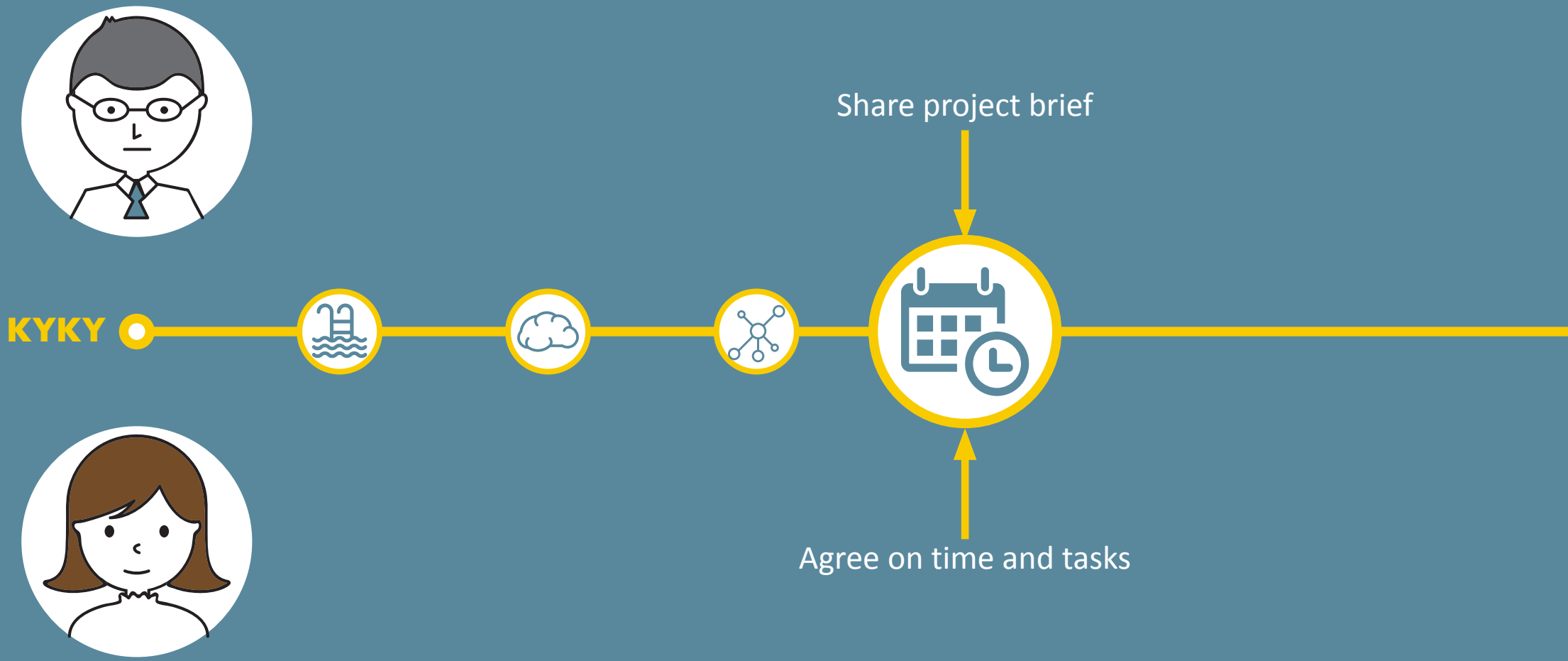
Log onto the "tool"

