Examples of good practice relating to developing skilled public services

Chile – innovation skills and abilities

Context

The Government of Chile has set out a vision to develop a more inclusive society, and sees public sector innovation as a means to achieve it. But in order to achieve these ambitious goals, the Government will need to improve the innovation-related skills and capabilities of the Chilean public service. This report, the first of its kind on an OECD country, assesses the abilities, motivations and opportunities in Chile’s public service for contributing to innovation, and provides recommendations on how to further develop them.

Good example

OECD work with the Chilean public administration investigated the different types of skills and abilities that innovators and their managers use to innovate and manage innovation in the public sector. The following abilities were identified:

- listen to, and empathize with service users and other stakeholders, in order to discover the challenges they face when approaching and using the service
- knowledge of the mission and context of the public institution, in order to design solutions that make sense in that context
- ability to test an idea on a small scale, which requires the ability to anticipate, to test different hypotheses, to project different scenarios, and to have the capacity to react quickly and to adapt to results
- capacity to work in/manage multi-disciplinary teams in order to understand various approaches to a given situation and to be able to address it from different perspectives
- resilience and perseverance, and the capacity to react to a changing context, for example regarding political support or user satisfaction
- convince others to get their buy-in
- have good project management skills, which involve the ability to manage deadlines, risks, people and outcomes, but also expectations from users, from the administrative hierarchy and even from the political level
- evaluate the impact of an innovation including a good knowledge of the process but also of appropriate impact assessment methodologies, data and resources.

Find out more

Read the full report by clicking here: