



European Academy
for Taxes, Economics & Law

Capacity Building Workshop

Participative Leadership and Innovation Management in the Public Sector

Co-Creation, Collective Problem-Solving and Leadership Development

11 - 12 April 2019, Berlin

With our Expert from:

- Art of Hosting Salonhosting

Highlights:

- Workshop: Process Design for Participatory Events and Processes
 - Workshop: Peer-Coaching Café Part I - Designing Your Field of Application
 - Workshop: Peer-Coaching Café Part II - Designing Your Field of Application
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Participative Leadership and Innovation Management in the Public Sector

Capacity Building Workshop chaired by:



Ursula Hillbrand

Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

Tap in Collective Intelligence for Effectiveness and Acceptance

Regardless of where you want to drive sustainable change or innovation - in a team, department, or with stakeholders - tapping in collective intelligence allows for effective co-creation of strategies, action plans and policies. You may also bring your team in order to make maximal use of this unique coaching experience. This workshop will facilitate hands-on learnings and empower you to apply a toolkit for participative leadership including:

- “Art of Hosting” - Principles and methods (World Café, Pro Action Café, Open Space, Storytelling etc.)
- Introduction into Communities of Practice (CoP)
- Dialogue based change and innovation processes
- Process design for sustainable change

How to remain organizationally ready and effective?

Global challenges such as climate change, migration, digitalisation and demographic change, as well as financial scarcity create pressures for innovation and adaptation. Meanwhile, innovation is often designed and managed from top-down in the public sector. This can limit the creative input for outcomes and diminish acceptance and ultimately the effectiveness of your organisation.

What will you learn at this Capacity Building Workshop?

- How can you use communities of practice to facilitate solution-oriented knowledge exchange between stakeholders?
- How can you design change and innovation processes inclusively from within your organisation?
- How can you develop a leadership model that empowers staff to follow a commonly designed vision and strategy?
- How can you create a process culture which enables both, strategic as well as hands-on and applicable outcomes?
- How can you tap in the collective intelligence of staff and other stakeholders?
- How to reshape processes through collaborative tools such as Art of Hosting and Communities of Practice?
- How to create sustainable change by facilitating optimal outcomes and acceptance?
- Which factors determine the success of co-creation in your organisation?



Participative Leadership and Innovation Management in the Public Sector

Your Experts from the field:



Ursula Hillbrand

Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

Andreas Giesen

Trainer and Systemic Coach, Art of Hosting Salonhosting

Who is this seminar for?

Directors, Heads of Units, Line Managers and Staff leading change and innovation processes within their scope of responsibility from:

- International Organisations
- European Agencies and Institutions
- National and Regional Ministries
- Universities and Research Institutes
- Public Companies

Capacity Building Workshop

in English, 2 Days

Booking-Nr.

S-2192

Event Date

11 - 12 April 2019

Participation Fee

Normal price: 1.989,00

Event Place

Adina Apartment Hotel Berlin Checkpoint Charlie

Krausenstraße 38-39

10117 Berlin

Germany

Tel.: +49 (0)30 200 7 675 55

All Prices are in Euro and excl. 19% German VAT.

**Limited
places available**

Book now!

Do you have any further questions? Feel free to ask!

Call me or write me an e-mail.

Melissa Correa

Project Manager

Tel.: +49 (0)30 802 0 802 2538

E-Mail: melissa.correa@euroacad.eu

Participative Leadership and Innovation Management in the Public Sector

Programme Day 1

08.30-09.00	Registration and Welcome Coffee
09.00-09.05	Opening Remarks from the European Academy for Taxes, Economics & Law
09.05-09.15	Welcome Note by the Chair Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting
09.15-09.45	Welcome and Introduction of Day's Schedule Checking In together: <ul style="list-style-type: none">• What are our contexts?• What are the needs of our times?• Overview and background of the Art of Hosting and Communities of Practice Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting
09.45-10.30	Introduction to Participative Leadership, Fields of Application and Preconditions <ul style="list-style-type: none">• Understanding the vision behind participative leadership• Connections between participative leadership, art of hosting, Communities of Practice and co-creation• Concepts: Living Systems, Cynefin, Two Loops of change, Levels of Participation• Examples of application• Q & A Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting
10.30-11.00	Coffee Break and Networking Opportunity
11.00-11.45	In-Depth Session - From Inner Leadership to Co-Creation <ul style="list-style-type: none">• Four Dimensions of participative leadership• Basic conditions for participative leadership to work• Relationship between organisational culture, behaviour and tools• A structured dialogue in which we explore the individual backgrounds, necessary skills, leadership capacities and their evolution to the next level • Q & A Andreas Giesen, Trainer and Systemic Coach, Art of Hosting Salonhosting

Participative Leadership and Innovation Management in the Public Sector

Programme Day 1

Workshop

11.45-12.45

Methodology Café Part I

Getting an overview about the different participatory methods and tools, where, how and when they can best be used. The tools will be presented together with real-life examples.

