

**Topic:**

**Change management in the Administration.** Strengthening the role of human resources units in strategic planning of organisational development and implementation of organisational change

**Date:** Thursday 12<sup>th</sup> and Friday 13<sup>th</sup>, June 2014  
9.15-12.15 am; 1.30-4.30 pm

**Audience**

- Civil servants from the Departments of Human Resources of central administration

**Main Objectives:**

- Understanding the nature of change:  
What change means and how to lead change in a positive way both for organizations and individuals
- Learning the different methodologies to lead and to implement change
- Understanding the specificity of change management in the public sector
- Learning how to use different methods and tools for human resources managers working in the public sector
- Strengthening HR units civil servants skills to lead change management

**Method:** Interactive training in English without interpretation

**Training Venue:** National School for Public Administration  
Medulićeva 36  
10 000 ZAGREB

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**Lecturer : Gisèle SZCZYGLAK, Consultant**

### **ABOUT THE LECTURER**

Ph.D in political philosophy  
Consultant, trainer, facilitator and guest speaker  
Chief Executive Officer and Founder of WLC Partners a Franco British HR consultancy firm with an international dimension. WLC Partners is committed to increasing collective intelligence within both the private and public sectors. WLC Partners helps organizations, companies, institutions and governments to adopt a new approach and maximize on collective intelligence in order to increase performance and find innovative solutions

#### Areas of expertise:

Mentoring, Management, Leadership, Change management, Communication  
Human resources management: recruitment, outsourcing, performance assessment, skills planning and mobility, change management  
Gisele Szczyglak creates and gives workshops and presentations in the Grandes Ecoles, Business Schools and Universities, International programmes for Executives, Managers, Diplomats and high ranking government officials

### **OPERATING MODE AND SEMINAR DESIGN**

- 📋 Needs audit
- 📋 Theoretical inputs
- 📋 Group workshops
- 📋 Exchanges and feedback

<b>THURSDAY 12<sup>TH</sup>, June 2014</b>
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**9.15 – 12.15 am:**

#### 📋 **Presentation and introduction**

- 📋 Objectives of 2 day seminar
- 📋 Rules of the day: ethics of confidentiality, listening and speaking openly

#### 📋 **Understanding the nature of change :**

- 📋 Problems encountered at organizational level
- 📋 Individual issues faced during the process of change. How individuals integrate change.
- 📋 Following rules and regulation when implementing change

*Theoretical input, workshops and feedback*

**12.15 am - 1.30 pm: LUNCH**

### 1.30 - 4.30:

#### **Leading and implementing change:**

Understanding and mastering the different methodologies necessary to lead change

 Methodology

 Tools


 The intrinsic specifics of management and leading change

*Theoretical input, workshops and feedback*

<b>FRIDAY 13<sup>TH</sup>, June 2014</b>
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### 9.15 – 12.15 am:

 Change issues encountered by Human resources within the public sector

 The differences between public and private sectors : sharing best practices and examples

 Case studies

*Theoretical input, workshops and feedback*

### 12.15 - 1.30 pm: LUNCH

### 1.30-4.30 pm:

 Empowering people in HR to implement an empowerment philosophy within the organization

 Increasing collective intelligence : another vision of change management

 The impact of empowerment on managerial practices and processes

 Creating a personal tool kit

*Theoretical input, workshops and feedback*

#### ***Supporting documents for the training***

☐ Powerpoint presentation

☐ Texts for exercises