

AT A GLANCE

# PUBLIC SERVICE FOR A NEW ERA

A practical action guide for outmanoeuvring uncertainty



After months of managing the COVID-19 crisis while continuing the everyday work of government, nations are opening up again, balancing protecting citizens' health with kick-starting operations and economies.

People and businesses are depending on you to guide them through the next several months, possibly years, of uncertainty. This unprecedented era of community and economic life will force you to build more flexibility and adaptability into how you deliver outcomes to citizens, businesses and your workforce.

## THE NOW: Take Stock. Take Action.

Think through the dimensions of resilience, versatility and sustainability to evolve the best of the service delivery models developed during the crisis. Ask these key questions to determine which solutions to end, which to evolve and which to expand as standard practice.

### Resilience.

Does the solution improve mission delivery?

### Versatility.

Does the solution provide a new way to deliver on the mission?

### Sustainability.

Can I make the solution standard practices with the resources I have?

# THE NEXT: Emerge Stronger

Moving forward, your priorities and decisions should account for five shifts in attitudes and ways of interacting:

## 1 All eyes on public service.

COVID-19 heightened people's awareness of the role of public service in our daily lives. This hyper focus on public service offers a window of opportunity to re-establish the public service brand.



## 2 The human face of virtual.

Even as the virtual century takes hold, there will be a demand for face-to-face services. The trick is to provide the right mix of virtual options and alternatives to meet diverse needs.



## 3 Building without boundaries.

Collaboration surged in the COVID-19 world. Strengthening relationships can create a greater and more integrated role for non-government entities, businesses, non-profits and citizens.



## 4 Workforce superpowers.

As agencies prepare for work after COVID-19, building a resilient workforce is a priority. Balancing the need to be productive and deliver outcomes for citizens and business with keeping employees safe is critical.



## 5 The new social contract.

There is a need for a new social contract based in trust—a willingness for people to change their behaviours for the benefit of public health and the greater good. Keeping the public's trust is an ongoing process.



As the world moves past this uncertain time, expect a “never normal” economic and societal landscape shaped by rapid shifts in norms, values and behaviours. What’s encouraging is that history has taught us lessons in co-existing with threats to daily life—and people have persevered.