

## Schedule Phase II International Training Programme on Public Service Management April 19 – May 14, 2010

Week 1	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Monday April 19</b>	Ms Stina Wærn Mr Arne Svensson	<p><b>Introduction and Presentation</b></p> <p>Dialogue on programme goals and objectives</p> <p>Content and structure of the Programme</p> <p>The Change Projects:</p> <ul style="list-style-type: none"> <li>- division into Teams</li> <li>- information sharing and discussions on the change projects in the Teams</li> </ul>	Lunch at the Hotel	<p><b>Trends and Tendencies</b> in development of Public Service Management</p> <p><i>(Mr Arne Svensson)</i></p> <p><b>Capacity Development for Decentralization: International experience and good practice</b></p> <p><i>(Mr Arne Svensson)</i></p>	Welcome dinner at the Hotel 18.30
<b>Tuesday April 20</b>	Mr Arne Svensson	<p><b>The Swedish Model</b></p> <p>The Swedish System of Public Administration - roles, organisation, steering systems, financing</p> <p>Public Administration Reform in Sweden</p> <ul style="list-style-type: none"> <li>- trends in retrospect and expected developments</li> </ul> <p><i>(Dr Lennart Gustafsson)</i></p>	Lunch at the Hotel	<p>Oversight, Inspection and Supervision - the State's system for control of private and public actors and operators</p> <p><i>(Dr Lennart Gustafsson)</i></p>	Dinner at the Hotel 18.30
<b>Wednesday April 21</b>	Ms Stina Wærn Mr Arne Svensson	<p><b>Workshop on RBM and LFA</b></p> <p>Introduction to LFA and basic steps:</p> <ul style="list-style-type: none"> <li>- What is LFA</li> <li>- Stakeholder analysis</li> <li>- Problem tree</li> <li>- Objective tree</li> <li>- Risk analysis</li> <li>- LFA matrix</li> </ul> <p>Introduction to RBM</p> <p>Application of LFA on one of the change projects</p> <p><i>(Dr Jan Rudengren)</i></p>	Lunch at the Hotel	<p><b>LFA-workshop</b> on the participants' change projects</p> <p><i>(Dr Jan Rudengren)</i></p>	<p>Dinner at the Hotel 18.30</p> <p>Option: Meeting with mentor</p>

Week 1	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Thursday April 22</b>	Mr Arne Svensson	<p><b>Study visit to Lidingö City</b></p> <p>08.30 Pick up at the hotel. Bus to Lidingö City Hall.</p> <p>09.00 Public Administration and Democracy (relationship between Citizens, Politicians, Public Service)</p> <p><i>(Mr. Paul Lindquist, Mayor Lidingö City)</i></p> <p>The Interaction between Public Service and the Citizens (Quality Assurance, Efficiency and Legal Security in practice)</p> <p>Public Administration and Democracy (relationship between Citizens, Politicians, Public Service)</p> <p>Central and Local Government – roles and relations</p> <p><i>(Mr Per-Åke Henriksson, Head of Education and his staff)</i></p>	11.50 Lunch Kennys Restaurant, the City Hall, Lidingö	<p><b>Study visit (con'd)</b></p> <p>12.55 Pick up by bus</p> <p>13.00 -14.15 Study visits to schools and pre-schools in Högsätra</p> <p>14.15-15.30 Study visits to high schools in Hersby and Gångsätra</p> <p>15.30 Bus back to the hotel</p> <hr/> <p>Individual work on the project plans for the change projects</p>	<p>Dinner at the Hotel 18.30</p> <p>Option: Meeting with mentor</p>
<b>Friday April 23</b>	Ms Stina Wærn Mr Arne Svensson	<p><b>The Parliamentary Ombudsmen</b></p> <p>09.00 Walk from the hotel</p> <p>09.30 Functions of the Parliamentary Ombudsmen</p> <p><i>(Ms Marianne von der Esch)</i></p> <p>Combined with a visit to the Parliamentary Ombudsmen, Västra Trädgårdsgatan 4</p> <hr/> <p>11.10 Taxi to Sida, Valhallavägen 199</p>	11.30 Lunch at Sida, Restaurant Karavan	<p><b>12.30-13.30 Information on Sida and Swedish Development Cooperation</b></p> <p><i>(Ms True Schedvin and Ms Marja Ruohomäki)</i></p> <hr/> <p><b>Good Governance and Public Service Management</b></p> <p>14.00-16.00 Dialogue with Ms Yvonne Gustafsson, Director General and Ms. Annika Nordlander-Finn, Director, Swedish Agency for Public Management</p> <p>Combined with visit to the Swedish Agency for Public Management,</p>	<p>Dinner at the Hotel 18.30</p> <p>Option: Meeting with mentor</p>

