

# Changing for Good

A PRACTICAL WORKSHOP  
ON MAKING PUBLIC  
SECTOR REFORM STICK

Thursday, March 13, 2014



School of Public Policy & Governance  
UNIVERSITY OF TORONTO

# Changing for Good

A PRACTICAL WORKSHOP ON MAKING PUBLIC SECTOR REFORM STICK



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## Changing for Good: A Practical Workshop on Making Public Sector Reform Stick

The public sector across Canada faces an increasingly challenging operating environment. Budgets are strained while policy frameworks and service delivery models are being scrutinized and redesigned.

In 2014, the Mowat Centre at the University of Toronto's School of Public Policy & Governance is offering Changing for Good: A Practical Workshop on Making Public Sector Reform Stick, a one-day workshop for public sector leaders.

The workshop offers strategies for effectively leading and implementing change programs in public sector environments.

Leveraging our research expertise in government transformation, this highly practical one-day course will help public sector professionals understand and implement change in their organizations. Topics include: barriers to change, people management, communication strategies, the importance of feedback mechanisms, common pitfalls, and innovative approaches to embedding change.

*"This course represents part of an expanding portfolio of Executive Education modules offered exclusively through the School of Public Policy & Governance. We hope that this innovative one-day session, developed by the Mowat Centre, will better equip you to navigate the complex policy challenges that we face."*

~MARK STABILE

Director, School of Public Policy & Governance, University of Toronto; Professor of Economics and Public Policy Rotman School of Management

*"Seeing the scale and approach to change in other jurisdictions was invaluable. The material added much to the dialogue we must have about radical reform needed in public sector delivery."*

~PAST COURSE PARTICIPANT

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## Speaker Biographies

### MEL CAPPE

Mel Cappe is a Professor with the School of Public Policy and Governance at the University of Toronto. From 2006-2011 he was President of the Institute for Research on Public Policy. Prior to that for four years he was High Commissioner for Canada to the United Kingdom. Before that he served as Clerk of the Privy Council, Secretary to the Cabinet and Head of the Public Service in Ottawa. Earlier in his career he held senior economic and policy positions in the Departments of Finance and Industry. He was Deputy Secretary to the Treasury Board, Deputy Minister of the Environment, Deputy Minister of Human Resources Development, Deputy Minister of Labour and Chairman of the Employment Insurance Commission. He is an Officer of the Order of Canada.

### MIKE FENN

Mike Fenn is a Senior Advisor at StrategyCorp and President of Fenn Advisory Services. Michael served seven years as an Ontario Deputy Minister and eleven years as chief municipal administrator in Burlington and Hamilton-Wentworth Region. More recently, he held a succession of CEO positions, providing executive leadership to new or transitioning organizations, including the regional health authority Mississauga-Halton LHIN, regional transportation authority Metrolinx, eHealth Ontario, Canadian Urban Institute, and Institute of Public Administration of Canada.

### JENNIFER GOLD

Jennifer Gold is the practice lead for government transformation at the Mowat Centre. She holds a Ph.D. from the University of Cambridge and was a Visiting Fellow at Harvard's Kennedy School of Government in 2009. She has previously worked at the UK's Institute for Government, Demos, and Foreign and Commonwealth Office.

### SUNIL JOHAL

Sunil Johal is Policy Director at the Mowat Centre. Previously, he was a Director with the Ontario Ministry of Economic Development and Innovation and has also held senior management and policy roles with the Cabinet Office, Ministries of Finance and Intergovernmental Affairs and federal Treasury Board Secretariat.

### MATTHEW MENDELSON

Matthew Mendelsohn is the founding Director of the Mowat Centre. Prior to assuming his current position in 2009, Matthew served as a Deputy Minister in the Ontario government where he held responsibility, variously, for Intergovernmental Affairs, the Democratic Renewal Secretariat, and the Office of International Relations and Protocol. He has also served as Associate Secretary to the Cabinet in Cabinet Office.

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*Changing for Good: A Practical Workshop on Making Public Sector Reform Stick* offers strategies for effectively leading and implementing change programs in the public sector. This one-day workshop is based on a successful series of courses previously delivered exclusively to members of the Ontario Public Service. The Mowat Centre is now making the course available to the broader public sector leadership.

## Objectives of Workshop

- Assists participants in identifying and clarifying the barriers to change in their organizations
- Encourages participants to visualize the implementation process and consider how to prioritize and sequence change initiatives
- Provides a toolkit for implementing sustainable change
- Shares positive examples from other jurisdictions
- Provides a neutral space for off-the-record discussion
- Shares insight from practitioners with a strong track record in implementing change in government

## Workshop Features

- Toolkit for operationalizing change
- Case-study-based group exercise
- Expert Panelists including Mel Cappe, Mike Fenn, and Matthew Mendelsohn

## Suggested Audience

- Senior executives
- Communications and policy professionals
- Public sector employees engaged in change initiatives

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## Details & Pricing

### Date and Location

Thursday March 13, 2014

9:00am to 5:00pm

### Centre for Social Innovation

215 Spadina Ave, Toronto, ON M5T 2C7

### Sign up

To purchase tickets for this event, please visit

<http://mowatpublicpolicyworkshop.eventbrite.com>

Early Bird: \$375\*

General Admission: \$425

\*Availability limited. Offer ends January 31, 2014.

### Cancellation Policy

Please note that cancellations are subject to a fee. Substitutions can be made at any time. Cancellations that are made prior to **Tuesday, March 11, 2014** may be refunded less a 20% administration fee. Registrants who cancel after **March 11, 2014**, will not be eligible to receive a refund and are liable for the entire registration fee.

If you are unable to attend, please provide written confirmation via email to [lizzy@mowatcentre.ca](mailto:lizzy@mowatcentre.ca). Please notify the Mowat Centre of any substitutions.

For more information about this event, please contact [lizzy@mowatcentre.ca](mailto:lizzy@mowatcentre.ca)

## About the Mowat Centre

The Mowat Centre is an independent public policy research centre located at the School of Public Policy & Governance at the University of Toronto.

The Mowat Centre is Ontario's non-partisan, evidence-based voice on public policy. It undertakes collaborative applied policy research, proposes innovative research-driven recommendations, and engages in public dialogue on Canada's most important national issues.

Policy areas of expertise include public-sector transformation, intergovernmental relations, income security, equalization and fiscal transfers, health care innovation, pension-plan reform, energy security, immigration policy, and cross-border collaboration, among others.

[mowatcentre.ca](http://mowatcentre.ca)

## About the School of Public Policy & Governance, University of Toronto

The School of Public Policy & Governance, established in 2006, is a leading public policy educational institution with a distinctive program. Our students receive both a theoretical introduction to public policy and practical, real-world experience that will equip them to meet the future challenges of policy making. As well as offering an undergraduate degree with a public policy major and a rigorous masters program, we strive to facilitate life-long learning for public policy professionals and on-going connections between public policy makers, faculty, and students.

[publicpolicy.utoronto.ca](http://publicpolicy.utoronto.ca)