- World Café
- Pro Action Café
- Open Space
- Appreciative Inquiry
- Storytelling
- Harvesting

During this session, we will deepen the understanding of the underlying concepts and tools from the introduction (Living Systems, Cynefin, Two Loops of change, Levels of Participation).

Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

12.45-14.00

Lunch Break and Networking Opportunity

Workshop

14.00-15.00

Methodology Café Part II

Getting an overview about the different participatory methods and tools, where, how and when they can best be used. The tools will be presented together with real-life examples.

- Communities of Practice (CoP)
- Dialogue based change and innovation processes in a multi stakeholder environment
- Where do we want to apply this?
- Q & A

During this session, we will explore the potentials, preconditions and fields of application for dialogue-based tools and CoP as a mid- to long-term approach.

Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

15.00-15.30

Coffee Break and Networking Opportunity

Workshop

15.30-16.30

Getting Participative Leadership to Work and Select Tools for Your Specific Context

- What have we learned today?
- What do I need to successfully apply what I have learned in my context?
- On what concrete project/meeting/innovation process do I want to apply these methods?
- Take aways and application for cases and projects from participants
- Preparation of questions for the Peer-coaching Café of Day 2

Andreas Giesen, Trainer and Systemic Coach, Art of Hosting Salonhosting

16.30-17.15

Group Coaching - Applying the 4 Dimensions of Participative Leadership in a Concrete Scenario

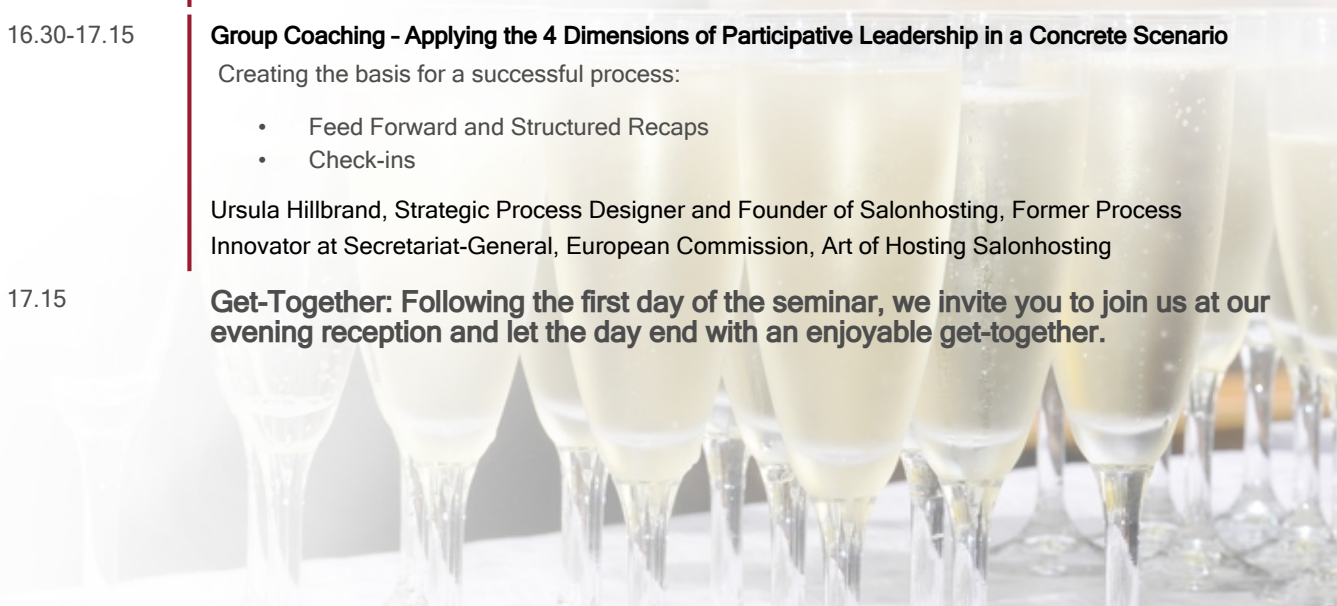
Creating the basis for a successful process:

- Feed Forward and Structured Recaps
- Check-ins

Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

17.15

Get-Together: Following the first day of the seminar, we invite you to join us at our evening reception and let the day end with an enjoyable get-together.



