



Human Resources and  
Skills Development Canada

Ressources humaines et  
Développement des compétences Canada

Canada

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# Renewal and Excellence ... From Ideas To Action ... Making It Real

Now and tomorrow **excellence** in everything we do





## Some Key Quotes on Leadership

- ❖ ***“Management is about purpose and about people. The role of a manager is to align, in harmony, people, talents, energy, commitment and resources toward a common purpose.”*** Jocelyne Bourgon, former Clerk of the Privy Council
- ❖ ***“You are the custodians of organizational culture and values; you enable and lead employee engagement – people seek out and stay with good managers; you connect the public service with stakeholders and the Canadians we service”*** Wayne G. Wouters - Clerk of the Privy Council
- ❖ ***“The way ahead will involve empowering public servants at all levels to find new, and more cost effective ways to deliver better services to Canadians... Our future, our vocation as public servants- is in our hands”*** Wayne G. Wouters - Clerk of the Privy Council



## What is this all about ...

- **Renewal is not about fixing something for all time but updating what we do and how we do it in order to remain relevant and effective now and into the future.**
- **It is about keeping the institution of the public service dynamic, fresh and respected.**
- **And renewal is not something others do; renewal has to come from within, and it has to involve all of us.**

### **Now and Tomorrow: Excellence In Everything We Do**

- **This is our departmental renewal theme, it reflects our commitment to excellence today while we evolve to ensure we are positioned to be excellent in the future.**



## Why does it matter?

- It matters because delivering programs that help Canadians – seniors, youth, new parents, employers, disabled persons, all our clients – is our passion.
- By ensuring our programs and services do not become obsolete, we deliver on our commitment as public servants and fulfill our promise to citizens who need our help.





## What is driving Renewal?

To preserve and strengthen our capacity to provide high-quality service to Canadians.

Existing challenges:





## Why Renewal Now?



Changing  
Demographics



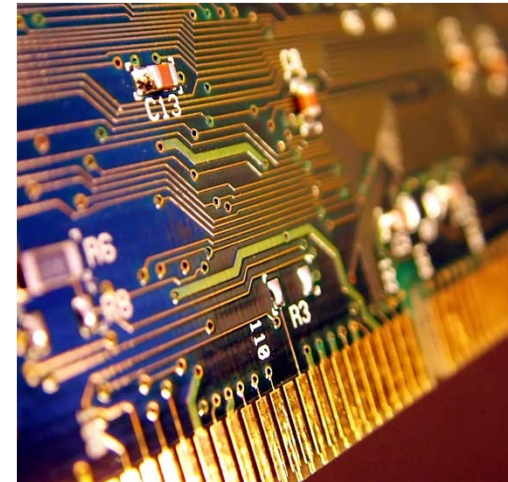
- Aging Canadian population
- Increasing numbers of new Canadians
- Shifts in public service demographics





## Why Renewal Now?

- Evolving information and communication technologies
- Emerging social and economic challenges





## Why Renewal Now?



- **Deliver >\$80 billion in programs and services to millions of Canadians**
- **Demands for our services in recessionary times**
- **Canadians expect services that are easy to find and understand, access and use**







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# What does Renewal and Excellence look like?

Now and tomorrow **excellence** in everything we do





# Elements of Renewal at HRSDC

**Engagement**



**Public Service  
Renewal  
Action Plan**



**Departmental  
Commitments**

- **HRSDC employees at all levels working together towards excellence**

- **Government of Canada wide**
- **Four Pillars:**
  - ✓ Planning
  - ✓ Recruitment
  - ✓ Employee Development
  - ✓ Enabling Infrastructure

- **Initiatives and Actions that speak specifically to our mandate**
- **Themes:**
  - ✓ Healthy Workplace
  - ✓ Leadership
  - ✓ Career Development





# Making it Real – a Management Challenge

- Leadership from the top
- Solid plans that impact people who are delivering services
- Accountabilities for progress and reporting
- Development of leaders
- Supporting Managers in developing staff
- Tapping into Innovation
- Knowledge management tools as a quality tool and for engagement



