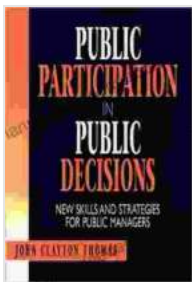


New Skills and Strategies for Public Managers: Reshaping the Public Sector for a Changing World

Public managers face unprecedented challenges and opportunities in the 21st century. The world is becoming increasingly complex and interconnected, and the public sector is facing growing demands for efficiency, effectiveness, and accountability. To meet these challenges and capitalize on these opportunities, public managers need to develop new skills and strategies.



Public Participation in Public Decisions: New Skills and Strategies for Public Managers by John Clayton Thomas

★★★★☆ 4.4 out of 5

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This article explores the key skills and strategies that public managers need to succeed in the years to come. We will discuss the importance of leadership, innovation, collaboration, technology, and data. We will also provide specific examples of how public managers are using these skills and strategies to improve the public sector.

Key Skills for Public Managers

The following are the key skills that public managers need to succeed in the 21st century:

- **Leadership:** Public managers need to be able to provide vision and direction for their organizations. They need to be able to motivate and inspire their employees, and to build consensus among stakeholders.
- **Innovation:** Public managers need to be able to think creatively and find new ways to solve problems. They need to be able to experiment with new ideas, and to take risks.
- **Collaboration:** Public managers need to be able to work effectively with others, both inside and outside of their organizations. They need to be able to build partnerships, and to negotiate and resolve conflicts.
- **Technology:** Public managers need to be able to use technology effectively to improve their work. They need to be able to understand how technology can be used to improve efficiency, effectiveness, and accountability.
- **Data:** Public managers need to be able to use data to make informed decisions. They need to be able to understand how data can be used to identify problems, track progress, and evaluate outcomes.

Key Strategies for Public Managers

In addition to the key skills listed above, public managers also need to develop the following strategies to succeed in the 21st century:

- **Strategic planning:** Public managers need to be able to develop and implement strategic plans that will guide their organizations towards

their goals. They need to be able to identify the key challenges and opportunities facing their organizations, and to develop strategies that will help them to achieve their desired outcomes.

- **Performance management:** Public managers need to be able to measure and manage the performance of their organizations. They need to be able to set performance goals, track progress, and evaluate outcomes.
- **Risk management:** Public managers need to be able to identify and manage risks that could affect their organizations. They need to be able to develop risk management plans, and to take steps to mitigate risks.
- **Change management:** Public managers need to be able to manage change effectively. They need to be able to lead their organizations through change, and to help their employees to adapt to change.
- **Stakeholder engagement:** Public managers need to be able to engage with stakeholders effectively. They need to be able to build relationships with stakeholders, and to communicate with them effectively.

Examples of New Skills and Strategies in Action

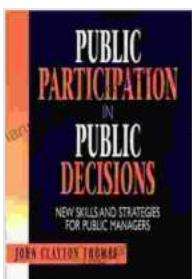
Public managers around the world are using new skills and strategies to improve the public sector. Here are a few examples:

- In the United States, the city of San Francisco is using data to improve the efficiency of its public transportation system. The city has installed sensors on buses and trains to track their location and speed. This

data is used to identify bottlenecks and delays, and to make adjustments to the system to improve efficiency.

- In the United Kingdom, the National Health Service (NHS) is using technology to improve the quality of care for patients. The NHS has developed a new electronic health record system that allows doctors and nurses to share patient information more easily. This system has helped to reduce errors and improve patient safety.
- In Australia, the government is using strategic planning to improve the coordination of public services. The government has developed a new national plan for public services that sets out the government's priorities for the next five years. This plan is helping to ensure that public services are aligned with the government's overall goals.

Public managers face unprecedented challenges and opportunities in the 21st century. To meet these challenges and capitalize on these opportunities, public managers need to develop new skills and strategies. The key skills and strategies that public managers need to succeed include leadership, innovation, collaboration, technology, and data. Public managers around the world are using these skills and strategies to improve the public sector. By developing these skills and strategies, public managers can help to create a more effective, efficient, and accountable public sector.



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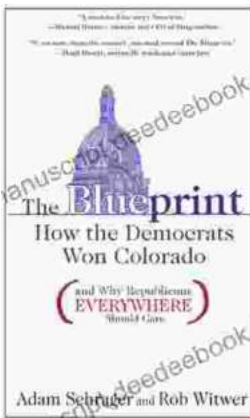
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