Participative Leadership and Innovation Management in the Public Sector

Programme Day 2

09.00-09.05

Welcome Note by the Chair

Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

Workshop

09.05-09.45

Feed Forward, Recap and Check In of the Highlights from Day 1

Checking-in into Day 2

Andreas Giesen, Trainer and Systemic Coach, Art of Hosting Salonhosting

Workshop

09.45-10.30

Process Design for Participatory Events and Processes

- Overview of the necessary steps to design and host a whole process
- How to use strengths and talents well
- Avoiding pitfalls in the process
- Develop a vision and strategy based on shared purpose
- How to get the group on board?
- How to prevent resistances?
- How to keep the process open while ensuring sufficient guidance?
- Does it make a difference to work with external or internal stakeholders?
- How to create a mind set for lasting change?

Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

10.30-11.00

Coffee Break and Networking Opportunity

Workshop

11.00-12.30

Peer-Coaching Café Part I - Designing Your Field of Application

Introduction of Your Intended Projects and Rounds 1 and 2 of the Peer Coaching:

- Group dialogue with experts of participative processes from the contexts of the participants

Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

12.30-13.45

Lunch Break and Networking Opportunity

Workshop

13.45-14.30

Peer-Coaching Café Part II - Designing Your Field of Application

Round 3 of the Peer Coaching:

- Elaborating the next steps of the projects/processes brought into the training
- Sharing of results and solutions in the plenary
- Q & A

Andreas Giesen, Trainer and Systemic Coach, Art of Hosting Salonhosting

14.30-15.00

Coffee Break and Networking Opportunity

15.00-15.45

Deepening the Concept of Communities of Practice (CoP)

- How to build a CoP in your organisation?
- How to facilitate self-organised learning?
- Translating the learnings to your specific contexts

Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

Participative Leadership and Innovation Management in the Public Sector

Programme Day 2

Workshop

15.45-16.30

Revisiting the Content of the Training

- Wrap-up and Take-away's

Ursula Hillbrand, Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

16.30

End of Seminar and Handout of Certificates

"One of the best events I ever attended" - Edgar Borg, Chief Financial Officer, Ministry of Health, Malta



Participative Leadership and Innovation Management in the Public Sector

Speakers



Ursula Hillbrand

Strategic Process Designer and Founder of Salonhosting, Former Process Innovator at Secretariat-General, European Commission, Art of Hosting Salonhosting

Ursula Hillbrand is Founder of Salonhosting a participatory host and process designer in the European Commission. Since 1995, she has been working in various policy areas, currently in Corporate Management in the Secretariat General. She has applied participatory leadership and innovative meeting formats as a pioneer in her multicultural environment and supports participatory and strategic processes and stakeholder events in many departments. She regularly gives workshops in Result-Based Management, Art of Participatory Leadership and Communities of Practice in the EU institutions.

Andreas Giesen

Trainer and Systemic Coach, Art of Hosting Salonhosting

Andreas Giesen gained experience in leading staff and working with stakeholders of great diversity as Manager in the cultural sector in the German local government for over 20 years. He holds diplomas as occupational psychologist and NLP master. He works in several educational contexts and develops concepts for trainings and staff engagement. He cooperates with Salonhosting since 2015 for interactive trainings and strategic process design.



Participative Leadership and Innovation Management in the Public Sector

Organisational Matters

Date of Event

11 - 12 April 2019

Booking Number

S-2192

Event Language

The event language will be English.