KYKY

List skills on profile

Workshop Experience


Reach out to selected candidates
KYKY
Gets message from Antti


Share project brief
KYKY
Agree on time and tasks

KYKY

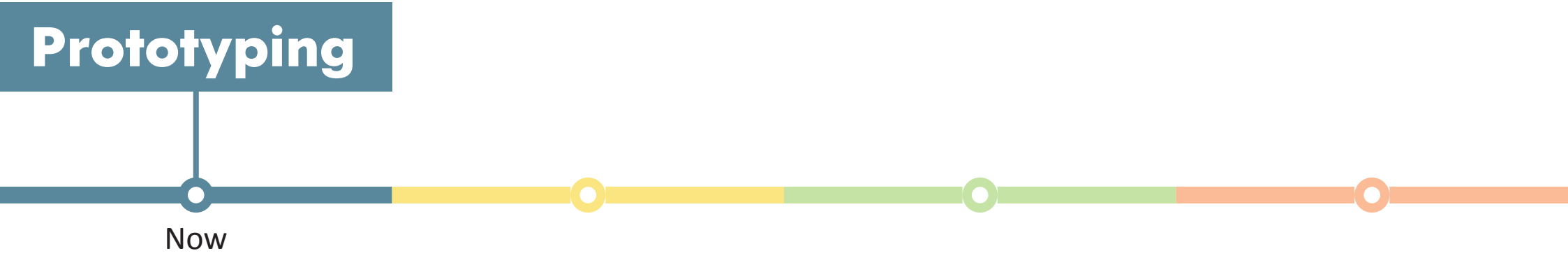
Working together

KYKY

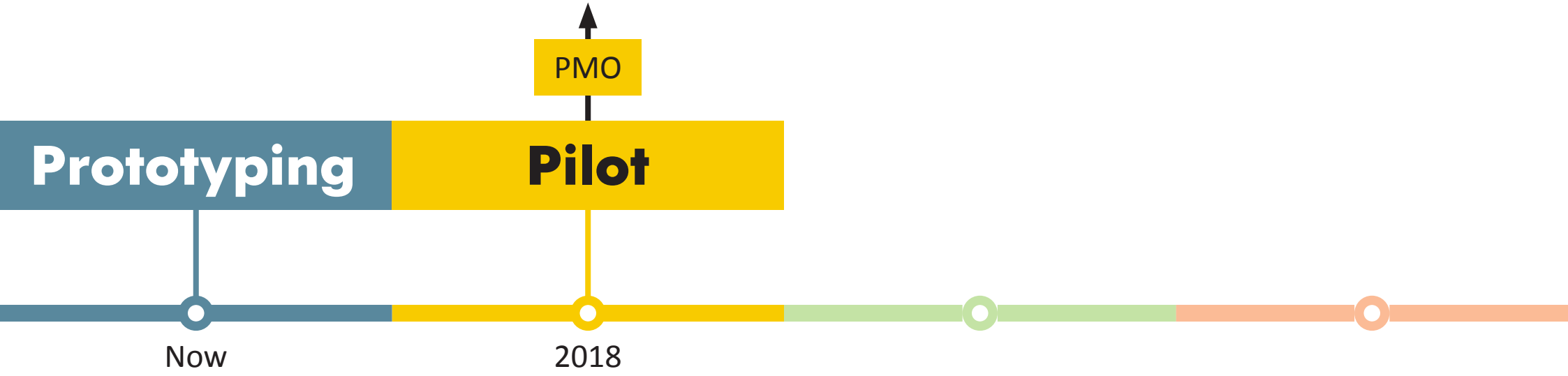
Evaluation

KYKY

