



**SIGMA**

Creating Change Together



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# REOPENING PUBLIC SERVICES IN THE CONTEXT OF CORONAVIRUS (COVID-19)

**SIGMA Webinar for ENP Southern Partners**

**Wednesday 10 June 2020, 10.00-12.00 Paris time**

## AGENDA

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**10:00 – 10:05**    **Welcome and introductory remarks**  
Gregor Virant, Head of the SIGMA Programme.

**Part 1 - Returning to on-site work and reopening public services in the context of Coronavirus (COVID-19)**

*Countries are reopening public services in an unusual and uncertain situation. Some civil servants are gradually coming back to rearranged workplaces, while some others remain working from home. Users are expecting administrative services to be provided again. Authorities, civil servants and citizens face incertitude during their efforts to find a suitable way to return to normality.*

**10:05 – 10:20**    **Reopening public services in the context of Coronavirus (COVID-19): risks, challenges and ways forward**

*Presentation by SIGMA*

**10:20 – 11:10**    Participants have the opportunity to share **plans and experiences** regarding the “back to work” process (5-minute interventions).

*Discussion among peers and SIGMA*

**Part 2 - Changes in human resource management (HRM) resulting from the Coronavirus (COVID-19) crisis**

*Innovation and flexibility are necessary to cope with new challenges. For over two months, public administrations have been working in extraordinary conditions. In light of this experience, are there any good practices to be retained when returning to on-site work? Can new HRM arrangements (teleworking, flexible working) be helpful? Are managers of civil services and HRM ready to function under this uncertainty?*

**11:10 – 11:50**    **Introductory remarks by SIGMA, followed by a discussion structured around three subjects:**

1. Workplace and telework: adapting the workplaces and combining on-site work with teleworking.
2. Workload: managing accumulated backlogs and new priorities with increased staff absences.
3. Motivation: ensuring staff wellbeing and maintaining productivity.

**11:50 – 12:00**    **Summary and conclusions**  
Bianca Brétéché, ENP South Regional Liaison, SIGMA

**All time slots above refer to Paris time (CEST).**

**Interpretation will be available from English and French into Arabic and vice versa (no interpretation French ↔ English).**