



**United Nations**

Department of  
Economic and  
Social Affairs

# Webinar on Inclusive Mindset and Launch of the eLearning Course on Government Innovation for Social Inclusion of People in Vulnerable Situations

10 July 2024

Self-paced Certificate Course with Accessibility Features



Photo: S. Mojumder/ Drik/ CIMMYT Bangladesh

## Government Innovation for Social Inclusion of People in Vulnerable Situations

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# UNPOG Mission

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**To strengthen capacities of public institutions in developing countries to translate the SDGs into strategies and programmes at the country level**



Strengthening  
Public  
Institutions



Innovating  
Public Services



Engaging  
Whole Societies

# The Sustainable Development Goals Report 2024



- Increasing global inequalities, with an additional 23 million people pushed into extreme poverty
- over 100 million more suffering from hunger
- Overall global health progress has decelerated alarmingly since 2015.
- Strengthening partnerships is key to more inclusive data
- Ending poverty requires a wide-ranging approach that combines comprehensive social protection systems, inclusive economic policies, investments in human capital, measures to address inequality and climate resilience, and international cooperation and partnership.
- Prioritizing increased education funding, inclusive and accessible schools ,leveraging technology and bridging the digital divide to achieve equitable access to quality education.





## Innovation is about people

- People shape development vision and create institutions to implement it, as they are the ones running governmental institutions and public services.
- People create the vision for change and implement it by determining the quality, strength, and performance of the institutions.
- People are central to every stage of government innovation.



## **Empowering Public Servants – Mindsets, Capacities, and Skills**



Public servants are key for government innovation and implementation of public services in improving the social inclusion of people in vulnerable situations.

Therefore, any government innovation for social inclusion of people in vulnerable situations have to invest in the development of the capacities, competencies, and skills of public sector staffs.



## What are the mindsets, capacities, and skills required of public servants?

People-centered and inclusive mindset

Innovative mindset

Leadership and commitment for inclusion

Flexibility and adaptability

Accountability and transparency

Design thinking and integrative approach

Empathy and communication skills

Digital skills for innovative services and collaboration



# eLearning Course



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**Self-paced course**

## **Government Innovation for Social Inclusion of People in Vulnerable Situations**

<https://capacity.desa.un.org/digital-learning-centre>

# The eLearning course is structured around six thematic units:







The delivery of inclusive and equitable public services is critical for people in vulnerable situations. Vulnerable people, especially those experiencing multiple dimensions of vulnerability and limited by their social condition and position in society, can benefit from innovative public service delivery that is targeted to meet their complex needs

# Inclusive Mindset

Vulnerability is **complex** and **multi-dimensional**. This is why the process of identification may be challenging.

A thorough process of identifying vulnerability needs to combine different types of **methodologies** and **data sources**.

However, these identification processes are challenging because of the lack of universally accepted methodology, disaggregated data, inconsistent data, and insufficient technical skills to evaluate



This requires **government innovation** in the following areas:

- 1 **Facilitating access** of people in vulnerable situations to public services.
- 2 **Improving** the value of public services for people in vulnerable situations.
- 3 **Using** the innovative potential of frontier technologies.
- 4 **Developing** participatory and inclusive governance models.
- 5 **Empowering** people in vulnerable situations to take part in social and economic life.



# Inclusive Mindset



## Then, what is an inclusive mindset?

Inclusive mindset can be understood as the mindset that puts an emphasis on promoting the value of “inclusion”, and specifically in the context of the 2030 Agenda, on ensuring leaving no one behind by engaging those who are left behind and listening to their voices and perspectives in the process of decision-making.



# The five principles can be summarized as follows:



## Leaving no one behind

- which emphasizes ensuring that all human beings can fulfill their potential in dignity and equality. Public policies are to take into account the needs and aspirations of all segments of society, including the poorest, most vulnerable, and those subject to discrimination.
- One of the strategies to

[+ READ](#)



## Non-discrimination

- To respect, protect, and promote human rights and fundamental freedoms for all, access to public service is to be provided on general terms of equality, without distinction of any kind as to race, color, sex, language, religion, political or other opinion, national or social origin, property, birth, disability, or other status.