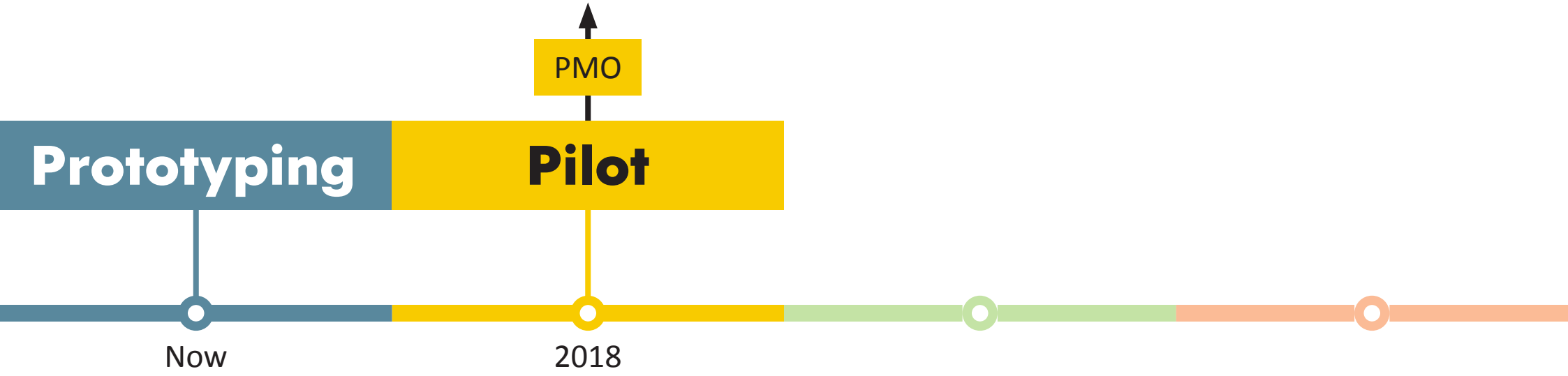
Implementation


Prototyping
Now

Prototyping
Pilot
Now
2018


PMO
Prototyping
Pilot
Now
2018

Volunteers
Learning from each other
