LICENCE TO WORK SMARTER

TYÖ 2.0

Licence to Work Smarter

#Work2.0
What we want to build

1. A new relationship with work
   ✓ Work isn't where you go, it's what you do
   ✓ Abandon any work/work stages that generate no added value for anyone
   ✓ Measure outcomes instead of time

2. New identity for civil servants
   ✓ Provide value for customers
   ✓ Eliminate obstacles and unnecessary bureaucracy
   ✓ Be facilitators
What will change?

By working smarter, we can achieve more with less.

This will benefit both our clients and our workplace community.

Saving time, money and nerves...

Leadership

Competencies

Practices

Use of new technology

Work environments
TYÖ 2.0
LICENSE TO WORK SMARTER
By working smarter, we can achieve more with less.

LEADERSHIP
Better outcomes and effectiveness

PRACTICES AND COMPETENCIES
Motivated employees, satisfied customers

WORK ENVIRONMENT AND ICT
Cost-efficient and modern public administration

ABANDON STRUCTURES. BE PRESENT FOR YOUR CUSTOMERS. SUCCEED TOGETHER.

ABANDON ANYTHING USELESS. BE BRAVE.

QUESTION.
IN TERMS OF LEADERSHIP, IT IS ESSENTIAL TO
• consider what benefits the whole of society
• set an inspiring example
• leave room for renewal
LEAD BOLDLY

LEADERSHIP

• is facilitating
• is empowering
• encourages experimentation
• is based on mutual trust
Work smarter – win – win – win

Individual civil servants
- Possibilities for influencing own work practices increased
- Things happen, progress is achieved
- Work is experienced as increasingly meaningful
- Wellbeing at work improves

Workplace communities
- Influence and path-finding
- Strong background support for own development efforts
- Sparring, networking, best practices, new ideas…

Central government
- Overall optimisation
- Cost savings
- Improved operating effectiveness
- Better services
LICENCE TO EXPERIMENT AND LEARN
LICENCE TO EXPERIMENT AND LEARN

THE ESSENTIALS INCLUDE

• willingness to engage in renewal
• sharing knowledge and competencies
• the ability to see new opportunities
What elements are important for creating Work 2.0?

- Learning through experimentation and new experiences
- Networked operations
- Adopting the customer perspective
- Self-steering
Self-steering/self-management

- **FREEDOM** to work in a meaningful and effective way

- **AUTHORITY** to make decisions related to one’s own duties, within predetermined parameters

- **RESPONSIBILITY** for actions being aimed at the attainment of shared goals determined in the background organisation

"Self-management has a direction" (It is goal-oriented, as opposed for instance to "initiative")
Networked operations

- The basic unit of work is changing: Working no longer means toiling away alone but interaction, operating in various types of networks.
- Most work-related problems are part-optimisation problems. Networked operations mean a new approach and a transition to total optimisation.
- Our understanding of information has also changed. Information is relationships. New information is created in interaction with others.
- Random encounters are crucial for creating new things.
Learning through experimentation and new experiences

- Experiments are becoming part of ordinary duties
- A good experiment is always related to the basic task of an organisation
- Experimentation is not just about firing shots in the dark. It must also be planned and systematic.
- Even experiments have goals
- New, experimental practices are not born in a single big bang
- It is essential that we learn how to learn in a new way
Adopting the customer perspective

- Customers’ needs have no respect for administrative sectoral boundaries
- From the customer’s perspective, the service process is often disrupted between administrative sectors
- Multi-channel provision of services, going where the customer is
- The customer experience must be similar in all channels
- Involving customers and end users in the development of operations and services
LICENCE TO BE PRESENT AND MOBILE
LICENCE TO BE PRESENT AND MOBILE

THE ESSENTIALS INCLUDE

• utilising new technology
• choosing the most appropriate work environment
• building success in cooperation with customers
Working in different types of spaces, using various tools
Electronic tools

- provide new opportunities for interaction
- help share ideas and outcomes
- enable the collecting of ideas in any place at any time
- enable joint working on the same document at different locations
- enable virtual facilitation of collaboration
- allow all documents related to a particular topic to be found in one place
<table>
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<th>From administrator to facilitator / enabler</th>
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<td><strong>Good administration</strong></td>
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<td><strong>Facilitating administration</strong></td>
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<td><strong>Organisation</strong></td>
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<td>Preparation by civil servants, hierarchies, representative working groups</td>
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<td><strong>Practices</strong></td>
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<td>Working alone, formal procedures</td>
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<td><strong>Relationship with information</strong></td>
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<td>Information is a means of power</td>
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<td><strong>Relationship with customers</strong></td>
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<td>Distant, subjects of administration</td>
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<td>Top-down</td>
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<td><strong>Operating culture</strong></td>
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<td>Formalities, liability for acts in office, avoidance of mistakes</td>
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<td>Costs, outputs, working hours, part-optimisation</td>
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Contact us!

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