## Participation

- To have an effective State, all significant political groups should be actively involved in matters that directly affect them and have a chance to influence policy.



## Subsidiarity

- To promote government that is responsive to the needs and aspirations of all people, central authorities should perform only those tasks which cannot be performed effectively at a more intermediate or local level.



## Intergenerational equity

- To promote prosperity and quality of life for all, institutions should construct administrative acts that balance the short-term needs of today's generation with the longer-term needs of future generations.

# Inclusive Mindset



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## UN DESA Competency Framework for Public Servants to Achieve the Sustainable Development Goals

### Institutional Inclusiveness Inclusive Mindset




Source: UN DESA (2021). Changing Mindsets to Realize the 2030 Agenda for Sustainable Development

## **Institutional Inclusiveness**

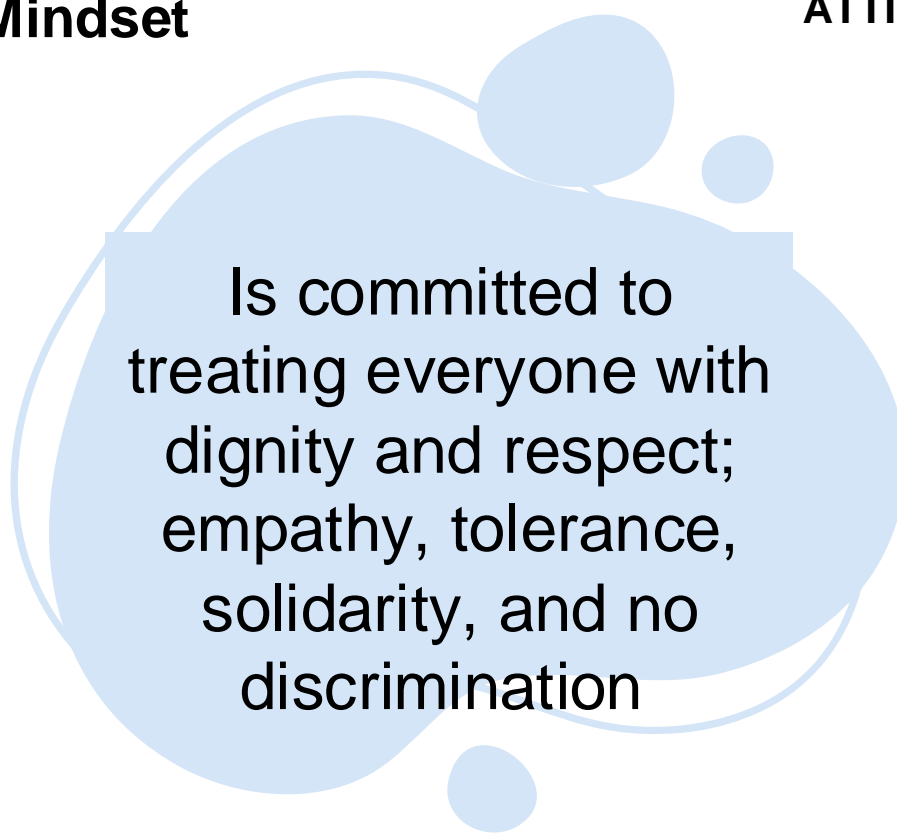
### **Inclusive Mindset**

#### **BELIEFS**



All people are  
equal in dignity  
and rights and  
deserve equal  
opportunities for a  
better life

#### **ATTITUDES**



Is committed to  
treating everyone with  
dignity and respect;  
empathy, tolerance,  
solidarity, and no  
discrimination



## Competencies

- **respect for diversity, and non-discrimination** to promote public sector workforce diversity, and in line with SDG 16.7, ensure responsive, inclusive, participatory, and representative decision-making at all levels;
- **inter-generational equity** to ensure prosperity and quality of life for all, noting especially the needs of today's children and how current actions may jeopardize the basic needs of future generations;
- **empowerment and participation** and develop awareness of own and communities' beliefs, values and expectations and ensure a culture of caring; and
- **negotiation and facilitation** to find solutions to a shared problem. Successful negotiators will analyze a problem, identify the interested parties, and reach a consensus. Communication, persuasion, planning, strategizing, and cooperating are essential skills of negotiation and facilitation.



