

# PUBLIC SERVICE MANAGEMENT IN A MULTICULTURAL ENVIRONMENT



**When:** 22 February 2012

**Where:** Razak School of Government

**Who:** Dr. Terry F. Buss

**Target Group:** Senior public officers with high intensity of interface with general public and cultural sensitivity in their course work. Education, public order, health services and local administration are some of the examples.

## **About the Seminar**

This seminar presents a framework for successfully managing the public sector in a multicultural environment from the perspective of policymakers and senior managers, line managers and supervisors, and public sector staff. The seminar focuses on policies, as well as management strategies, approaches and practices, looking at what works and what does not. Examples of effective approaches are presented from around the world.

## **About the Speaker**

Terry F. Buss, PhD is Executive Director and Distinguished Professor of Public Policy at the Heinz College, Carnegie Mellon University in Adelaide, Australia. Buss earned his doctorate in political science and mathematics at Ohio State University. Over the past 30 years, Buss has built his career in both academe and government.

## **Objectives**

To present a framework for successfully managing the public sector in a multicultural environment from the perspective of policymakers and senior managers, line managers and supervisors, and public sector staff

## **Programme Outcomes**

1. Dimensions of multicultural environment and how it evolved over time.

2. Indicators of organisational competencies in making major policy and management changes.
3. The four dimensions of multicultural competencies namely Systemic, Organisational, Professional and Individual.
4. Applying multicultural competencies into a common framework.
5. Keys to successful implementation and applying it to the Malaysian public service.

### **Contact**

To get more information on this event, you can contact us via email at [programmes@rsog.com.my](mailto:programmes@rsog.com.my)

### **Attachments**

Presentation slide handouts of the event can be downloaded here:

[Lecture 1: Managing in a Multicultural Society](#)

Lecture 2: Tools for Managers

### **Photo Gallery**

[\(link to the gallery\)](#)