Event Price

Normal price: 1.989,00

The above price covers the following:

- Digital seminar documents
- Seminar certificate, if seminar fully attended
- Soft drinks and coffee/tea on both event days
- Lunch on both event days

All prices are in Euro and excluding German VAT (19%)

Contact

European Academy

for Taxes, Economics & Law

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Your contact persons for the programme

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(Programme might be subject to alterations)

Event Location

Adina Apartment Hotel Berlin Checkpoint Charlie

Krausenstraße 38-39

10117 Berlin

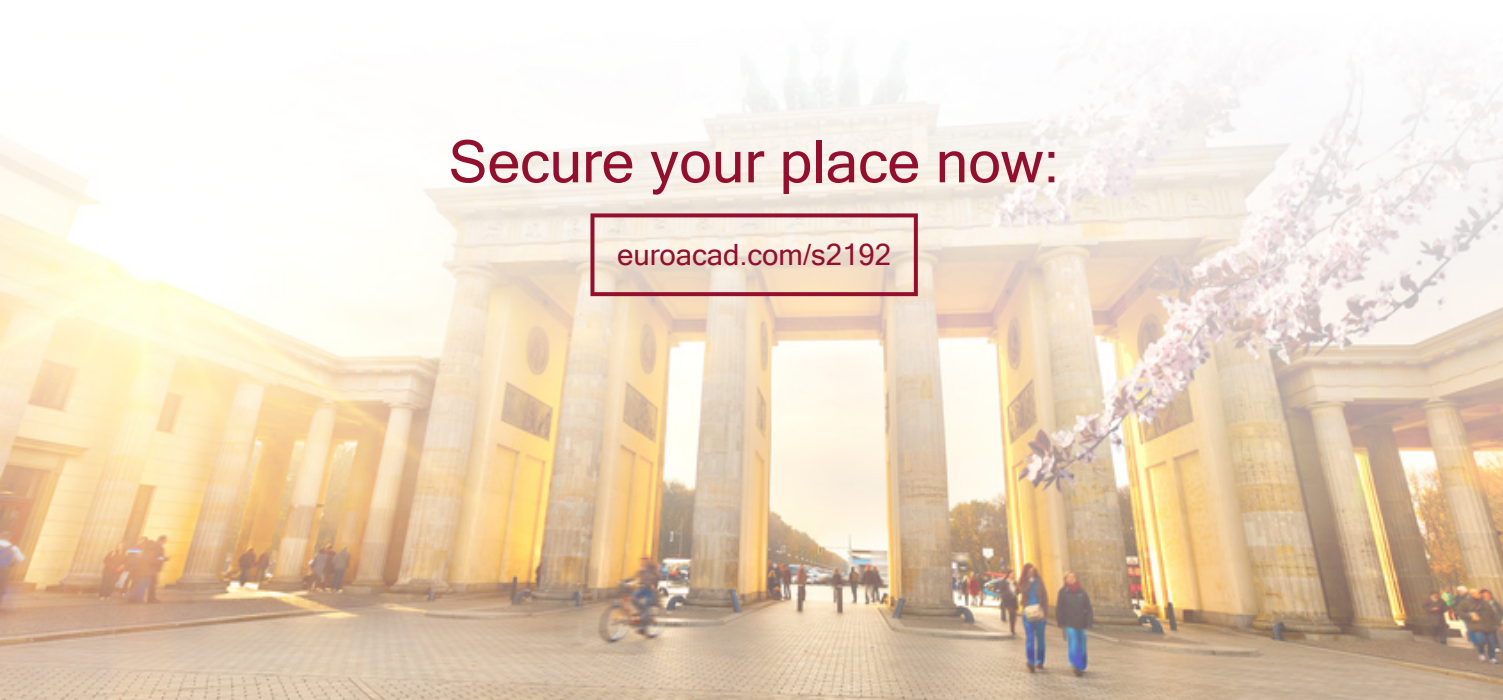
Germany

Phone: +49 (0)30 200 7 675 55

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Secure your place now:

euroacad.com/s2192



BOOKING

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 For online booking please visit
 our website: www.euroacad.eu



European Academy
 for Taxes, Economics & Law

Booking

(OM-SEO)

Please do not forget to indicate the booking number and the event title!

EVENT TITLE: _____

BOOKING NUMBER: _____

Delegate 1 Ms. Mr.

First name _____ Phone _____

Last name _____ Fax _____

Your organisation _____ E-mail _____

Department _____

Unit _____

Job position _____

Street _____

Postcode/City _____

Country _____

Invitation letter for Visa purposes (fee required).

Delegate 2 Ms. Mr.

First name _____ Phone _____

Last name _____ Fax _____

Your organisation _____ E-mail _____

Department _____

Unit _____

Job position _____

Street _____

Postcode/City _____

Country _____

Invitation letter for Visa purposes (fee required).

