

## Workshop on Public Innovation

Location:  
 The Senate Chambers,  
 Room 083 (Basement), Tabaret Hall  
 University of Ottawa  
 550 Cumberland Street  
 (Entrance either off Cumberland Ave. or off Waller)  
 Ottawa, Ontario Canada

<b>Saturday February 9, 2002.</b>			
<b>7:55 am</b>	Registration, coffee and muffins		
<b>8:25 am</b>	Introductory Remarks	Eleanor Glor, Workshop Chair	
	<b>Papers</b>		<b>Chair</b>
<b>Morning Session 1</b> <b>8:30 am</b>	<b>Innovation Processes:</b> Strategic Innovation in Post-Conflict Situations: Comparative Use of Large-Group Interaction Methods –society-wide action through invention of new definitions, creation of new alliances, and the triumph of optimism.	Jeanne-Marie Col, Interregional Adviser, Division of Public Economics and Public Administration, Department of Economic and Social Affairs, United Nations	Vic Pakalnis, Regional Director-Eastern Ontario, Ontario Ministry of Labour
	Innovating a New Way for Measuring the Health of Aboriginal Communities	David J Leech, Doctoral Candidate, Department of Political Science, University of Ottawa; F. Henry Lickers, Director, Department of Environment, Mohawk Council of Akwesasne; George Haas, Research Associate, Institute of the Environment, University of Ottawa	
<b>9:45 am</b>	<b>Break</b>		
<b>Morning Session 2</b> <b>10:05 am</b>	<b>Improving Service:</b> Federal-Provincial Business Registry Services: Offering Electronic Inter-jurisdictional Services Based on Business Needs	David Stuewe, Chief Executive Officer; Stuart Maclean, Vice President of Assessment and Risk Management Services, Workers' Compensation Board, Nova Scotia, Canada; and Katherine Bennett, Canada Customs and Revenue Agency, Ottawa, Canada.	Dawn Nicholson-O'Brien, Chair of the Conference Meeting the Challenge of Innovation in Government and Senior Visiting Fellow, Knowledge Creation and Innovation, Canadian Centre for Management Development (invited)
	Delivering Results through Quality: the Ontario Public Service reaps the benefits of its Quality Service Strategy	Lois A. Bain, Director, Quality Service, Ontario Public Service Restructuring Secretariat, Cabinet Office, Government of Ontario	
	Rethinking E-Government: Dilemmas of Public Service, Citizenship and Democracy	Graham D. Longford, Department of Political Studies, Trent University	
<b>11:35 am</b>	<b>Lunch</b>		

<b>After-noon Session</b> <b>12:15 pm</b>	<b>Innovative Concepts</b> A Topographical Map of the Innovation Landscape	A.W. Kleingeld, Centre for Process Engineering, University of Stellenbosch, South Africa	Robert Slater, Assistant Deputy Minister, Environment Canada
	Ethics in Innovation:-Power (Electricity) Sector Reforms in India with Special reference to the Rajasthan State (India)	Dr.Pradeep K. Saxena, Assistant Professor of Public Administration, University of Rajasthan, Jaipur, India	
	The Internet as a Metaphor for the Role of the Modern Government Laboratory	Ron Freedman, The Impact Group, Toronto, Canada	
<b>1:45 pm</b>	<b>Short Break</b>		
<b>After-noon Session 2</b> <b>1:55 pm</b>	<b>The Public and the Private in Innovation:</b> Patent Ownership and Reward for Invention in Japanese Research Organization	Ichiro Nakayama, Visiting Associate Professor, Department of Intellectual Property, Research Center for Advanced Science and Technology, University of Tokyo, and Fellow, Research Institute of Economy, Trade and Industry.	Val Traversy, Director General, Industrial Analysis and Strategies, Industry Canada
	Governance, Coaching and Synergistic Power: Towards the Democratic Organization	Aida A. Warah, School of Psychology, University of Ottawa, and Public Service Learning and Leadership, Treasury Board Secretariat, Government of Canada	
	Risks and Challenges in Thinking About Innovation	Eleanor Glor, Editor-in-Chief, The Innovation Journal: The Public Sector Innovation Journal ( <a href="http://www.innovation.cc">www.innovation.cc</a> )	
<b>3:25 pm</b>	<b>Short Break</b>		
<b>After-noon Session 3</b> <b>3:35 pm</b>	<b>New Technologies:</b> Restructuring Schools Using Learning Technologies – Four Challenges for the Teaching Profession	Ken Stevens & David Dibbon, Centre for TeleLearning and Rural Education, Faculty of Education, Memorial University of Newfoundland, Canada	Everett Rogers, Univ. of New Mexico
	Design: The Somewhat Unknown but Key Ingredient in Innovation	Glen Milne, GLEN MILNEboth, Ottawa, Canada	
	The Ethics of Innovation	Ian Greene, York University, Toronto	
<b>5:05 pm</b>	Wrap-up, Workshop Rapporteur	Leslie A. Pal, Professor and Director, School of Public Policy and Administration, Carleton University	
<b>5:20</b>	Closing for the Day		
<b>5:40pm</b>	Cash Bar <b>The Innovation Salon</b> The Courtyard Restaurant in The Byward Market	Everett M. Rogers, author, The Diffusion of Innovations; Chair, Department of Communications, University of New Mexico	Eleanor Glor

<b>Sunday February 10, 2002.</b>	
<b>Breakfast 7:55 am</b>	Coffee and muffins
<b>Opening 8:35am</b>	Opening Remarks

