Upcoming Free Webinars

PAi Strengthening Governance Worldwide

Stop blaming Covid-19 for poor customer service:
Let's do something about it!

Date: Tuesday 7th September 2021
Time: 1.30pm UK time

Register here

A number of public and private sector organisations have hidden behind the pandemic to mask poor service standards and delivery. This webinar proposes achievable strategies to ensure customer confidence and satisfaction – even in these challenging and troubled times.

Thinking outside the box, using new tools and creative approaches to customer service can ensure even better outcomes in the post Covid-19 era.

The webinar will start by very briefly reviewing our understanding of customer service so that we are 'on the same page', before going on to deal with the impact of Covid-19 on service delivery.

The webinar will cover:
- Adapting the customer experience to address the pandemic
- Techniques you can use right away to deliver outstanding service irrespective of the pandemic
- Using artificial intelligence (AI) to maximum effect while you are regrouping your other delivery mechanisms
- Supporting your delivery staff during these disruptive times.

Our presenter, Clement De Souza, is the Workshop Director for our professional development workshop on the **Putting People First: Improving and prioritising customer care**, which is planned to take place in Dubai from the 11 to 15 October 2021.
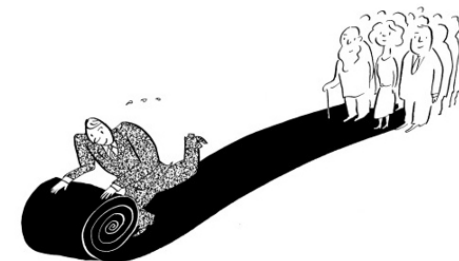
Clement is a very experienced organisational development, training and human resource development consultant who specialises in change management, performance management, customer service improvement and promoting diversity for the public sector.

He is a former UK civil servant and has worked for Civil Service Learning, the National School of Government and the Metropolitan Police. Clement has wide international experience in Africa, Asia, the Caribbean and Europe.

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Putting People First

Practical ways of improving customer service

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One-week professional development workshop
11 to 15 October 2021, in Dubai

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Making Better Policy:
Using evidence effectively

Date: Thursday 9th September 2021
Time: 1.30pm UK time

Register here

Many countries across the world strive to make better public policy by using an evidence-based approach to the policy making process. There is often disagreement, however, as to what constitutes 'evidence' and how it can be used at different stages of the policy process.

This webinar will start by reviewing how evidence can be used to inform decision making throughout the different stages of the policy process. We will consider what constitutes 'evidence' and how it interacts with the driving forces of policy – belief, ideology and values. The 'sweet spot' of good policy making is where evidence, politics and delivery overlap.

We will look at other factors that contribute to making better policy, including:

- Stakeholder engagement (rather than just consultation)
- In-depth understanding of the problem-in-hand
- Thinking broadly about policy options that might address the problem
- Using evidence to establish what has worked effectively and efficiently elsewhere
- Developing a delivery plan before the policy is rolled out
- Building effective monitoring and evaluation into the policy process

The webinar will highlight case studies from different countries to illustrate how evidence has helped make better policy and avoid policy failure.

Our presenter will be Dr Philip Davies. Philip leads PAI's regular *Making Policy More Effective* professional development workshop, which is planned to take place in *Dubai (1 to 12 November 2021)* and *London (2022 date to be confirmed*).

The workshop runs for two weeks but participants are welcome to attend just week one or just week two.

Philip Davies is Executive Director of Oxford Evidentia, a UK-based professional development and consulting company that undertakes capacity building in impact evaluation, research synthesis and the use of high-quality evidence for policy making, good governance and public service delivery. He is also an Associate Fellow of the Department of Social Policy and Interventions at the University of Oxford.

From 2000-20007 Philip was a senior civil servant in the UK Cabinet Office and HM Treasury, responsible for policy evaluation and analysis. Before joining the Cabinet Office, he was a University Lecturer in Social and Political Science at the University of Oxford, and he has held academic positions at the University of Aberdeen and the University of California, San Diego.

Philip has substantive expertise in health and health care, education, social welfare, crime and justice, and international development. He has taught courses on policy evaluation, evidence-based policy making, and the analysis and use of evidence across the UK and in the USA, Canada, and various countries of Europe, Africa, Australasia and the Caribbean. The latter work was in 2018-19 for the Caribbean Development Bank for which Philip was the lead trainer on the Public Policy Analysis and Management Programme in Anguilla, Bahamas, Barbados, Dominica, and Suriname. He also provided similar public policy training in the British Virgin Islands and Jamaica.

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Making Policy More Effective

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Two-week professional development workshop
1 to 12 November 2021, Dubai, United Arab Emirates

Week one: Policy analysis and the use of evidence
1 to 5 November 2021, Dubai, United Arab Emirates
Week two: Impact assessment and evaluation
8 to 12 November 2021, Dubai, United Arab Emirates

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