

Collaborative Leadership Seminar

People

Type:	Seminar
Location:	ABUJA, Nigeria
Date:	21 Jan 2020 to 24 Jan 2020
Duration of event:	4 Days
Programme Area:	Governance
Specific Target Audience:	No
Website:	http://www.unitar.org
Price:	No Fee
Event Focal Point Email:	letambari.feyii@unitar.org

BACKGROUND

SDG Goal 17 seeks to strengthen global partnerships to support and achieve the ambitious targets of the 2030 Agenda, bringing together national governments, the international community, civil society, the private sector and other actors.

As organizations goals get complex and further reaching, it is expected that all actors involved in the process of achieving goals understand the importance of effective collaboration. Achieving set goals will require multi-partner engagements as the actions necessary are beyond the control of any one group of actors. Collaborative leadership skills are crucial for all key stakeholders to be able to overcome silos, engage constructively with each other and turn agendas and goals into reality.

A central challenge for public and private sector managers is to find ways to effectively bring together a wide array of potential partners to work together in unison to achieve the overall vision of the organization or project. While effective collaboration could be challenging, there are clear benefits in partnerships based on input and experiences from different experts in partnering institutions or government.

EVENT OBJECTIVES

The seminar aims to help actors and decision - makers recognize when collaboration is effective, understand some of the most common barriers to effective collaboration and be able to put in place practical measures to overcome them. It considers what contributes to effective collaboration and suggests how organizations and individual managers can be active collaborators.

LEARNING OBJECTIVES

At the end of the seminar, participants will be able to:

- Analyse different kinds of collaboration and the potential benefits and cost of collaboration in the context of achieving development.
- Explain the concept of effective collaboration.
- Recognize the difference barrier to collaboration; and identify possible strategies, techniques and tools to overcome them.
- Improve the leadership skills necessary to promote and support collaboration.

CONTENT AND STRUCTURE

1st day of Seminar

Introduction to collaboration
Benefits and cost of collaboration
Barriers to collaboration
Overcoming barriers
practical activities

2nd day of Seminar

Leadership skills for effective collaboration
Application of Collaborative leadership
Developing strategy / action plans that allow for collaboration
Practical activities

3rd day of Seminar

The Concept and principles of Integrated Services of the Azerbaijani Model (ASAN Xidmat)
Legal structure and formal foundation of the ASAN xidmat Model
Success story of ASAN Xidmat
Performance Management
Organization of Integrated Services in the ASAN Service centers

4th day of Seminar

Delivering Service Excellent
Building Positive Attitude
Building service environment and delivering positive impression
Knowing your Customer
Front Office Management
Handling Customer's Complain

METHODOLOGY

The seminar will include lectures, discussions, role plays, case studies, and group exercises to ensure concepts are better understood. Audio-Visual Aids may also be used to reinforce learning.

After each session, participants are encouraged to write down any key points that resonate with them to ensure that each unique perspective is recognised and key concepts learned can be applied to individual area of work within the boundaries of their organisations mode of operation.

Manuals deemed appropriate by trainers may also be provided for the participants.

TARGETED AUDIENCE

Public sector managers, leaders and decision makers in Ministries, Departments and Agencies who interact with a wide range of potential partners to achieve set organisation goals

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