CONCEPT NOTE
*Webinar **"Emerging from COVID-19: Key Mindsets for a Resilient Public Sector"***
24 September 2020

BACKGROUND
The Coronavirus (Covid-19) pandemic is one of the greatest challenges faced by governments around the world. It has strained public administration, health care systems, disrupted the education system, wreaked havoc on businesses and economies.

In this line, the public service is playing a leading role in responding to the pandemic, mitigating, and helping resolve the crisis. Governments, along with the IT companies have been working together on finding novel ways to design responsive approaches, tools and, in the meantime, stringent measures aimed at containing the spread of the virus globally. Thus, the public sector has become more agile with new and innovative procedures governing remote working, accelerated hiring processes, and fast-track mobility programmes developed with unprecedented speed.

It is apparent that the pandemic has catapulted public servants onto the frontlines in the response to the crisis without any clear roadmap, forcing them to deal with a quickly and ever-changing situation and improvising along the way. Thus, there is a need for public servants to be flexible and change mindset and adapt quickly to the modern managerial skills and technologies. It is also worth noting the need to re-adjust the way in which services are delivered in order to enhance the efficiency of the public service and minimize the negative impact of the pandemic on communities.

In this context, the Astana Civil Service Hub (ACSH) and the DO School Innovation Lab GmbH (DO School) are organizing the webinar on September 24, 2020.

Objectives: The webinar aims to present the DO School's methodology and mindsets, which are based on nontraditional and innovative approaches, enabling public servants to become more flexible, effective to build stronger teams, lead them and collaborate in the digital space and in times of crisis. During the event, the new ways of thinking, working and the top skills needed for agile public service will be discussed and identified.

The webinar will be led by DO School Founder **Mr. Florian Hoffmann** – an accomplished social entrepreneur and World Economic Forum Young Global Leader who has worked with leading governments, businesses, and foundations around the world to make them more purposeful and sustainable.

In his session, Mr. Hoffmann will introduce a handful of the DO School's 12 Mindsets for Resilient and Effective Public Servants. The Mindsets challenge public servants to step outside of traditional ways of thinking and working to problem solve, collaborate, and innovate more effectively. These include approaching challenges with the Mindsets of:
- A Child: Approach every challenge as if you were a child, ask why and just try.

- A Scientist: The more you like an idea the more you should try to prove it won't work.
- or an Abundance Mindset: View the world as a place full of resources, networks, people and skills that are all there to help you.

Furthermore, Mr. Hoffmann will share learnings and best practices on how public servants can better collaborate online through best practices for remote facilitation and ice breaking exercises to engage all participants in an online sphere.

Expected results: by leaving the session, participants will be familiarized with non-traditional and innovative tools and resources that can be immediately applied in their work – becoming more effective and innovative in just an hour. The DO School will also share worksheets and exercise participants can complete after the session and share with their colleagues.

Audience: Public servants, academics, and higher education institutions' faculty members from the ACSH participating countries.

Preliminary AGENDA

Date: September 24, 2020
Time: 02:30pm Nur-Sultan /10:30 AM Berlin (1H)

Moderator: **Mr. Brett van der Bosch**, Partnerships and Public Sector Innovation Manager, DO School Innovation Lab GmbH

Time by Nur-Sultan, KZ	
14:20-14:30 (10 min)	**Registration, checking devices**
14:30-14:35 (5 min)	**Opening** **Ms. Togzhan Akhmetzhanova**, Specialist on Partnership, Astana Civil Service Hub
14:35-15:05 (30 min)	**Mr. Florian Hoffmann**, Founder of the DO School Innovation Lab GmbH ➤ *"Emerging from COVID-19: Key Mindsets for a Resilient Public Sector: Findings from We Emerge research: Over the past 6 months, The DO School has spoken with over 150 experts from the public and private sectors to learn have they have adapted to a post-COVID-19 world. Florian will summarize key findings most relevant for public servants through sharing key mindsets for public servants.*
15:05-15:25 (20 min)	**Q&A led by Mr. Hoffman**
15:25-15:30 (5 min)	**Wrap-up**