# Inclusive Mindset



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## Competencies and Skills for an Inclusive Mindset

**Respect for diversity**

**Leadership &  
Commitment for  
inclusion**

**Flexibility & Adaptability**

**Emotional Intelligence &  
Empathy**

**Engagement and  
collaboration with other  
stakeholders**

**Negotiation and  
facilitation skills**

**Accountability &  
Transparency**

**Communication skills**

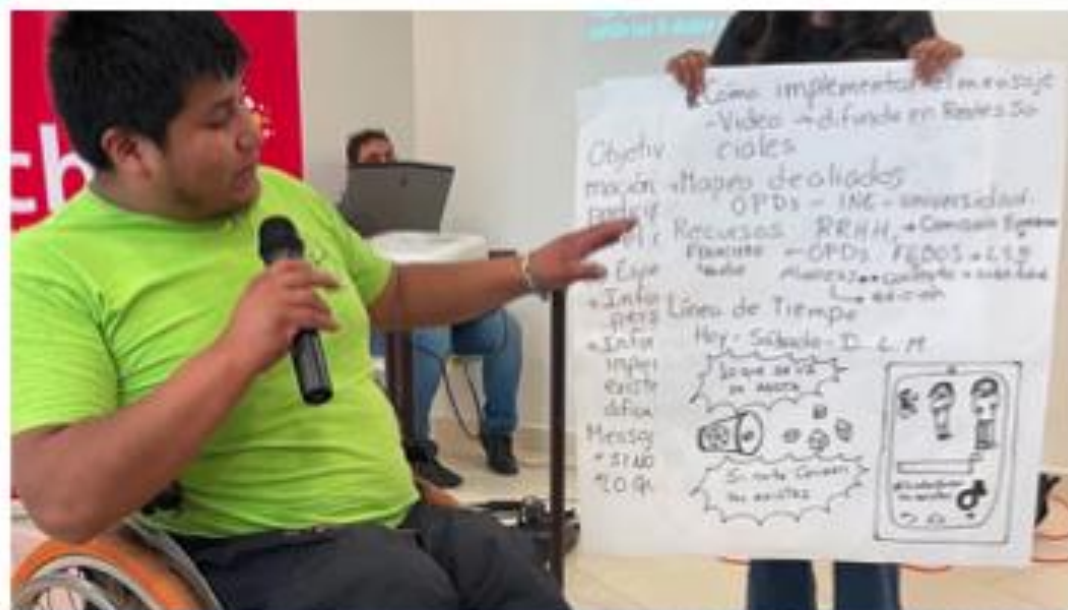
**Design thinking &  
Integrative approach**

**Digital skills for  
innovative services and  
collaboration**



## Partnerships for the Goals

- Developing countries face a \$4 trillion annual investment gap to achieve the SDGs. Foreign direct investment flows to developing countries have decreased while gains in remittances and ODA have been modest. The Secretary-General has urged countries to support an SDG Stimulus of at least \$500 billion annually.
- External debt stock levels have remained unprecedentedly high in developing countries. About 60 per cent of low-income countries are at high risk of debt distress or already experiencing it.
- Approximately 67 per cent of the world's population was online in 2023, up 69 per cent from 2015. Investment in infrastructure and affordable Internet access for the remaining 2.6 billion people is crucial for inclusive development.
- The COVID-19 pandemic highlighted the importance of high-quality, timely and disaggregated data for informed decision-making. Yet funding gaps threaten the resilience of statistical systems in developing countries.



Gary Ramirez presents an action plan to advocate for data on persons with disabilities. It was developed in a workshop for Organizations of Persons with Disabilities in the Plurinational State of Bolivia.

- In a landscape of declining international cooperation and rising geopolitical tensions, strengthened global partnerships and enhanced cooperation are urgently needed to address widening financing gaps, reinforce post-pandemic recovery and promote sustainable development, particularly in the LDCs and other vulnerable countries.