Invoice Organisation

First name _____ Street _____

Last name _____ Postcode/City _____

Your Organisation _____ Country _____

Department _____ Phone _____

Unit _____ Fax _____

Job Position _____

E-mail _____

With my signature I confirm my registration and accept the General Terms and Conditions as legally binding.

In case of registration of more than one delegate do you prefer:
 Single invoice? Collective invoice?

I herewith agree to receive further information from the European Academy for Taxes, Economics & Law

NOTE

Only Valid with Signature and Stamp.

Place, Date

Authorised Signature and Stamp

Terms & Conditions for Conferences, Seminars and other Training Courses

for the offer of European Academy for Taxes, Economics & Law

§ 1 Scope - Subject of contract - Contractor

- (1) The GTC apply to the participation in all training activities such as courses, seminars, workshops, trainings („Event“) offered and conducted by European Academy for Taxes, Economics & Law („EA“) including all goods and related services, unless otherwise agreed, e.g. by agreeing on special conditions.
- (2) Legal provider of services from EA and the sole contractor of all services is EuroAcad GmbH represented by the Managing Director Christoph Brauner Leipziger Straße 9 in 10178 Berlin, Germany, registered with the local register court of Charlottenburg, HRB 15132B.
- (3) EA provides its services exclusively to entrepreneurs in the meaning of section 14 of the German civil code (BGB), legal entities of public law and to public-law special funds („Customer“). Only those persons become contractors of EA. The persons that have been designated and registered by a Customer for an Event („Participants“) do not become contractors of EA. The offer is not directed to consumers.
- (4) These GTC apply exclusively; EA does not accept any conflicting or deviating terms and conditions of Customers, unless EA has agreed explicitly to them in writing. These GTC apply also if EA renders its services unconditionally in knowledge of conflicting or deviating terms and conditions of Customers.

§ 2 Offer - Registration - Contracting

- (1) The Customer can register for Events via the booking form on the internet, mail, fax or email. A booking is accepted and a legally binding contract is entered if EA accepts explicitly the registration of the Customer or does not reject the booking within seven days after receipt of the completed and signed booking form in writing. The contract becomes legally binding at the latest once the full booking fee has been credited on the bank account of EA. In addition, EA will confirm the booking to the Customer by email. A partial booking is only possible if parts of an Event have been declared partially bookable.
- (2) Registrations are always handled in the order of receipt. If one booking cannot be considered, the relevant Customer will be informed promptly.

§ 3 Service of EA

- (1) Content, extent, duration and other details of the Event and the services are set forth in the publications of EA on the Events and are the basis for the booking of the Customer.
- (2) The event fee is per person and event date. It includes - as far as announced - the event documents, lunch and beverages. Furthermore, the issuance of a participation certificate is included. Hotel accommodation / overnight stay / travel arrangements are not included.

§ 4 Event fee and charges - Payment conditions - Set-off

- (1) Unless agreed otherwise, the event fees set forth in the publications on the Events apply. Furthermore, EA may charge additional charges for additional services as incurred (e.g. handling of visa invitations, changes to invoices, mailing of invoices, etc.) according to the price list published on the website of EA at the time the contract is concluded. VAT applicable on the day of invoicing must be added to all prices.
- (2) The Customer is obliged to pay the agreed fee and any additional charges in advance, i.e. before the start of an Event. Invoices are due immediately upon receipt without any deduction. Invoices are sent electronically. A Customer who does not make the payment within seven days after the due date is in default. If a Customer is in default, EA is entitled to charge interest in the amount of 8% above the base rate fixed by the European Central Bank. If EA proves a higher amount of damage caused by the delay of payment, EA may assert a claim for such higher amount.
- (3) Instalments are accepted only in exceptional cases and only based on an individual written agreement. Payments shall only be made based on invoices or made by wire transfer. Cash or credit card payments are accepted only if previously agreed by EA. Payments by bill / check will not be accepted.
- (5) A set-off by the Customer is only possible with claims that have been awarded by a final court judgment, have been recognized by EA or are directly linked to the main claim of EA.
- (6) A settlement via credit card on the website is carried out by: HUELLEMANN & STRAUSS ONLINE SERVICES S.à.r.l.; 1, Place du Marché; L-6755 Grevenmacher; R.C.S. Luxembourg B 144133; email: info@hso-services.com; managing director: Ramona Spies Heiko Strauss. This does not apply for credit card payments made over the phone.

