

Teaching Public Service in the Digital Age

English
Deutsch



The Digital Era Competencies

These are the eight core competencies at the heart of 'Teaching Public Service in the Digital Age'. [Read about what they are for and why we made them here.](#) We have written a short explanatory essay to accompany each competency, accessible below.

A digital era public service leader:

1 - Values the experience of service users, and can collaborate with specialists to understand user needs, then design, test, and adopt effective solutions.

Explanation

2 - Can anticipate and mitigate the privacy, security and ethical risks that are inherent to governing in a digital era. Explanation

3 - Understands the need to blend traditional public service skills with modern, digital skills, and can effectively work within and lead multidisciplinary teams.

Explanation

4 - Understands the importance of iteration and rapid feedback loops, and can create a working environment that can continuously learn and improve outcomes.

Explanation

5 - Can identify the opportunities to improve government operations, service delivery or policy making, and can overcome structural and institutional obstacles to change. Explanation

6 - Can use a range of techniques and tools to make government more open, collaborative and accountable.

Explanation

7 - Understands how to use data to inform decisions,

design and run services, and create public value inside and outside government. Explanation

8 - Understands the current and evolving affordances of digital technologies and can assess how they can be used to improve public outcomes. Explanation

Related

Check out our free open access syllabus which can help you to teach the competencies above.

Or, if you'd like, just get in touch!