# UN Public Service Awards



**Every Country can Innovate**



**ICT Facilitates Innovation**

**Public Sector Innovates**

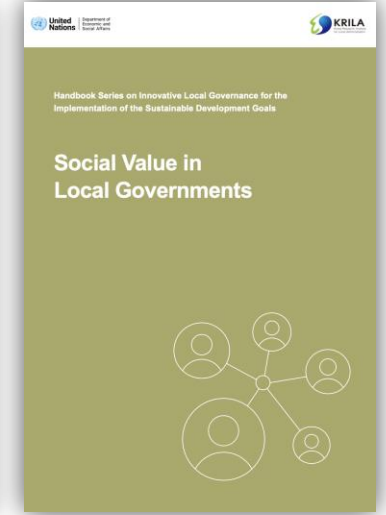
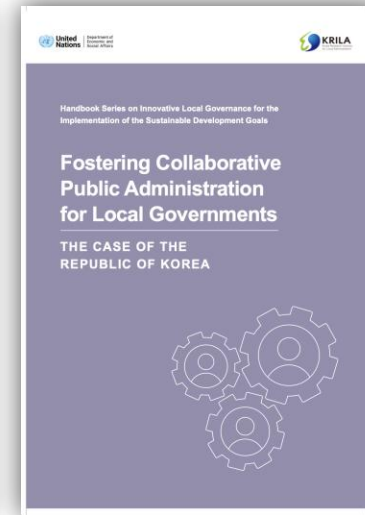
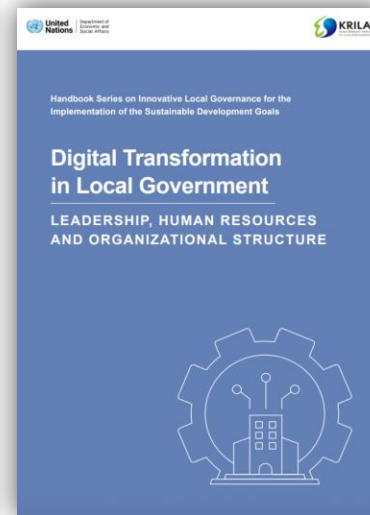
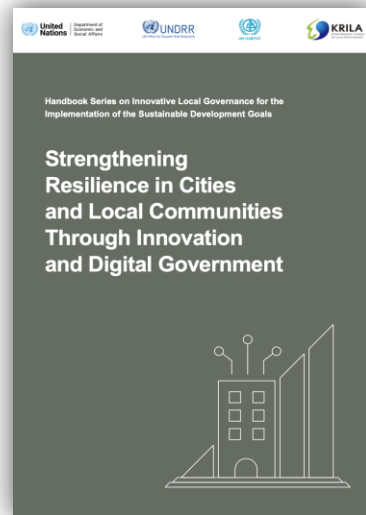
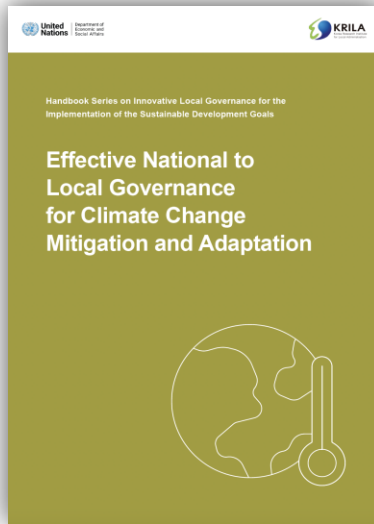
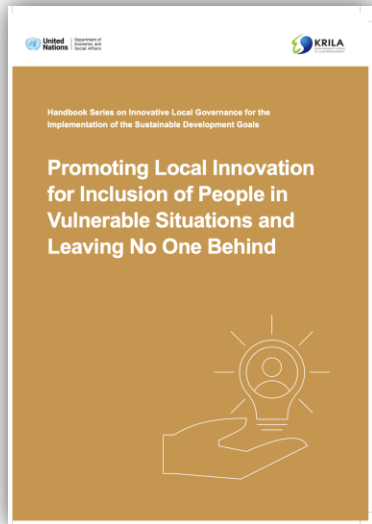


**Innovation Breeds Innovation**



# Bolstering Local Action to Accelerate Implementation

**UNPOG Handbook Series** on Innovative Local Governance for the Implementation of the SDGs available at [www.UNPOG.org](http://www.UNPOG.org)







# Thank you!



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