<b>Morning Session 1</b> <b>8:30 am</b>	<b>Thinking About Innovation:</b> Jurgen Habermas' Concept of Universal Pragmatics: A Practical Approach to Ethics and Innovation	Howard Doughty, Professor, Seneca College of Arts and Technology.	Luc Bernier, Ecole nationale d'administration publique
	The Reality of Innovation in Government	Nada Teofilovic, Human Resources Development Canada, Government of Canada, Ottawa	
	Practical Quality Measurement	Brenda Kirtzinger, Director of Performance and Evaluation/Quality of Care Coordinator, Battlefords Health District	
<b>Break</b> <b>10:00am</b>	<b>Break</b>		
<b>Morning Session 2</b> <b>10:20am</b> (Parallel Session)	<b>Conflicting Objectives:</b> The Experiences from Transforming the Ministry of Trade and Industry in Denmark into a Development-Oriented Organization	Birgit Kjølby, Head of Division, Ministry of Science, Technology and Development, Government of Denmark.	Paul Crookall, co-author of <i>The Three Pillars of Public Management</i>
	Incentives to Innovation in Development Governance: Some Aspects of Information System Designing	Parthasarathi Banerjee, National Institute of Science, Technology & Development Studies (NISTADS), and Dr. K.S.Krishnan Marg, New Delhi, India	
	The Ethics of Innovation in High-Level Radioactive Waste Management	Genevieve Fuji Johnson, Ph.D. student, University of Toronto	
<b>Morning Session 3</b> <b>(Parallel)</b> <b>10:20am</b> Salle 309 Tabaret	<b>Comment renforcer les moyens d'action des employés</b> (en francais): Innovation et entrepreneurship dans le secteur public au Canada	Luc Bernier, École nationale d'administration publique, Montréal, and Taïeb Hafi , École des Hautes Études Commerciales, Montréal	Bruno Bonneville, Executive Director, Commission du droit du Canada
	Innovations et fonction publique: des efforts louables; un arrimage difficile	Denis Harrisson, professeur, Département de relations industrielles, Université du Québec à Hull	
<b>11:50am</b>	<b>Lunch</b>		
<b>Afternoon Session 1</b> <b>12:30 pm</b>	<b>Empowering Clients and Employees:</b> From cheerleaders to darts players: User evaluation of caseworkers as performance measurement		Caroline Andrew, Dean of Social Sciences, University of Ottawa
	An Empowering Approach to Measuring Quality in Social Care Services in England	Monica Dowling, Department of Social and Political Science, Royal Holloway, University of London, Surrey, United Kingdom	
	You've Got to Conform to Create: The Implications of Corporate Culture on Innovation in the Canadian Federal Public Service	Donald Hall, The Tweedsmuir Group, Ottawa, Canada	
<b>Break</b> <b>2pm</b>	<b>Short Break</b>		

<b>Afternoon Session 2 2:10 pm</b>	<b>Comparing Approaches:</b> Ontario Delivers Innovation	Mary Anne Covelli, Director, Ontario Public Service Restructuring Secretariat, Cabinet Office, Government of Ontario	Ruth Dantzer, Chair CCMD Round Table on Innovation, Associate Deputy Minister, Fisheries and Oceans Canada
	Classic Theories – Contemporary Applications: a comparative study of the implementation of innovation in Canadian and Chinese Public Sector environments	Michael Miles, Faculty Member, and Mr. Arun Thangaraj, Graduate Student, School of Management, University of Ottawa	
	Leadership and Innovation in the Public Sector	Sandford Borins, Chair, Division of Management, University of Toronto at Scarborough, Toronto, Canada.	
<b>Break 3:40pm</b>	<b>Break</b>		
<b>Afternoon Session 3 3:50 pm</b>	Wrap-up, Workshop Rapporteur Discussion of Learning Achieved	<b>Caroline Andrew</b> , Dean of Social Sciences, University of Ottawa and	
<b>Closing 4:35pm</b>	Workshop Closing	Evaluations Discussion of possibility of future workshop.	Eleanor Glor
<b>5:00pm</b>	Good-byes		
<b>Later: 6:00pm</b>	For those who are interested: Pay-your-own way Supper at D'Arcy McGee's Restaurant (an Irish Pub) at 44 Elgin Street		
<b>Even Later</b>	Skating on the Rideau Canal Rental skates are available on the Canal. Dress warmly.		

***Workshop Planning Committee:***

Siroun Aghajanian, Director, Planning, Strategic Initiatives and Financial Information Strategies, Senate of Canada

- Caroline Andrew, Dean of Social Sciences, University of Ottawa
- Ron Bell, Psychologist, Royal Ottawa Hospital
- Raymond Bouchard, Strategic Planning and Futures Consultant
- Donna Carter, Strategic Initiatives Consultant, City of Ottawa
- Mohamed Charih, professeur, Ecole nationale d'administration publique (Hull)
- Paul Crookall, Management Consultant
- Eleanor Glor, Convener, The Innovation Salon/Le Salon de l'innovation, and Editor-in-Chief and Publisher, The Innovation Journal/La Revue de l'innovation
- Leslie A. Pal, Professor and Director, School of Public Policy and Administration, Carleton University

To register for the Innovation Workshop: [paulcrookall@sympatico.ca](mailto:paulcrookall@sympatico.ca)

To register for the Innovation Salon: [Glor.Eleanor@ic.gc.ca](mailto:Glor.Eleanor@ic.gc.ca)

To register for the Innovation Conference: [LilyC@ccmd-ccg.gc.ca](mailto:LilyC@ccmd-ccg.gc.ca)