				Fleminggatan 20 16.00 Post Seminar: - Lessons learnt - Brief evaluation of the first week - Next week's work <i>(Ms Stina Wærn and Mr Arne Svensson)</i>	
<b>Saturday April 24</b>		We meet in the lobby no later than 09.45  10.00 Guided tour by bus in Stockholm Guided tour by foot in the Old City Visit to the Royal castle Back at the hotel app. 13.15	Individual	Individual	Individual
<b>Sunday April 25</b>		Free for own activities Option: Meeting with mentor			Individual
<b>Week 2</b>	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Monday April 26</b>	Ms Stina Wærn	<b>Government Planning and Finance</b>  <i>(Mr Stefan Sjölander)</i>	Lunch at the Hotel	<b>Government Planning and Finance (Con'd)</b>  <i>(Mr Stefan Sjölander)</i>	Dinner at the Hotel 18.30  Option: Meeting with mentor
<b>Tuesday April 27</b>	Mr Arne Svensson	<b>Today's reform debate on democracy, governance and market development</b>  08.30 Walk from Hotel together to Riksgatan 2  09.00 Introduction to a discussion on today's reform debate on democracy, governance and market development  <i>(Ms. Walburga Habsburg Douglas, Member of the Swedish Parliament)</i>  Combined with visit to the Swedish Parliament, Riksdagen, Riksgatan 2	Lunch at the Hotel	<b>Public Sector, Private Sector and Civil Society:</b> Division of responsibilities, interaction and shared responsibilities  Combined with field visit to a contractor within the elderly care of the City of Stockholm  13:10 Taxi to Sabbatsbergsbyns äldreboende  13.30 Introduction and visit to Sabbatsbergsbyns äldreboende and Sinnenas Trädgård  15.30 Questions. Summary. <i>(Ms Lisbeth Hagman and Ms Eva Bergman)</i>	Dinner at the Hotel 18.30

Week 2	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Wednesday April 28</b>	Ms Stina Wærn	<p><b>Leadership – MBTI</b></p> <p>Personal leadership development with the Myers Briggs Type Indicator (MBTI) the most widely used Psychological Inventory in the world. (Group A)</p> <p><i>(Ms Gudrun Westerberg)</i></p> <p>The other participants work on the change project: Mentoring (Group B)</p>	Lunch at the Hotel	Con´d	<p>17.00 Pick up at the hotel. Bus to Täby.</p> <p>17.30 Visit to the old church of Täby <i>(Guided by Mr. Göran Nilsson)</i>. Visit to the municipality of Täby to study historical places <i>(Mr. Jan Rosenberg, Mayor of Täby)</i></p> <p>Ca 19.30 Visit to a Swedish family <i>(Mr. Arne Svensson)</i> with buffé dinner</p>
<b>Thursday April 29</b>	Ms Stina Wærn	<p><b>Leadership - MBTI</b> (Group B)</p> <p><i>(Ms Gudrun Westerberg)</i></p> <p>The other participants work on the change project: Mentoring (Group A)</p>	Lunch at the Hotel	Con´d	<p>Dinner at the Hotel 18.30</p> <p>Option: Meeting with mentor</p>

Week 2	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Friday April 30</b>	Mr Arne Svensson	<p>08.30 Walk from the Hotel together to Drottninggatan 1</p> <p><b>Central and local government</b> <i>(Dr Sören Häggroth, Director General, Ministry of Finance)</i></p> <hr/> <p><b>Leadership and leadership for change</b> <i>(Dr Sören Häggroth, Director General, Ministry of Finance)</i></p> <hr/> <p>Combined with visit to the Government Offices of Sweden, Rosenbads Conference Center, Drottninggatan 1</p>	Lunch at the Restaurant, Government Offices	<p><b>Leadership (con'd)</b> <i>(Dr Sören Häggroth, Director General, Ministry of Finance)</i></p> <hr/> <p>Post seminar: - Lessons learnt (What have we learned during the week? What can be applied in my organization? ) - Evaluation of the first two weeks - Next week's work</p> <hr/> <p>15.30 Walk back to the Hotel</p>	<p>Dinner at the Hotel 18.30</p> <p>Preparation for the journey to Skåne</p>
<b>Saturday May 1 (Public Holiday)</b>		<p>Check out from the hotel no later than 09.00. We will meet at the reception desk at 09.30 and walk a few hundred meters to Stockholm Central station.</p> <p>The train to Hässleholm will depart at 10.21</p>	Lunch on the train	<p>We will arrive in Hässleholm at 14.02</p> <p>Checking in at the Hotel</p>	Dinner at the Hotel 18.30
<b>Sunday May 2</b>		Free for own activities	Individual	Free for own activities	Individual

