Public Service Re-Form: Towards a New Balance
October 2013

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Published by Public Governance International (PGI)

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A NEW Synthesis of Public Administration

Serving in the 21st Century

Re-Thinking
Re-Positioning
Re-Framing
Re-Forming

... Public Reforms to serve a public purpose.
The New Synthesis Framework (NS)

Societal System-wide Agency

PERFORMANCE

SOCIETAL RESULTS

EMERGENCE

Societal System-wide Agency

AND

Empower Enable Partner

STATE AUTHORITY (GOVERNMENT)

Guardian/Steward Tax/Spend Legislature

COLLECTIVE POWER (GOVERNANCE)

Citizen/Family Community Society

CIVIC RESULTS

RESILIENCE

COMPLIANCE

PERFORMANCE

SOCIETAL RESULTS

EMERGENCE

Societal System-wide Agency

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Empower Enable Partner

STATE AUTHORITY (GOVERNMENT)

Guardian/Steward Tax/Spend Legislature

COLLECTIVE POWER (GOVERNANCE)

Citizen/Family Community Society

CIVIC RESULTS

RESILIENCE

COMPLIANCE
Positioning: The Power of a Broader Mental Map

- Performance
- Societal Results
- Emergence
- State Authority (Government)
- And
- Collective Power (Governance)
- Compliance
- Civic Results
- Resilience

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Leveraging: The Power of Others

- **STATE AUTHORITY (GOVERNMENT)**
- **PERFORMANCE**
- **SOCIETAL RESULTS**
- **EMERGENCE**
- **COLLECTIVE POWER (GOVERNANCE)**

- **AND**
- **COMPLIANCE**
- **CIVIC RESULTS**
- **RESILIENCE**
Engaging: The Power of People as Value Creators

PERFORMANCE

SOCIETAL RESULTS

EMERGENCE

STATE AUTHORITY (GOVERNMENT)

AND

COLLECTIVE POWER (GOVERNANCE)

COMPLIANCE

CIVIC RESULTS

RESILIENCE

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Creating A New Synthesis

Positioning: The Power of a Broader Mental Map

Leveraging: The Collective Power

Engaging: The Power of Users As Value Creators

Synthesising: The Power of a Compelling Narrative
The **NS** Journey Continues …

**Sharing the Knowledge**

- Master Class for Master Practitioners
- Manager Workshop
- Executive Workshop
- Self Help Handbook for Practitioners

**Acquiring New Knowledge**

- Center of Government
- Working Across Boundaries
- Self-Organisation
- Innovation & Co-Production
... And the Journey Continues