## What is Excellence in Service Delivery?

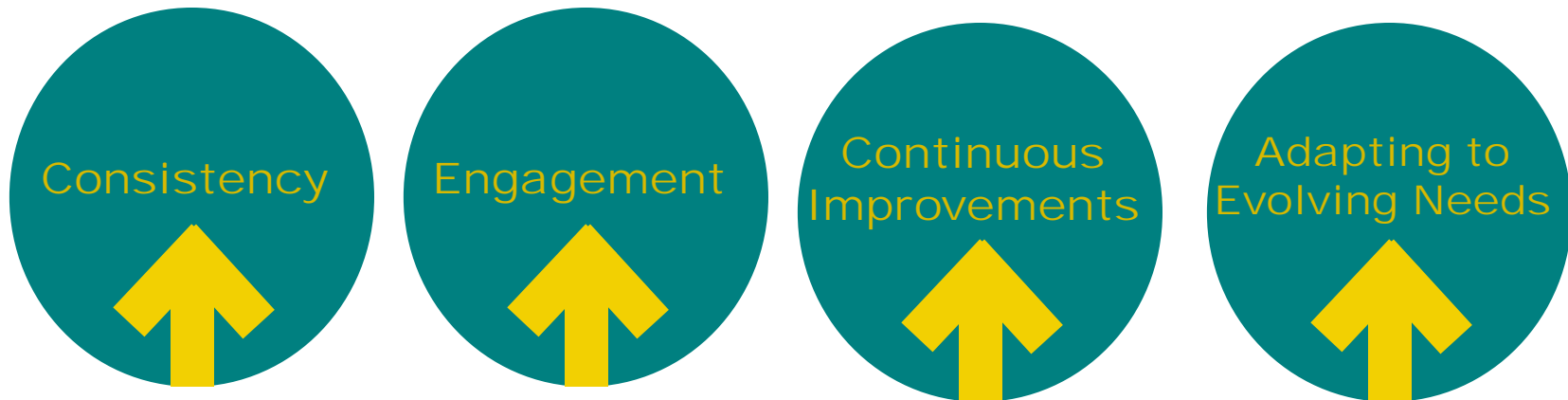
- The policy or legislative intent is realized
- Delivery is efficient, affordable and fair
- There is a high degree of client satisfaction





## Renewal Leads to Excellence

- Renewal encompasses external and internal clients, partners, stakeholders and colleagues
- Renewal is about:



- Renewal means creating a workplace that attracts and retains the best employees, who are proud of their organization and what they do





## What is Excellence in Management?

- Ensuring that people have the support and tools they need
- Aligning resources and optimizing processes with the business strategy to support achieving goals
- Providing a clear vision, inspiring and motivating team members
- Valuing and investing in employees
- Synthesizing and articulating knowledge
- Serving clients and exceeding their expectations





# Public Service Renewal Gateway

The screenshot shows a web browser window with the address bar displaying <http://agora.on.prv/english/psro/>. The page header includes the Service Canada logo and navigation links: Home, Français, Feedback, Help, Search, and servicecanada.gc.ca. The main content area is titled "Public Service Renewal Gateway" and features a red banner with the text "Public Service Renewal - It's about you!". Below this, there is a paragraph explaining that Public Service Renewal is the ongoing process of pursuing and achieving excellence in all that the public service does, now and in the future. It is about having a workforce that can adapt to complex and changing environments and continues to excel in delivering policies, programs and services to the people of Canada. The text then states that the Service Canada, Ontario Region establishment of the Public Service Renewal Office is one of the Key Ontario Region activities underway to support the four pillars in the Clerk's 2010-2011 Public Service Renewal Action Plan: Integrated Planning, Recruitment, Employee Development and a Renewed Workforce. A list of cross-cutting Renewal initiatives follows, including: Implementation of a cross-branch Employee Engagement strategy to discuss what public service renewal means to employees and to identify service excellence suggestions from staff; Development of a Career Portal tool, building on Service Management Structural Model objectives, to assist employees in proactively managing their career progression; A Region-wide Diversity Strategy to promote diversity and the benefits of a culture of inclusion through key strategic actions; Completion of the Ontario Region Operational Management and Supervisory Training Program (OMSTP) pilot and extension of training to additional new team leaders and managers; A targeted Developmental Program for Aspiring Leaders (DPAL) that builds on lessons learned from an earlier pilot; and A Coaching and Mentoring framework to support OMSTP, DPAL and broader leadership objectives. A left-hand navigation menu lists various topics such as Ontario Region, Public Service Renewal Gateway, News, Employee Engagement, Career Portal, Diversity Strategy, Operational Management and Supervisory Training Program (OMSTP), Developmental Program for Aspiring Leaders (DPAL), Coaching and Mentoring, Recruitment and Branding, HRSDC Manager's Community, Youth Mandate for Greater Involvement (YMAGIN), and Public Service Renewal Quick Links. The browser's status bar at the bottom indicates "Local intranet".



## A Sample Engagement Session

What are the key elements of excellence in your work environment?

How will you contribute?

How will you know that renewal has been successful?

What is one concrete and significant action that your organization could take to promote excellence in the department?