Week 3	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Monday May 3</b>	Mr Arne Svensson	<p>08.30 Walk from the Hotel together to the City Hall</p> <p><b>09.00 Presentation of the Hässleholm Municipality</b></p> <p><i>(Mr Urban Widmark, Mayor of Hässleholm)</i></p> <p>National, regional and local strategies for sustainable use of natural resources and environmental care. Resources and capacity for local self-government. Roles, responsibilities, relationships and cooperation between government levels.</p> <p><i>(Mr Sven-Inge Svensson and Mr Urban Widmark)</i></p> <p>In which way are the conditions different between urban and rural municipalities? In which way differs the governance systems? Similarities and differences compared to the participants' countries.</p> <p><i>(Mr Arne Svensson and Mr Sven-Inge Svensson)</i></p>	11.45 Lunch at the Restaurant Norra Station	<p><b>Division of responsibilities, interaction and shared responsibilities</b></p> <p>Systems for supplying public services to the citizens concerning water and sewerage, environmental legislation and control</p> <p><i>(Mr. Sven-Inge Svensson and Mr. Henrik Brink)</i></p> <p>15.00 Pick up at the City Hall</p> <p>Study visit at the waste water plant</p> <p><i>(Mr. Sven-Inge Svensson and Mr. Henrik Brink)</i></p> <p>16.45 Pick up at the waste water plant</p>	<p>18.45 Pick up at the Hotel</p> <p>19.00 Welcome dinner at Hässleholmsgården</p> <p>Hosted by the Municipality of Hässleholm</p> <p>(Mr. Douglas Roth, Mayor of Hassleholm)</p>

Week 3	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Tuesday May 4</b>	Mr Arne Svensson	<p>08.30 Pick up at the hotel</p> <p>09.00 Systems for supplying public services to the citizens regarding refuse collection, recycling, treatment and waste disposal <i>(Ms Gunilla Holmberg)</i></p> <p>09.45 Study of the centre <i>(Mr. Leif Nilsson)</i></p> <p>11.00 Transport to the heat production plant</p> <p>Study visit of waste management, recycling and heat production <i>(Mr. Anders Åkesson)</i></p> <p>12.00 Transport to the Restaurant</p>	<p>12.15 Lunch at the Restaurant Norra Station</p>	<p>13.30 Transport to the City Hall</p> <p>13.35 The 16 cross-sectoral Environmental Quality Objectives <i>(Mr Sven-Inge Svensson)</i></p> <p>14.15 Climate change and economic growth <i>(Mr Sven-Inge Svensson)</i></p> <p><b>15.00 Work with the Change Projects:</b> Actions for sustainable development due to climate and environment</p> <p>How to create a balance between economic growth and sustainable development? The ability (capability) of achieving climate change as well as a solid growth. <i>(Mr Arne Svensson)</i></p>	<p>18.00 Dinner with Rotary at Restaurant Mikkelsen at Hovdala castle</p>
<b>Wednesday May 5</b>	Mr Arne Svensson	<p>07.57 Departure to Malmö by train</p> <p>09.00 <b>Public Administration &amp; Democracy</b> <i>(Dr Mikael Spång, Associate Professor Mikael Spång, Department of Global Political Studies, Malmö University)</i></p> <p>Combined with study visit at Malmö University</p> <p>Swedish Universities: Autonomy and Steering <i>(Dr Mikael Spång)</i></p>	<p>Lunch at Restaurang Dagnys in Malmö Nordensköldsg 8</p>	<p><b>Public Administration &amp; Democracy (con'd)</b></p> <p>Workshop on Human Rights &amp; Democracy within the Change Projects. <i>(Dr Mikael Spång)</i></p> <p>Combined with Study Visit at Malmö University</p>	<p>18.00 Dinner in Malmö</p> <p>Train to Hässleholm</p>

