

5122260

Public Management Skill Development

Course Introduction

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Pairs: Getting Acquainted

- ▶ Interview a partner and find out:
 - Name (prefers to be called) and program (specialism)
 - An interesting fact that few people know.
 - Who was their favorite boss / teacher and why?



Introduce your partner (under 2 min.)

- Name and program (specialism)
- An interesting fact that few people know.
- Who was their favorite boss / teacher and why?



Pairs: Getting Acquainted....yet again

- ▶ At the end of a glorious life...what would you like the following people to say about you?

Spouse	He/she was _____
Boss	He/she was _____
Best Friend	He/she was _____

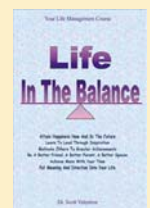
Groups

- ▶ Make one list of all the responses from the pair interviews.
 - ▶ Eliminate duplicates
 - ▶ Combine similar responses



Core Traits

- ▶ Positive outlook
- ▶ Ownership over life
- ▶ Self-discipline
- ▶ Proactive approach
- ▶ Empathetic attitude
- ▶ Ownership over relationships



Public Management Skill Development

Class	Topic
2	Developing self-awareness
3	Managing personal stress
4	Solving problems analytically & creatively
5	Building relationships by communicating supportively
6	Gaining power and influence
7	Motivating others
8	Managing conflict
9	Empowering and delegating
10	Building effective teams & teamwork
11	Leading positive change
12	Private-public management differences
13	Managing in international settings
14	Performance management systems

Text

- ▶ Importance of self-assessment exercises
 - ▶ Pg. 46-47: Self-awareness assessment
 - ▶ Pg. 47-48 emotional intelligence assessment
 - ▶ If you don't know strengths and weaknesses how can you improve?
- ▶ Importance of readings
 - ▶ Classes are all about applied practice.
 - ▶ If you don't read, you have nothing to apply.
 - ▶ This is why we have multiple choice tests.
- ▶ Importance of the cases
 - ▶ It gives you a chance to apply theory to practice
 - ▶ The group discussions will allow you to explore different approaches to the same problem.



Class Delivery

- ▶ Comprehension quizzes
- ▶ Case studies
- ▶ Exercises
 - ▶ Role plays
 - ▶ Group discussion
 - ▶ Pair discussion

Interactive classes can only work
when everyone is prepared to be interactive!

Assessment

- ▶ Pre-class Reading Comprehension Exams (30%)
 - ▶ 10-20 multiple choice
 - ▶ 12 total exams but bottom 2 will be excluded.
- ▶ Reflective journal (20%)
 - ▶ Looking for evidence of self-discovery
- ▶ Group-led case study (20%)
 - ▶ Starting in week 4
 - ▶ Groups design and facilitate a learning case
- ▶ Final essay (20%)
 - ▶ Will be a take home assignment
 - ▶ Plagiarism will be harshly penalized
- ▶ Participation (10%)

Public Management Skill Development

- ▶ Actions have consequences...first rule of life. And the second rule is this: You are the only one responsible for your own actions. - Holly Lisle

Group Case

- ▶ You are the section head of the alien registration department of a ward office in Tokyo. A person who reports to you and is in charge of collecting the money paid for alien registration certificates (*Gaikokujin toroku genbyo kisai jiko shomeisho* JPY300 per person) has returned from lunch to find that he has left the cash box open and all the cash that was in the box from the morning's transactions has disappeared. He estimates that there was about JPY30,000 in the box.
- ▶ How would you approach this situation keeping in mind that 6 core traits: Positive outlook, Ownership over life, Self-discipline, Proactive approach, Empathetic attitude, Ownership over relationships