Volunteers


PMO
Prototyping
Pilot
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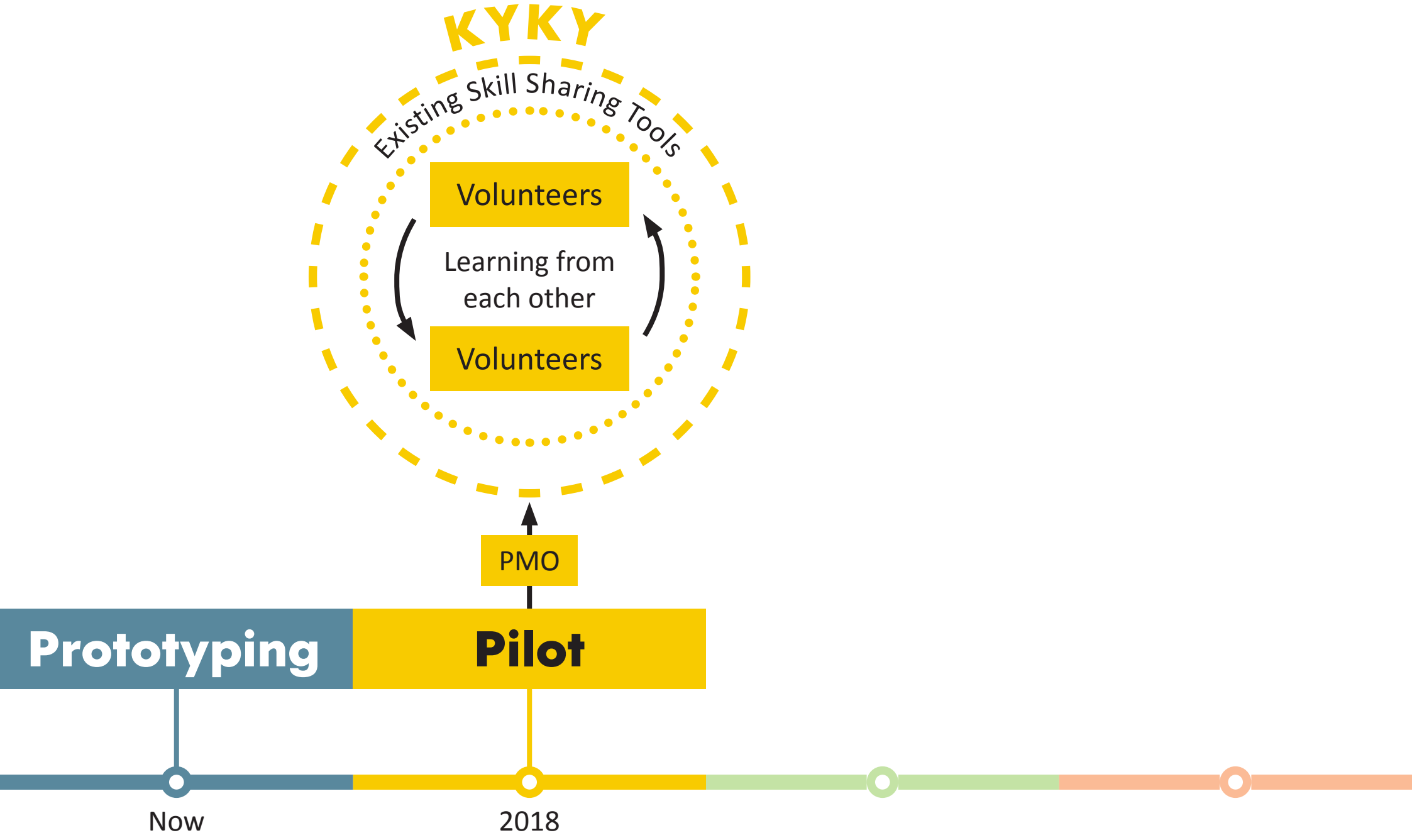
