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**EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENICE COMMISSION)**

in cooperation with

THE GENERAL PERSONNEL COUNCIL OF PALESTINE*

**Under the auspices of H.E. the Prime Minister
Dr Mohammad SHTAYEH**

Regional seminar for high level civil servants

15th UniDem Med

"PUBLIC SERVICE POLICIES: PARADIGMS FOR CHANGE"

Hybrid format: online and in Palestine*

17-18 May 2022

9.30am - 4.30pm (GMT+2 - Local time in France)

PROGRAMME

Funded
by the European Union
and the Council of Europe



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Implemented
by the Council of Europe

The Unidem Med project is implemented in the framework of the European Union/Council of Europe joint programme
"Regional Support to Reinforce Human Rights, Rule of Law and Democracy in the Southern Mediterranean"
(South Programme IV)

Tuesday 17 May 2022

09:30 - 10:20 Welcoming session

Mr Mousa ABU ZAID, Minister and Chairman of the General Personnel Council, Head of the Board of Directors of the Palestinian National School of Administration, Palestine*

Ms Simona GRANATA-MENGHINI, Director, Secretary of the Venice Commission, Council of Europe

Mr Sven KÜHN VON BURGSDORFF, Head of Delegation, European Union Representative, Office of the European Union Representative (West Bank and Gaza Strip, UNRWA)

Ms Pilar MORALES, Coordinator of the Neighbourhood Policy with the Southern Mediterranean, Head of the Council of Europe Office in Tunis, Council of Europe

Mr Sameh Al-NASSER, Head of the Civil Service Office, Kingdom of Jordan

Mr Naser Al-Hatlan AL-QAHTANI, General director, Arab Organisation for Administrative development (ARADO), League of Arab States

H.E Dr Mohammad SHTAYEH, Prime Minister, Palestine*

10:20 – 10:30 General introduction

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Presidential Secretary General at Al-Quds University, Palestine*

THEME 1: NEW MODELS OF PUBLIC SERVICE POLICIES FOCUSED ON STRENGTHENING HUMAN CAPITAL AND IMPROVING THE QUALITY OF WORKING LIFE

The first day of the seminar will be devoted to exchanges on new models of human resources management and innovative training policies aiming at creating attractive working conditions that respect the rights of public service officers. These experiences will focus on the importance of investing in human capital, inclusiveness and quality of life at work. How can human resources management policies and more particularly training policies be modernised for better governance, greater efficiency and more diversity?

10:30 – 12:30 First session

Modern, efficient and open human resource management policies.

Civil servants are at the heart of the reform process of the public administration and in particular its senior officials. Human resources management plays a strategic role in this process because by improving recruitment, building staff loyalty, individualising and enhancing career paths, and including minorities, women and people with disabilities, it improves efficiency and enhances its attractiveness. Human resources management is also important in the implementation of the principles of the rule of law and democracy by ensuring greater transparency and equality between its staff, by ensuring a better quality

* This designation should not be construed as recognition of a State of Palestine and is without prejudice to the individual positions of Council of Europe and European Union member States on this issue.

of life at work or attractive working conditions. This session will be an opportunity to exchange experiences on human resources management in the South Mediterranean region and beyond in order to inspire the participating senior officials in the implementation of national reforms in this field.

Speakers (25 minutes each)

Mr Xavier SISTERNAS, Senior Policy Adviser - Public Service, Accountability, Service Delivery and Anti-Bribery OECD/SIGMA and **Ms Linda AIT-AMEUR**, OECD/SIGMA expert and General Director of support services - Federal public service employment, labour, and social dialogue, Belgium

Mr Wael AL-RIMAWI, Director General of job planning and classification tables, General Personnel Council, Palestine*

National experiences: (10 minutes each)

Mr Taoufik AZARUAL, Director of the Civil Service, Morocco

Ms Laura DOSPINESCU, Institutional Development Consultant, Ministry of Communications and Information Technology, Egypt

Mr Mobarak Abdelraheem Fadil KHALAILAH, Secretary General of the Civil Service Bureau, Jordan

Moderator:

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Presidential Secretary General at Al-Quds University, Palestine*

General discussion

12:30 – 14:00 *Lunch break*

14:00 - 16:00 Second session

Innovative and effective training policies for civil servants and development of national training strategies focused on human capital development.

