



Training Toolkit on Government Innovation for Social Inclusion of Vulnerable Groups

Module 1

Course Introduction & Overview

1. Background & Training Objectives





UN DESA Curriculum on Governance for the SDGs





UN DESA Curriculum on Governance for the SDGs



TRANSFORMING PUBLIC SERVANTS' MINDSETS TO IMPLEMENT THE 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT
UN DESA | DPIDG
Training of Trainers | English

UN Photo/Rick Balornas



TRANSPARENCY, ACCOUNTABILITY AND ETHICS IN PUBLIC INSTITUTIONS
UN DESA | DPIDG
Training of Trainers | English

UN Photo/Yutaka Nagata



INSTITUTIONAL ARRANGEMENTS AND GOVERNANCE CAPACITIES FOR POLICY COHERENCE
UN DESA | DPIDG
Training of Trainers | English

UN Photo/Eskindir Debet



EFFECTIVE NATIONAL TO LOCAL PUBLIC GOVERNANCE FOR SDG IMPLEMENTATION
UN DESA | DPIDG | UNPOG
Training of Trainers | English

BumI Consultancy/World Bank



GOVERNMENT INNOVATION FOR SOCIAL INCLUSION OF VULNERABLE GROUPS
UN DESA | DPIDG | UNPOG
Training of Trainers | English

UN Photo/Rick Balornas



RISK-INFORMED GOVERNANCE AND INNOVATIVE TECHNOLOGY FOR DISASTER RISK REDUCTION AND RESILIENCE
UN DESA | DPIDG | UNPOG
Training of Trainers | English

UN-DRR Photo



INNOVATION AND DIGITAL GOVERNMENT FOR PUBLIC SERVICE DELIVERY
UN DESA | DPIDG
Training of Trainers | English



DIGIT4SD: DIGITAL GOVERNMENT IMPLEMENTATION
UN DESA | DPIDG
Training of Trainers | English



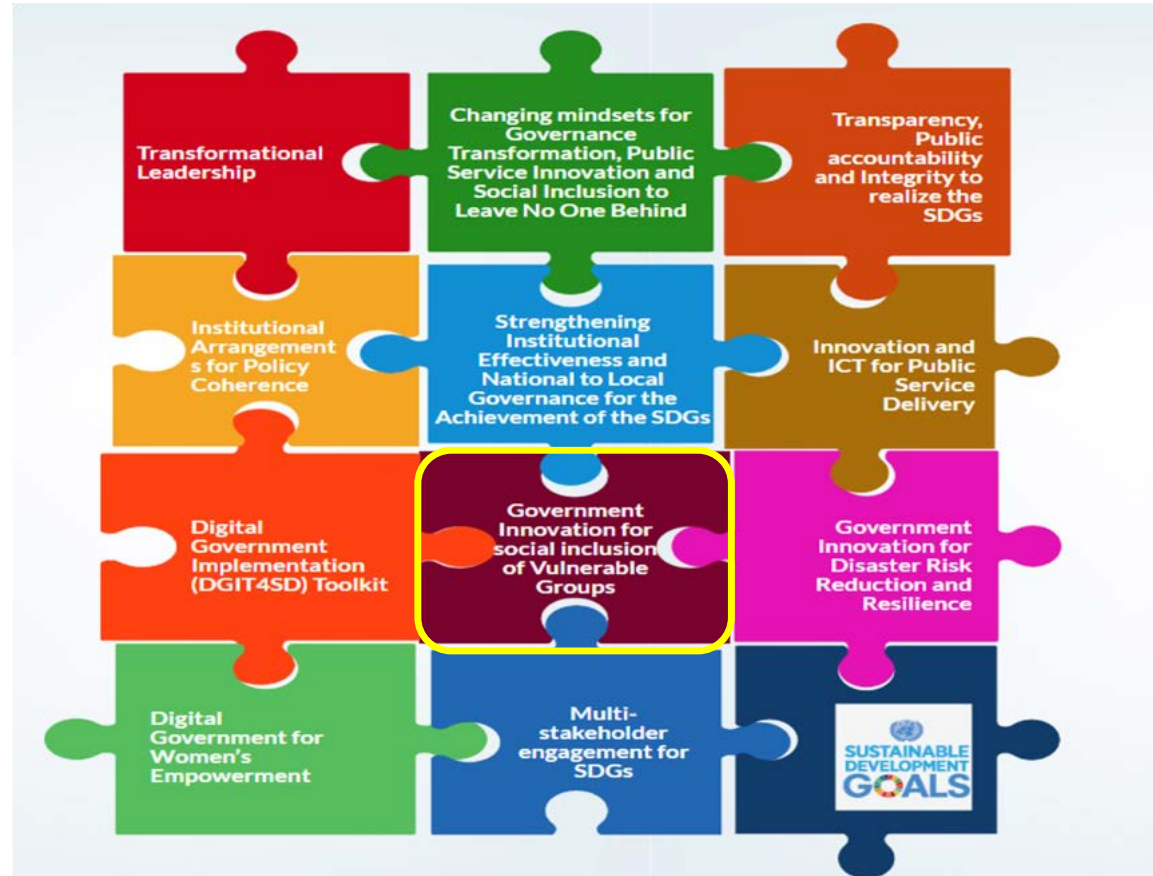
E-GOVERNMENT FOR WOMEN'S EMPOWERMENT
UN ESCAP & UN DESA | DPIDG | UNPOG
Training of Trainers | English