Week 3	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Thursday May 6</b>	Mr Arne Svensson	<p><b>Leadership for change</b></p> <ul style="list-style-type: none"> <li>- Leadership in Public Service Management: Specific requirements</li> <li>- Strategies for development of the role as a leader</li> <li>- Case Study from Vietnam: How to establish a common vision?</li> </ul> <p><b>Workshop on Leadership for change:</b> Which are the driving forces for change? How to identify each staff members individual driving forces? How to fight resistance against change? How to motivate individual employees? What other actors can be mobilised? How to inspire other stakeholders? How to mobilise in your own change project?</p> <p><i>(Mr Arne Svensson)</i></p>	Lunch at the Hotel	<p><b>Workshop on Leadership for change (con'd)</b> <i>(Mr Arne Svensson)</i></p> <p><b>Work with the Change Projects</b> <i>(Mr Arne Svensson)</i></p> <hr/> <p>16.00 Visit to a farm <i>(Mr. Bengt Andersson)</i></p>	Dinner at the hotel
<b>Friday May 7</b>	Mr Arne Svensson	<p><b>Management, Monitoring &amp; Internal Control, Follow-up and Evaluation of Public Sector</b></p> <ul style="list-style-type: none"> <li>- Results Based Management</li> <li>- Accountability</li> </ul> <p><i>(Mr Arne Svensson)</i></p> <hr/> <p>Workshop: Case Study on Results Based Management</p>	Lunch at the Hotel	<p>Workshop: Case Study on Results Based Management (con'd) <i>(Mr Arne Svensson)</i></p> <hr/> <p>Post seminar: - Lessons learnt (What have we learned during the week? What can be applied in my organization? ) - Evaluation of week 3 - Next week's work</p>	Dinner at the hotel



<b>Saturday May 8</b>		Free for own activities Option: 11.00 Music in the Concert Hall (free of charge)	Individual	Preparation for the journey back to Stockholm	Individual
<b>Sunday May 9</b>		Checking out from the hotel no later than 08.00  Bus leaving Hässleholm at 08.30 for Stockholm  Study visit at Kosta Boda 11.00; the art of glass blowing	Lunch at Kosta Outlet Restaurang at appr. 12.00	Bus leaving Kosta Boda at appr. 13.00  17.00 Dinner at Löfstad castle which is an old noble home that has now become a museum with a restaurant.  Departure from Löfstad at appr. 18.00	Arrival at the hotel at approximately 20.00
<b>Week 4</b>	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Monday May 10</b>	Ms Stina Wærn	Government Planning and Finance: <b>A case study</b> <i>(Mr Stefan Sjölander)</i>	Lunch at the Hotel	Government Planning and Finance: <b>A case study (Con'd)</b> <i>(Mr Stefan Sjölander)</i>	Dinner at the hotel  Option: Meeting with mentor
<b>Tuesday May 11</b>	Mr Arne Svensson	08.30 Walk from the Hotel together  <b>09.00 – 12.00</b> <b>Human Resources Management</b> <b>Central Government Employer Policy</b>  <i>(Mr Claes Lindgren, Dep. Dir. General, and Ms. Karin Hjalmarsson, Director, Ministry of Finance)</i>  Combined with visit to the Government Offices of Sweden, Drottninggatan 21	Lunch at the Hotel	The afternoon will be organized in dialogue with the participants to meet the participants' requests, individually and / or in groups, regarding tutoring / mentoring, contacts with colleagues within the Swedish Public Sector and/or further study visits.  Combined with individual work with the Change Project	Dinner at the hotel  Option: Meeting with mentor
<b>Wednesday May 12</b>	Ms Stina Wærn	<b>The interaction between Public Service and the Citizens through ICT: The case of eHealth</b>  New demands on services, accessibility, availability, changes in attitudes/ requirements, the rights perspective  <i>(Ms Lena Furmark Löfgren)</i>	Lunch at the Hotel	<b>ICT (eGovernment)</b> <b>The interaction between Public Service and the Citizens</b>  - ICT as a tool for the individual communications, information and accountability of statutory rights.  <i>(Mr. Crister Molander)</i>	Dinner at the hotel  Option: Meeting with mentor

Week 4	Programme leaders	Morning 08.30-12.00	Lunch 12.00-13.00	Afternoon 13.00-16.30	Evening
<b>Thursday May 13</b>  <b>(Public Holiday)</b>	Ms. Stina Wærn	<b>Workshop on internal control and performance audit:</b> Work with practical cases from Mali  <i>(Ms Stina Wærn and Mr Ingemar Segergren)</i>	Lunch at the Hotel	<b>13.00-14.30 Workshop (con'd)</b> <hr/> <b>14.30 The Change Project:</b> Reconciliation with the Project Plan: Where are we now? How to continue the work with the Change Project during Phase 3?  What support is needed during Phase 3? In what way will the support be given?	Official Closing Dinner at Kaknästornet 19.00 We leave from the hotel by bus at 18.15  Certificates are awarded
<b>Friday May 14</b>	Ms Stina Wærn Mr Arne Svensson	<b>Concluding Session</b>  Evaluation  Lessons Learnt During the Second Phase.  Phase 3-5 of the Programme  Closure of the Second Phase	Lunch at the Hotel	Individual preparations  Option: Meeting with mentor	Individual
<b>Saturday May 15</b>		Checking out of the Hotel			