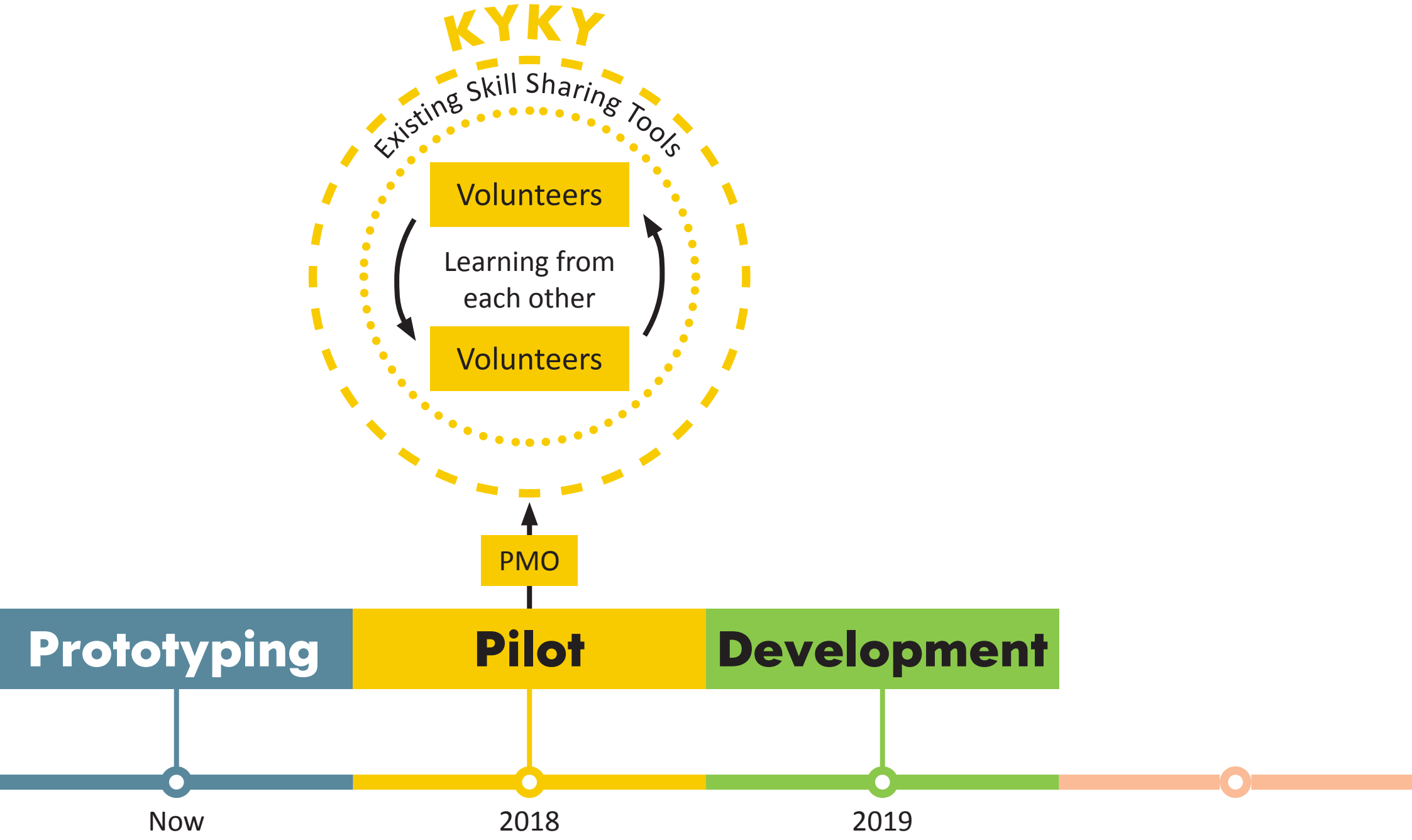
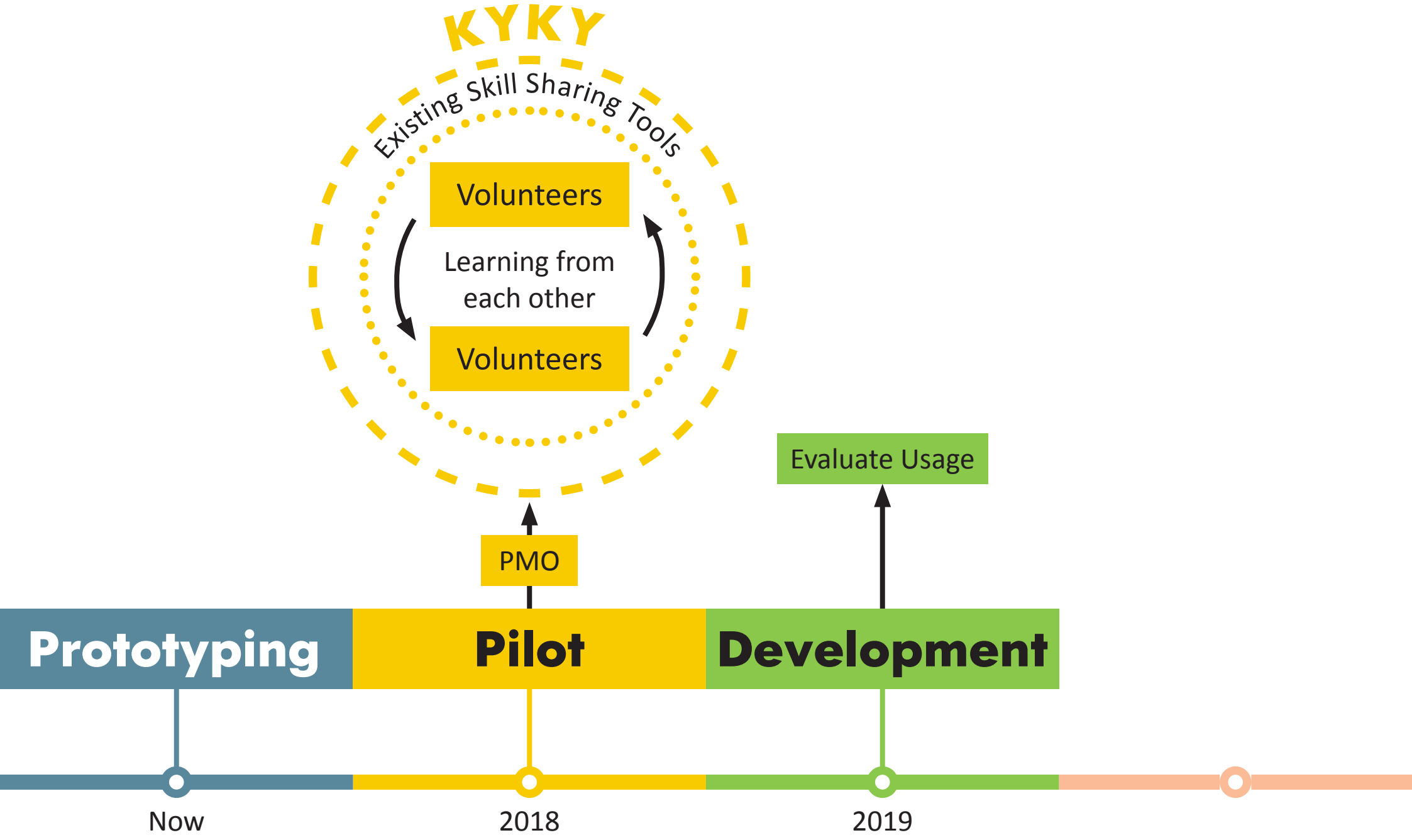
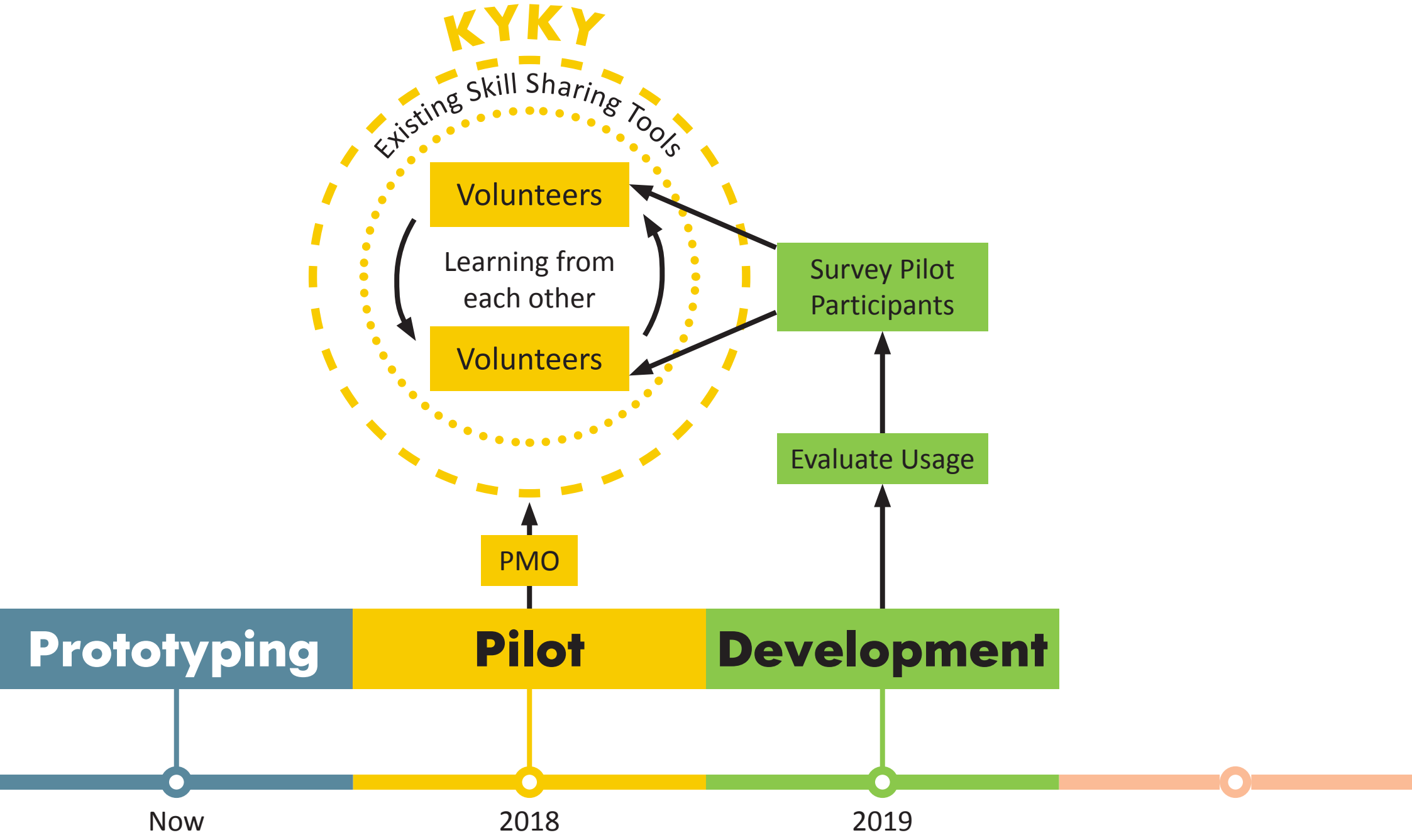
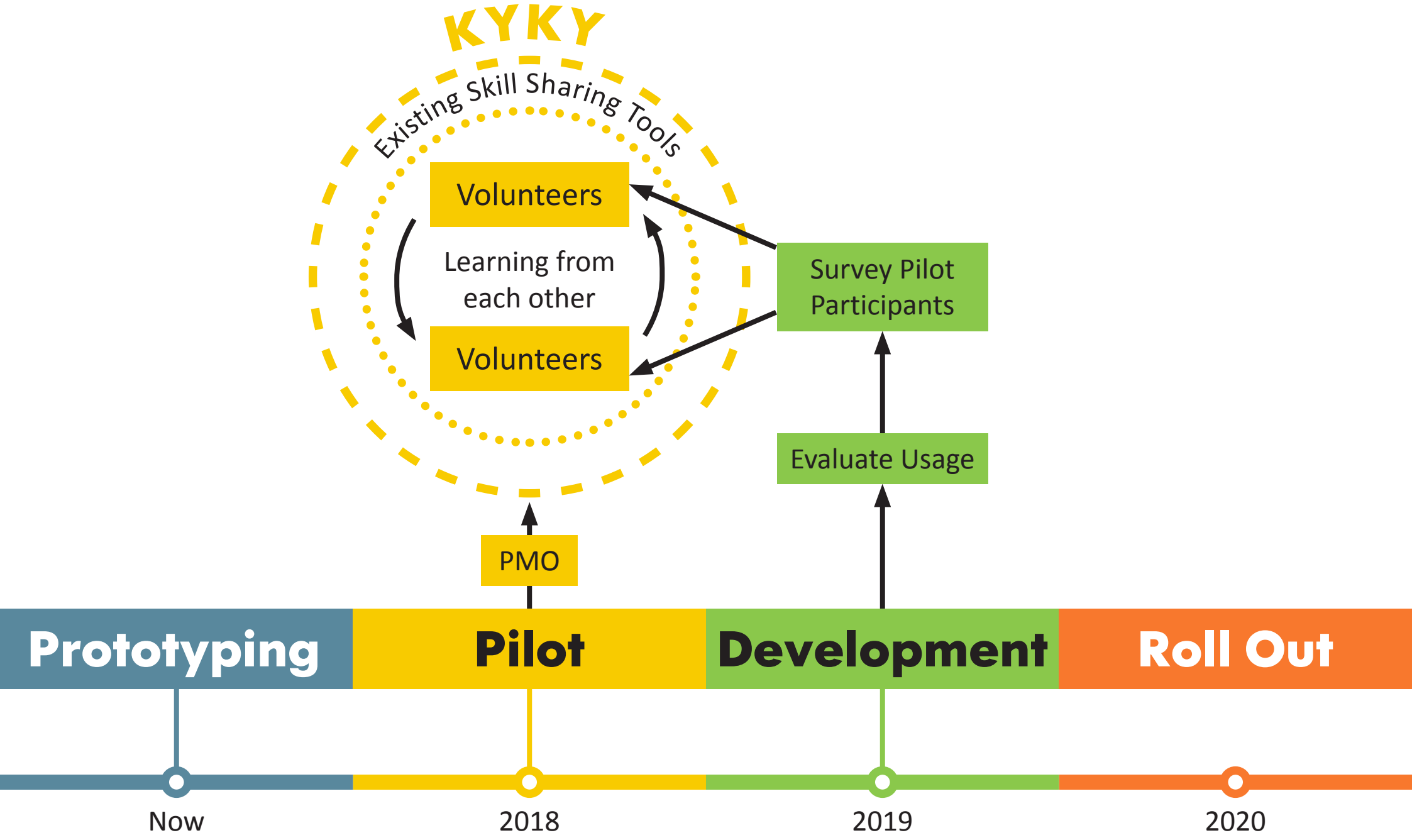