INTEGRATED POLICIES AND POLICY COHERENCE FOR THE SDGs
UNITAR, ECLAC & UN DESA | DPIDG | DSDG
Training of Trainers | English



UN DESA Curriculum on Governance for the SDGs





Relation to Other Training Toolkits

- This Training Toolkit is part of UN DESA's Curriculum on Governance for the SDGs, developed by its Division for Public Institutions and Digital Government (DPIDG).
- In this Toolkit, most of these special issues are integrated around the challenges of dealing with vulnerability.
- This Toolkit can be interlinked with other Toolkits of UN DESA's Curriculum on Governance for the SDGs, depending on learning demands of users.
- All Toolkits are available online.



Background of the Training

- **Ensuring no one is left behind** is at the core of the 2030 Agenda for Sustainable Development.
- Many administrations set “building an inclusive state” as their primary objective and mainstream inclusive growth into policy making.
- In every country, vulnerable groups – typically children, youth, women, older persons, migrants, refugees, indigenous peoples, persons with disabilities or other minorities – confront barriers that prevent them from fully participating in their nation’s political, economic, and social life.



Photo: <https://www.un.org/development/desa/dspd/>



Background of the Training

Social Inclusion of Vulnerable Groups and SDGs





Background of the Training

This requires **government innovation** including:

- Facilitating access of vulnerable groups to public services
- Improving value of public services for vulnerable groups
- Using the innovative potential of frontier technologies
- Developing participatory and inclusive governance models
- Empowering vulnerable groups to take part in social and economic life



Image: gettyimages



Key Terms & Concepts

- **Innovation** is “doing something different(ly) and/or doing different things, to create added value”, i.e. it is the process of implementing novel approaches to achieve impact (OECD-OPSI)
- **Government innovation** has many complex definitions and this concept is evolving dynamically. Broadly, this refers to the process of implementing novel policies/approaches to addressing government challenges and improving public services to better serve citizens. (OECD)
- **Vulnerability** is “exposure to risk that leads to unacceptable levels of deprivation”. (World Bank)
- **Social inclusion** is “the act of making all groups of people within a society feel valued and important”. (Collins)





Objective of the Training

Target Audience

- Government officials, from both national and local government agencies, working on government innovation, social inclusion/protection or other relevant fields;
- Schools of public administration and institutes of public management; and
- UN Country Teams and others
- Other relevant stakeholders of government innovation, including civil society organizations, the private sector, and academia, will also be actively involved.



Objective of the Training

Objective: The Toolkit aims to build capacities to promote government innovation for social inclusion of vulnerable groups by introducing approaches, strategies and experiences. It also highlights the importance of empowering vulnerable groups and engaging them in policy design, implementation and monitoring processes, as agents of change.

Upon completion of the training, learners will:

- **Improve** the understanding of the progress, status and challenges in government innovation for social inclusion of vulnerable groups through self-assessment, knowledge-sharing and discussions;
- **Apply** the innovative approaches, strategies and experiences introduced during the training based on the context and needs of each country/organization; and
- **Strengthen** capacities to foster inclusive mindsets of government officials and other relevant stakeholders, leading to more inclusive societies through the empowerment and engagement of vulnerable groups.



Credit: UN Photo/JC McIlwaine



Objective of the Training

- Promoting governmental innovation for the benefit of vulnerable groups, reducing their vulnerability, increasing resilience
- Supporting government officials with better identifying the needs of vulnerable groups
- Providing government officials with inspiration, knowledge and skills how to initiate, design and manage innovation projects
- Creating networks of governmental innovation leaders and experts for mutual support



2. Course Structure & Programme





Government Innovation for Social Inclusion of Vulnerable Groups						
Time	Day 1	Day 2	Day 3	Day 4	Day 5	
Modules	What is Vulnerability? Policy & Legislative Frameworks and Government Innovation Needs	Addressing Root Causes of Vulnerability: Actions, Perspectives, and Governance	Innovating Public Services and Enabling Ecosystems for Social Inclusion	Capacity Development: Enabling Engagement and Enhancing Social Inclusion	Implementing Government Innovation and Tracking & Monitoring the Impact of Government Innovation	
Morning Session	Module 1: Welcome & Course Introduction <i>Introduction of Speakers and Participants & Programme Overview Icebreaker Activity (Challenges & What Changes You Aim to Achieve?) (9:00-10:00)</i>	Module 5: Identifying Vulnerability and Vulnerable Groups <i>Presentation (9:00-10:30)</i> <i>Group Work (10:30-12:00): Reversed Advising Exercise & Actor Analysis & Interest Analysis</i>	Module 7: Innovating Public Service Delivery and Access for Vulnerable Groups <i>Presentation (9:00-10:00)</i> <i>Group Work (10:00-10:30) Needs Analysis & Brainstorming on Public Service Innovation</i> Module 8: Digital Government and Frontier Technologies for Promoting Social Inclusion of Vulnerable Groups <i>Presentation (10:30-11:30)</i> <i>Group Work (11:30-12:00): Pro & Con Group Debate</i>	Module 11: Developing Public Sector Capacity for Government Innovation and Inclusion of Vulnerable Groups <i>Module 11.1 Developing Capacity for Government Innovation for Social Inclusion Presentation (9:00-10:00)</i> <i>Group Work (10:00-10:30) Group Discussion</i> <i>Module 11.2 Methods to Plan Stakeholder Engagement and Design Government Innovation Projects Presentation (10:30-11:30)</i> <i>Group Work (11:30-12:30): Stakeholder Mapping/ Engagement Sequence Exercise & Design Thinking Exercise</i>	Module 13: Financing and Partnerships for Social Inclusion <i>Presentation (9:00-10:00)</i> <i>Group Work (10:00-11:00): Scenario Analysis & Solution Designing</i> Module 14: Measuring Progress: Monitoring & Evaluation of Implementation Efforts <i>Presentation (11:00-12:00)</i> <i>Group Work (12:00-12:30): Group Quiz & Discussion</i>	
	Module 2: Vulnerability and Leaving No One Behind for Achieving the 2030 Agenda <i>Presentation (10:00-11:00)</i> <i>Group Work (11:00-12:00): Group Discussion & Scenario Analysis</i>					Lunch Break
Afternoon Session	Module 3: Vulnerability in the Contexts of Economic, Social and Environmental Challenges and Opportunities <i>Presentation (13:00-14:00)</i> <i>Group Work (14:00-15:00): Vulnerability Analysis Exercise</i>	Module 6: Governance Innovation – Towards Inclusive and Participatory Governance <i>Presentation (13:00-15:00)</i> <i>Group Work (15:00-17:00): Discussion & Country Experience Sharing in World Café Method</i>	Module 9: Ensuring Inclusion of Vulnerable Groups during Public Health Emergencies <i>Presentation (13:00-14:00)</i> <i>Group Work (14:00-15:00): Group Discussion & Role Playing</i>	Module 12: Develop Your Government Innovation Project and Action Plan <i>Presentation (13:30-14:00)</i> <i>Group Work (14:00-17:00): Developing Action Plan</i>	Module 15: Lessons Learned and Next Steps <i>Presentations (13:30-14:30): Key Messages by Module Rapporteurs</i> <i>Group Work (14:30-16:00): Group Discussion on Lessons Learned and Next Steps</i>	
	Module 4: Policy and Legislative Frameworks & Government Innovation Needs <i>Presentation (15:00-16:00)</i> <i>Group Work (16:00-17:00): SWOT Analysis & Actor Analysis</i>					Module 10: How to Create an Enabling Ecosystem for Empowering Vulnerable Groups <i>Presentation (15:00-16:00)</i> <i>Group Work (16:00-17:00): Strategy-Building Exercise</i>
	Wrap-up & Reflection (17:00-17:15)	Wrap-up & Reflection (17:00-17:15)	Wrap-up & Reflection (17:00-17:15)	Wrap-up & Reflection (17:00-17:15)		



