



What are the most important lessons that the pandemic period taught government leaders about leading through uncertainty?

VIDEO TRANSCRIPT

As we've seen in recent years, government and public service leaders have had to step into uncharted territory and manage through a global health and economic crisis, the likes of which had not been experienced in generations.

And while there has been widespread praise for governments and public services for the management of aspects of the pandemic, we all need to come to terms with the fact that the uncertainty we've experienced for nearly two years is likely to continue for different reasons and with different dynamics.

So, government leaders need to continue to focus on resilience through this disruption, and make bold moves to build personalized, sustainable public services for the future, using a few guiding principles.

First, stay grounded in the data. Become data-driven in policy planning and action, and conduct scenario planning regularly to explore and future-proof against potential risks.

Second, don't go it alone. Deepen relationships with a wide network of public and private partners, to improve collaboration across public sector agencies and with all public and private entities whose skills and capabilities are relevant to your sector.

And finally, ask—don't assume what people need. It is critical to stay attuned to public sentiment and to use all available resources to gauge the mood and to understand the needs of your communities and your customers.

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