

1. Record Nr.	UNINA9910160672403321
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Titolo	Leading public design : Discovering Human-Centred Governance // Christian Bason [[electronic resource]]
Pubbl/distr/stampa	Bristol : , : Policy Press, , 2017
ISBN	1-4473-2560-5
Descrizione fisica	1 online resource (x, 257 pages) : digital, PDF file(s)
Disciplina	351
Soggetti	Public administration - Management Organizational change - Management Design - Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Title from publisher's bibliographic system (viewed on 05 Apr 2022).
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Methods: tools for creating tangible futuresEngagement #5: making the future concrete; Engagement #6: insisting on public value; Reflection: making, enacting, creating, bringing to life; How to do it: using design to try out new futures; 9. Design for public value; Design dimensions: drivers of change; Design outputs: from prototypes to implementation; Signs of public value; How to do it: capturing the value of design; Part Three. Discovering human-centred governance; Catalysing change in governance 10. by design; A pathway to human-centred governance. How to do it: getting started with design approaches6. Exploring the problem space; Methods: design research as enquiry; Engagement #1: questioning assumptions; Engagement #2: leveraging empathy; Reflection: exploring new avenues for change; How to do it: leveraging insight and empathy; 7. Generating alternative scenarios; Methods: design as facilitator of divergence; Engagement #3: stewarding divergence; Engagement #4: navigating the unknown; Reflection: managing divergence under complexity; How to do it: enabling the creative process; 8. Enacting new practices. Traditional public administration: the Weberian legacyThe new public management: a call for reinvention; Rediscovering the state; Needed: a governance road map; The convergence of design and public management?; How to do it: exploring the next public governance; Part Two. Leading design for public innovation; 5. Design practice in

government; Case overview: management narratives on design; Commissioning design; Creating change: a personal ambition?; Towards a typology of design: three design dimensions¹; Six management engagements with design. Characterising 'wicked' The problems with wicked problems; How to do it: embracing complexity; 3. The changing nature of design; The splintering of design; Design as plan: towards the social; Design as practice: more 'co'; Design as a way of reasoning: design thinking and beyond; From design management to managing as designing³; In search of design attitude; Design defined; How to do it: raising the organisation's design awareness; 4. In search of the next governance model; The quest for a new paradigm; The next governance model: searching for a new balance. List of figures and tables; Figures; Tables; Foreword; 1. Introduction: design as a vehicle for exploration; Design: an approach to innovation in government; Advancing public sector innovation practice: the next agenda; Design-led innovation in government: three building blocks; Research foundation and audience; Content and structure of the book; Part One: Complexity, design and governance; 2. The public sector and its problems; The inability of government to address 'the public's problems'; Wicked problems and complexity; Dealing with double-sided complexity.

Sommario/riassunto

Drawing on more than a decade of work on public sector innovation, the author provides a clear framework for understanding and learning an emerging management practice, leading public design.