Day 1: What is Vulnerability? Policy & Legislative Frameworks and Government Innovation Needs

Morning	Afternoon
Module 1: Welcome and Course Introduction	Module 3: Vulnerability in the Contexts of Economic, Social and Environmental Challenges and Opportunities
Module 2: Vulnerability and Leaving No One Behind for Achieving the 2030 Agenda	Module 4: Policy and Legislative Frameworks & Government Innovation Needs





Day 2: Addressing Root Causes of Vulnerability: Actions, Perspectives, and Governance

Morning	Afternoon
Module 5: Identifying Vulnerability and Vulnerable Groups	Module 6: Governance Innovation - Towards Inclusive and Participatory Governance





Day 3: Innovating Public Service and Enabling Ecosystems for Social Inclusion

Morning	Afternoon
Module 7: Innovating public service delivery and access for vulnerable groups	Module 9: Ensuring Inclusion of Vulnerable Groups during Public Health Emergencies
Module 8: Digital Government and Frontier Technologies for Promoting Social Inclusion of Vulnerable Groups	Module 10: How to Create an Enabling Ecosystem for Empowering Vulnerable Groups





Day 4: Capacity Development: Enabling Engagement and Enhancing Social Inclusion

Morning	Afternoon
<p>Module 11: Developing Public Sector Capacity for Government Innovation and Inclusion of Vulnerable Groups</p> <p>11.1 Developing Capacity for Government Innovation for Social Inclusion</p> <p>11.2 Methods to Plan Stakeholder Engagement and Design Government Innovation Projects</p>	<p>Module 12: Develop Your Innovation Project and Action Plan</p> <p>Optional: Meeting with Stakeholders</p>





Day 5: Implementing Government Innovation and Tracking & Monitoring the Impact of Government Innovation

Morning	Afternoon
Module 13: Financing and partnerships for social inclusion	Module 15: Lessons learned and next steps
Module 14: Measuring Progress: Monitoring & evaluation of implementation efforts	Course Evaluation by Participants & Closing Session





Develop Your Action Plan – Change Project

- During the course, develop an Action Plan for your public sector innovation.
- This can be a planned or ongoing innovation project or a new innovation idea that you develop during this workshop.
- Use the Action Plan template provided.
- Use the lessons learned from each module to develop your Action Plan step-by-step throughout the workshop.
- Finalise the Action Plan in the final session.



The image shows a screenshot of a digital form titled "Template for Action Plan" for "Training on Government Innovation for Social Inclusion of Vulnerable Groups". The form includes fields for "COUNTRY" and "TITLE OF ACTION PLAN". It is divided into four numbered sections, each with a light blue text box for input:

- 1. Subject of the Innovation Project**
Please briefly describe what the innovation project is about.
- 2. Target Group**
Which vulnerable group is this Action Plan targeting?
- 3. Context & Objectives**
Please explain the general context for developing this Action Plan and the overall objectives set by this Action Plan.
- 4. Implementing Agency**
Please specify the agency(s) designated/mandated to implement the Action Plan.



Rapporteurs for the Modules

- One participant should volunteer as rapporteur for each module: 1 rapporteur per Module 1 – 14
- Role of the rapporteur:
 - Note down the most important results of the module
 - Summarize some key messages in the Wrap-up of the day
 - Summarize key lessons learned in the final module 15
- Who is volunteering?



Group Work





Group Discussion



30'

Introduction of Participants & Aimed Changes

1. Where do you come from (country, organization)?
2. How is your work related to promoting social inclusion of vulnerable groups?
3. What are the main challenges you are facing in your organization/country as regards social inclusion of vulnerable groups?
4. What is “government innovation” in the specific context of your country/organization?
5. What are your objectives with this training? What changes you wish to achieve by taking this training? What do you want to take home?
6. Which vulnerable groups do you wish to focus?

Training
Government Innovation for Social Inclusion of
Vulnerable Groups

United Nations Department of Economic and Social Affairs (UN DESA)
Division for Public Institutions and Digital Government (DPIDG)

Advance Questionnaire for Participants

Introduction to the training and training objectives

1. Personal data

Name of the participant

Name of the employing government institution or agency

Status or function within the employing body





End of Module 1