This second session will present new training policies in the public service. How to ensure the right training at the right time for the right agents? How can we develop effective national training strategies that meet the needs of civil servants while respecting the principles of good governance? What are the tools to identify needs and ensure greater efficiency of public services? How can we retain talent and invest in human capital to develop an attractive and user-friendly public service? Best practices and networking in the field of training for civil servants and managers will also be discussed.

Speakers (25 minutes each)

Ms Caitriona MULLAN, Independent European consultant in public sector governance and capacity building, Council of Europe Expert, Cross Border Expert with Association of European Border Regions (AEBR/AGEG/ARFE)

Mr Wajdi ZEAD, Executive Manager of the Palestinian National School of Administration, Palestine*

National experiences: (10 minutes each)

Mr Jawad SADIQ, Head of the Human Resources Development Division, Morocco

Ms Khaoula LABIDI, Director, National School of Administration, Tunisia

Ms Siham ALKHAWALDEH, Director general, Institute of Public Administration, Jordan

Moderator

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Presidential Secretary General at Al-Quds University, Palestine*

General discussion

16:00 – 16:30

FOLLOW-UP SESSION ON PUBLIC ADMINISTRATION REFORMS IN UNIDEM MED PARTNER COUNTRIES

One or more UniDem Med coordinators or their representative will present the progress of reforms at national level on the themes addressed during previous UniDem Med seminars (such as gender equality, the fight against corruption, codes of good conduct and ethics, access to information, etc.)

National presentation:

Ms Latifa BENAYAD, Coordinator of the Inter-Ministerial Concertation Network (RCI), Head of Department of the Social Gender Approach, Ministry of Digital Transition and Administration Reform of Morocco:

"Gender Equality Institutionalisation Strategy in the Public Service: Challenges and Perspectives"

General discussion



Wednesday 18 May 2022**THEME 2: NEW CHALLENGES FOR PUBLIC SERVICE POLICIES**

The second day of the seminar will be an opportunity to discuss major challenges facing the public administration and more particularly the civil service today, notably through the prism of new public management policies and their impact on performance evaluation and risk management. Another challenge is the control of the wage bill and its impact on the quality of social dialogue. What are the innovations and trends on these issues in the South Mediterranean region and beyond?

09:30 - 12:00

Third session**Strengthening democratic governance through new policies of public management, its impact on performance assessment and risk management.**

This session will look at the new methods of public management, often inspired by the private sector, which emphasise empowerment, autonomy and efficiency, but which also inspire new strategies of performance assessment (individual and collective) and aim to strengthen the capacity of managers to better deal with crises and ensure better risk management. What is the impact of these new management methods on good governance, the simplification of administrative procedures or the improvement of services to users?

Speakers (25 minutes each)

Mr Jon BARBER, Acute Hospital Director, NHS UK, Non-Executive Director positions in the United Kingdom and Council of Europe Expert

Dr Samir BAIDOUN, Director of the MBA Program at Birzeit University, Palestine*

National experience: (10 minutes)

Mr Abdelouahab LAOUICI, Director of Regulations and Status of Public Employment, Algeria

Mr Fayez Moh'd Ismail ALNAHAR, Advisor to the President of the Civil Service Bureau, Jordan

Moderator:

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Presidential Secretary General at Al-Quds University, Palestine*

General discussion

12:00 – 13:30

Lunch break

13:30 – 15:30 Fourth session

Remuneration of civil servants and social dialogue.

This last session will allow us to question how to control the cost of the wage bill in the public service, especially in times of economic crisis? How can we reconcile the efficiency of public services and control of the wage bill while preserving the principles of equity, good governance and responsibility? The implementation of a calm and constructive social dialogue in this context will also be discussed.

Speakers (25 minutes each)

Ms Eliane CHEMLA, Vice-President of the European Committee of Social Rights of the Council of Europe and State Councillor, France

Mr Fareed GHANNAM, Deputy Minister, Ministry of Finance, Palestine*

National experience: (10 minutes)

Mr Tarek Haj SALAH, Director General of Public Remuneration, Ministry of Finance, Tunisia

Prof. Dr. Abdalla Yousef Awad AL-ABABNEH, President, National Centre for Human Resources Development, Jordan

Moderator:

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Presidential Secretary General at Al-Quds University, Palestine*

General discussion

15:30 – 16:00 General conclusions

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Presidential Secretary General at Al-Quds University, Palestine*

Closing words

Ms Frédérique PRIVAT DE FORTUNIE, UniDem Med Project Officer, Division for Cooperation with Neighbouring States, Venice Commission, Council of Europe

