



TRAINING

International

PUBLIC ADMINISTRATION SERVICES: UNLEASHING POTENTIAL IN THE TURKS AND CAICOS ISLANDS

A look at the recent programme in The Turks
and Caicos Islands





Public Administration Services are that part of the civil service which holds together every aspect of government function. It is a unique role and function on which governments rely considerably to deliver its work efficiently, effectively and flexibly.

One of the ways in which Public Administration Services achieve this successfully is by constant reference to the underlying principles, or values, of public service.

These provide a framework for professional and personal behaviour which are universally recognised.

Application of the core values of public service goes beyond individual knowledge and skills sets because they inform how that knowledge is applied and how those skills are used.




In the Caribbean region, where countries tend to have small and strong community-based populations, focus on these universal values can also help to maintain proper relationships and protect the integrity of the service.

Members of this profession are often the first point of contact with government departments for external contacts such as the public, businesses and other agencies. Internally, they are the 'go-to' person who understands how government systems and functions work.

However, because their work is integrated into areas of service specialism, such as finance, planning, education, policing, justice and health helping to ensure the smooth delivery of services both to the public and colleagues, their contribution to the effective running of government business can sometimes be overlooked and undervalued.

This can lead to the impression the Public Administration Services activities are simply skills-based focusing on practicalities such as arranging meetings and transport, ensuring proper protocols are in place, maintaining records for audit and engaging with internal and external stakeholders.

But the skills needed to achieve success in these vital areas of activity are complex and varied. They include effective personal and professional communications, project management, budgeting, relationship management, conflict handling and resolution, managing office systems, logistics, critical thinking, managing stress, taking personal responsibility and working collaboratively with others to achieve success for their departments. This requires personal confidence supported by guidance and recognition from management.



A recent programme working with The Government of The Turks and Caicos Islands has demonstrated how using a staff development approach which combined skills, knowledge and public service values has been effective and has unleashed potential of both individual staff members and teams.

The programme was intense, active, assessed and accredited. There was high-level sponsorship and line-management support for staff attending. The return on investment for teams and departments has been confirmed by both individual testimonies and by Heads of Services.

Delegates who attended have developed personal and professional confidence and strengthened commitment to their work, their departments and the values of public service. This has been evidenced by improved time-keeping, initiatives to improve service quality and outcomes, feeling secure in taking responsibility for their actions and enhanced professional relations with colleagues. All of this has begun to enhance the way in which the Public Administration Service is seen internally and externally.

The programme was contextualised specifically to the culture and expectations of the government public service of Turks and Caicos Islands. We believe that the learning gained from this programme may be of interest to you in developing excellent public services in your country.



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