QUESTIONS TO FACILITATE DISCUSSION

7th Global Forum on Reinventing Government:
Building Trust in Government
Austria Centre Vienna

Workshop 1:
Restoring Trust in Government through Public Sector Innovations

Opening Session:

There are 45 minutes for 5 speakers. Each speaker has not more than 9 minutes for his/her presentation.

Session I:
Innovations that Increase Trust in Government Leadership

Chair and Speakers

With the chair and three speakers given a total of 45 minutes, the Chair should take around 10 minutes in order to give each of the three speakers 10 minutes each. The Chair or time keeper should give each speaker a signal after 7 minutes and ask them to stop after 10 minutes.

Discussion session:

1 hour of discussion at each table is scheduled. Each table will select its own Rapporteur and Chair.

The Chair or facilitator can ask the table to discuss the following:

1. Please turn to one other person and share in two minutes the most interesting thing you heard in the three presentations.

2. Within your table groups, please take 15 minutes and share an effective innovation that you are familiar with that increases trust in government leadership.

3. For the Rapporteur taking notes at the table and moderator, please facilitate discussion of the following issues to be reported in the plenary:

   a. What was the most effective innovation that your group discussed?
      (receive several replies)
b. What are key characteristics that increase trust in government leadership? (receive several responses).

15 minutes are allocated for the Rapporteur/s of one of the tables to present in plenary a summary of conclusions and for the Session Chair to make some closing remarks.

Session II
Innovations that Promote Trust in the Quality of Public Services

Chair and speakers:
30 minutes for 4 speakers and a chair. Each speaker should not exceed 7 minutes (24 minutes) and the chair should also have 5 minutes.

Third Discussion session:
45 minutes of discussion at each table is scheduled. Each table will select its own rapporteur and chair.

The Chair or facilitator at the table asks:

1. Please turn to a person next to you at your table and share in 2 minutes for each person (5 minutes total) the most useful innovation that you heard in the three presentations on promoting trust in the quality of public services.

2. In your table group share your own major innovation in promoting trust in the quality of public services.

3. For the Rapporteur taking notes at the table, please respond to the following together with the other participants at the table:
   a. What was the boldest innovation that your table group discussed?
   b. What are the key dimensions to innovations that promote trust in the quality of public services?
   c. What are the prerequisites for these innovations?
   d. What new ideas have you gained for your country or institution?

15 minutes are allocated for the Rapporteur of one of the tables to present in plenary a summary of conclusions and for the Session Chair to make some closing remarks.
Session III
Innovations that Promote Access to Public Services

Chair and speakers:
There are 30 minutes for the Chair and two speakers. Therefore the Chair should take 5 minutes and each speaker 10 minutes each.

Fourth Discussion session:
45 minutes of discussion at each table is scheduled. Each table will select its own rapporteur and chair.

The Chair or facilitator should ask:

1. Please share (in two minutes each) with a person sitting near you the most cost effective innovation that you heard in the three presentations on promoting access to public services.

2. In your table group please take 15 minutes to share your own innovations in promoting access to public services.

3. For the plenary discussion, please discuss the following:
   a. What was the most visible innovation your group discussed on promoting access to public services?
   b. What are the elements to effective access to public services?

15 minutes are allocated for the Rapporteur of one of the tables to present in plenary a summary of conclusions and for the Session Chair to make some closing remarks.

Session IV
Innovations that Make Governments More Responsive

Chair and speakers:
Thirty minutes is for the Chair and three speakers, with 5 minutes for chair and 8 minutes per speaker.

Fifth discussion session:
45 minutes of discussion at each table is scheduled. Each table will select its own rapporteur and chair.
The Chair or facilitator asks:

1. With a person sitting next to you please share in 2 minutes each the innovation that makes governments more responsive that intrigued you from the presentations?

2. Within your table groups please share over the next 40 minutes the key innovation with which you are each familiar that makes governments more responsive.
   a. What innovation did your table group discuss that was most convincing?
   b. What are the steps of making governments more responsive?

15 minutes are allocated for the Rapporteur of one of the tables to present in plenary a summary of conclusions and for the Session Chair to make some closing remarks.

**Session V**

**Innovations that Make Governments More Cost-Effective**

*Chair and speakers:*
Chair and two speakers have a total of 30 minutes, Chair 5 to 8 minutes and each speaker 10 minutes.

*Sixth discussion session:*
45 minutes of discussion at each table is scheduled. Each table will select its own rapporteur and chair.

The Chair or facilitator asks:

1. Within your table discussion groups please share over the next ten minutes your key innovations to make governments more cost-effective

2. Over the next 40 minutes discuss:
   a. What are the most efficient innovations from your tables for making government cost-effective? (5 min.)
   b. From our discussion over yesterday and this morning what are the major recommendations that we should share with the Global Forum plenary this afternoon? (30 min.)

15 minutes are allocated for the Rapporteur/s of one of the tables to present in plenary a summary of conclusions and for the Session Chair to make some closing remarks.
CLOSING SESSION

Guidelines for last Session Chair and Speakers:

1. What are you most concerned about related to improving trust in government through innovations?
2. What are the key aspects/characteristics of effective innovations to improve trust in government?
3. What was the most interesting innovation that the Meeting discussed?
4. How can innovations improve trust in government and what can be done to improve trust in governance?