

The 21st Century Public Servant

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Home Group 1 - Section 2

The 21st Century Public Servant engages with citizens in a way that expresses their shared humanity and pooled expertise.





Voice Over Video

Lyrics adapted from the song, *Slumber*

..."So you're feeling unimportant cause you've got nothing to say
And your life is just a ramble no-one understands you anyway.
Well I've got a coaching approach for you that might just help you
change your mind.
Your life is historically meaningful and spans a significant time..."

Three Key Points From Reading Section 2

- ❑ **Recommends Public Servants take a Human Approach**

 - i.e. a coaching approach, a person-centred approach

- ❑ **New technology, citizens are more assertive**

 - but not everyone has access to technology: ability, connectivity, affordability, news fakery.

- ❑ **Bureaucratic demand management systems prevent Public Servants from having a human approach and solving citizens' problems**

 - CLD approach enables people to be empowered to solve

 - their own problems

Challenge Question

Engaging with citizens:

How can staff engage with citizens in a way that feels human, and supports people's assets rather than highlighting their deficiencies?

- CLD person-centred approach, Social Practice approach
- CLD coaching approach: dignity and respect for person
- Regular evaluation, ensure provision is still what person wants
- Holistic, collaborative working, reflective approach, ILPs
- Reduce barriers, enable people to not just survive but thrive



TikTok

magwa_midi

Voice Over Video

Lyrics adapted from the song, *Slumber*
to illustrate the Human approach

"Well now, do you feel a little better? Lift up your head and walk away. Knowing we are all in this together for such a short time anyway. There is no time to walk around sulking, I would rather laugh than cry. The rich, the poor, the strong, the weak- we share the place together let's work together to survive and THRIVE."

THANK YOU!

QUESTIONS

The image features the word "QUESTIONS" in a large, bold, white, 3D sans-serif font. The letters are slightly shadowed, giving them a three-dimensional appearance. They are set against a white background that is densely populated with numerous question marks of various colors, including red, blue, green, yellow, orange, and purple. Some question marks are larger than others, and they are scattered around the central text, some overlapping it. On the right side of the image, there is a decorative green geometric pattern consisting of overlapping, semi-transparent triangles and polygons in various shades of green, creating a modern, abstract background element.