§ 5 Withdrawal by the Customer - Cancellation

- (1) Cancellations must be made in writing or in text form. For a cancellation more than 30 days before the Event, a processing fee of 80.00 € plus VAT is due immediately. The remaining conference fee after deduction of the processing fee will be refunded. For a cancellation more than two weeks before the Event 50% of the event fee and additional charges plus VAT have to be paid by the Customer. In case of a no show or cancellation within a period of two weeks before the Event, the full fee for the Event plus VAT is due and payable. The Customer is free to prove that the damage caused to EA was smaller or did not exist. EA accepts substitute Participants at no additional cost replacing the originally registered Participant if EA is informed of the substitution at least three days prior to the Event.
- (2) A partial / daily cancellation of an Event and a substitution for a part of the Event or on a daily basis is not possible.
- (3) If the event fee including any additional charges is not paid on the day of the Event or can the payment not be clearly proved, EA can exclude the relevant Participant from the Event. Nonetheless, the event fee remains due immediately and can be claimed by EA by enforcement or in court proceedings.

§ 6 Cancellation / Changes by the organiser / Exclusion of participants from the Event

- (1) EA is entitled to withdraw from the contract for cause, irrespective of other reasons, in particular if:
 - there are not sufficient registrations for an Event; or
 - the Event has to be cancelled due to reasons that are not under the control of EA (e.g. force majeure, strike, due to absence of a speaker, disruptions at the venue).In the aforementioned cases all paid participation fees will be fully refunded. EA will inform Customers as early as possible in such cases. A cancellation due to an insufficient number of registrations will be communicated by no later than two weeks before the Event.
- (2) Claims for damages of Participants are excluded in those cases, unless such costs are incurred due to gross negligence or wilful conduct on the part of EA or its agents. In case of disruption of its services, EA commits to undertake all reasonable measures to contribute to remedying or limiting the disruption. Should EA reimburse travel expenses in certain cases out of goodwill, this shall constitute an exception.
- (3) EA reserves the right to substitute speakers by others and make any necessary changes to the Event program or to relocate the venue while maintaining the overall character of the Event as required.

§ 7 Copyrights, Privacy policy and Lists

- (1) The documentation/records distributed at the Event are protected by copyright. Copying, dissemination or any other commercial use or commercial exploitation of the documentation - including excerpts - is permitted only with the express written consent of EA. Participants may not take any pictures or make audio and/or video recordings of the Events without the express written consent of EA. EA reserves all rights.
- (2) The names of the Participants and the Customers including their addresses can be made available to the other Participants and be communicated (including the relevant addresses) to a company responsible for the mail delivery. Customers or Participants have no right to claim the handover of the list of Participants of the visited Event.
- (3) Customer and Participant agree to the recording (video, photo, audio etc.) of their person at an Event and consent that these recordings may be used, exploited and/or published by EA.
- (4) The privacy policy published on the website of EA applies. Besides, the statutory provisions apply.

§ 8 Liability

- (1) The Events are carefully prepared and performed by qualified speakers. EA accepts no liability for being up-to-date, the accuracy and the completeness with respect to the documentation distributed at the Event and the conduct of the Event and/or any other contents of the Events, provided that there is no intention or gross negligence of EA or its agents.
- (2) Our liability for breach of contract and for tort is limited to intent and gross negligence. This does not apply to injury to life, limb or health of a Participant, or claims regarding the breach of cardinal obligations, i.e. of obligations arising from the nature of the contract, breach of obligations that endangers the purpose of the contract, or a damage caused by delay (section 286 BGB). In that regard, EA is liable for every degree of fault. As far as damage does not result from injury to life, limb or health of the Customer, EA is only liable for typical damages.

§ 9 Place of performance - Choice of law - Jurisdiction - Miscellaneous

- (1) If the agreement provides for nothing else, the location of payment is the registered office of EA in Berlin. The location of performance is Berlin.
- (2) The law of the Federal Republic of Germany shall apply to this agreement. The application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded.
- (3) Agreements with entrepreneurs, legal entities of public law and to public-law special funds are subject to the exclusive jurisdiction of the competent court for our registered place of business. EA may also sue the Customer at its general place of jurisdiction.
- (4) All legally relevant declarations and notifications which the Customer makes vis-à-vis EA or a third party shall require text form or be made in writing, unless otherwise provided in these GTC.