

Tréning tematika (Curriculum Summary)

Topic 1

Analysis, problem-solving and negotiation

Objectives

Better solve complex situations through learning and applying adequate conflict-resolution, problem-solving, negotiation and analysis methods.

Target groups

Any civil servants having regular contact with citizens.

Curriculum rationale

Train CS to deal with complex situations that they encounter in daily life and better prepare them to face and solve them autonomously and calmly.

Curriculum structure

Three modules

- Analysis of conflict situation
 - Analyzing and understanding the conflict situation
 - Understanding the citizens' intention, including the hidden intention/need
 - Creating a feedback mindset / atmosphere
- Negotiation and conflict-resolution
 - Negotiation techniques and skills
 - Temper management
 - Assertive communication
- Problem solving
 - Ability to make a decision tree
 - Prioritization of tasks and decision-making
 - Search for alternatives and compromise.

Envisioned format

- Analysis of conflict situation: Manual + theoretical training material + in-person training (practical training, feedback, conclusion, lessons learned)
- Negotiation and conflict resolution: Manual + theoretical training material + in-person situational training
- Problem-solving: Manual + theoretical training material + in-person situational training

Topic 2

Civil servants attitude and integration of citizens' output

Objectives

Create a solid, democratic community and increase citizen satisfaction and engagement in municipal work through

- Developing communication skills and soft skills related to CS attitude towards citizens
 - Adopt more understandable, less bureaucratic language and attitudes
 - Create a more open, trusting relationship between CS and citizens
- Developing skills helping CS better integrate citizens' input in their daily work
 - Improve official answers to requests
 - Unify forms of communication between citizens and CS

Target groups

- Civil servants having direct contact with citizens
 - CS providing information to citizens
 - CS handling administrative issues and citizens' proceedings
- Selection of participants carried out by heads of departments

Curriculum rationale

- Hands-on skills-enhancing training reflecting the most common situations of interactions between CS and citizens and providing skills helping to better include citizens in policy-making.

Curriculum structure

Two-tiered curriculum (for both types of public servants described above) with three modules:

- Communication skills
- Positive attitude towards citizens / soft skills improvement
- Inclusion of citizens

Envisioned format

- Communication: short manual with in-person training
- Soft skills: In person training / workshops
- Inclusion of citizens: manual including a toolbox (case studies, templates, implementation guide, etc.)

Trainings and workshops could include role-playing, video tutorials, concluding quiz

Topic 3

Digital skills

Objectives

Reach higher efficiency and more homogeneous use of standard digital tools by employees through building their capacity to use them efficiently.

Target groups

All civil servants, based on a questionnaire assessing their skills, after which certain modules will be recommended to CS

Curriculum rationale

Topics chosen based on the initial research. Broken-down modules, to help employees easily access the information they need, and to also use it as a guide later on, as well as follow the curricula at the time and pace of their convenience.

Curriculum structure

Three modules, themselves divided into chapters:

- Excel module
 - Environnement settings (tabs, buttons, add-ons, etc.)
 - Patterns and functions purpose and use (formulas, functions, how to look for them, etc.)
 - Verification (input data, input messages, error messages, etc.)
 - Protection (purpose, use, file, sheet, cell & formula protection)
 - Data linking (purpose and use, implementation and pitfalls)
 - Filters
 - Conditional formatting (purpose, use, text, error messages, rules, etc.)
- Word module
- Cyber security 101

Envisioned format

- Fully digital format. Each chapter contains a subtitled video, some text and small challenges / tasks to perform at the end to test understanding.

Topic 4

Information availability (ex: legislative change)

Objectives

Improve the way information is provided to citizens about the legislation and the services they can get (conditions, eligibility, price, documentation, etc.) to enhance their information, reduce the queues of people trying to get information in person or over the phone, publish already-provided answer and generally increase both efficiency and information availability.

Description

This group will develop a digital interactive tool for citizens to access the information they need, provided by each of the municipalities. The training will be minimal, and will mostly aim at training responsible CS on how to use the tool to add / update information from the municipality.

The platform will be built following an agile development methodology, through successive iterations and will start soon with 5 pilot topics and associated wireframes. Each municipality will be provided with an interface to add its own content onto the platform, supported by an adapted generic infrastructure helping them design sections to better structure the information.

Later on, the tool might be spread across other municipalities, contributing to the long-term sustainability of the tool.

Topic 5

Language

Objectives

Increase operational capacity of CS to deal with citizens of foreign origin (in English only), notably in order for them to explain the services provided and the conditions attached to each of them, to provide guidance and to react to diverse scenarios.

Target groups

Servants with first line of contact with the clients of foreign origin selected by heads of departments.

Curriculum rationale

Applicable, hands-on situational training based on the CS' daily work and the most common scenarios they might face, enhancing conversational capacity. Consisting of a general module, adapted to all situations and more specific situational modules.

Curriculum structure

1. General module: typical conversational skills related to the agenda, opening lines, vocabulary
2. Municipal services: focuses on the thorough description of municipal services provided, agenda, use cases, linkages to other services, law obligations, deadlines, next steps for the citizen, etc.
3. Ability to handle most common scenarios: 8 model, most-common situations (validated by the service department)
 - a. Opening lines
 - b. Focus on the main service - description, eligibility, rules, conditions, documents, price, how to get it, next steps, etc.
 - c. Situational training - case studies

Envisioned format

- Animations and PPTs presented in person + study material for CS to resort to it in the future

