



“Innovation on the Front-Line” (Making the system work-finding that better way!) A NCPSI Briefing

Learning Overview

Observational research reports that the incidence of public sector innovation is most often found on the very “front-line” of service. It can be part of a human service case worker’s actions to consolidate a particular program intake process. Or innovation may take shape during the development of a new literacy initiative for incumbent workers. Or it might be the result of a group of businesses forming an alliance to jointly bid on product areas that they independently could never compete in.

The Innovation on the Front-Line NCPSI Briefing is focused on encouraging, facilitating, and recognizing public sector innovation where it is most important – on the front-line. Planners and administrators at higher organizational levels often have the best intentions and concepts regarding innovative practices. However, many great public sector innovations have experienced a very short service life largely due to the lack of insight from those in the front-line.

The front-line is also where critical program/service factors like empowerment and infused leadership are employed. Without everyone involved in the delivery of a public service assuming a leadership role and/or taking some form of ownership (i.e. empowerment) in its success or failure, the outcomes could be minimal at best.

Today’s and tomorrow’s workforce needs to be innovative and retain an entrepreneurial spirit. The Innovation on the Front-Line NCPSI Briefing will be a key in this area.