KYKY
Existing Skill Sharing Tools
Volunteers
Learning from each other
Volunteers
PMO
Prototyping
Pilot
Now
2018


KYKY
Existing Skill Sharing Tools
Volunteers
Learning from each other
Volunteers
PMO
Prototyping
Pilot
Development
Now
2018
2019


KYKY
Existing Skill Sharing Tools
Volunteers
Learning from each other
Volunteers
PMO
Evaluate Usage
Prototyping
Pilot
Development
Now
2018
2019


KYKY
Existing Skill Sharing Tools
Volunteers
Learning from each other
Volunteers
Survey Pilot Participants
Evaluate Usage
PMO
Prototyping
Pilot
Development
Now
2018
2019

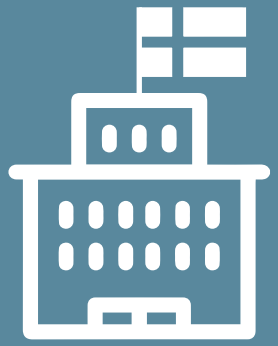

KYKY
Existing Skill Sharing Tools
Volunteers
Learning from each other
Volunteers
Survey Pilot Participants
Evaluate Usage
PMO
Prototyping
Pilot
Development
Roll Out
Now
2018
2019
2020

KYKY

Personal Skill
Development

KYKY

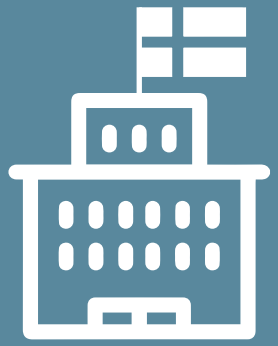
Personal Skill Development



Crack the Silos

KYKY

Personal Skill Development

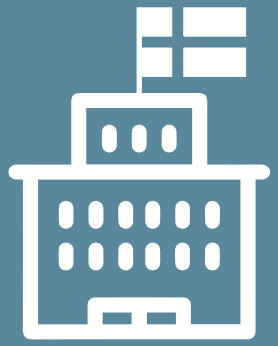


Crack the Silos

Fill Skill Gaps

KYKY

Personal Skill Development



Crack the Silos

Fill Skill Gaps

Thank You :)