

Leadership in the Public Sector

Goals & Motivation

**What are the ways that leaders
get the effect they want?**

What *is* motivation?

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Fulbright Economics Teaching Program

Ho Chi Minh City

Lecture 2 Session 1 : 04 August 2016

In Lecture 1 we were thinking about complex adaptive systems.

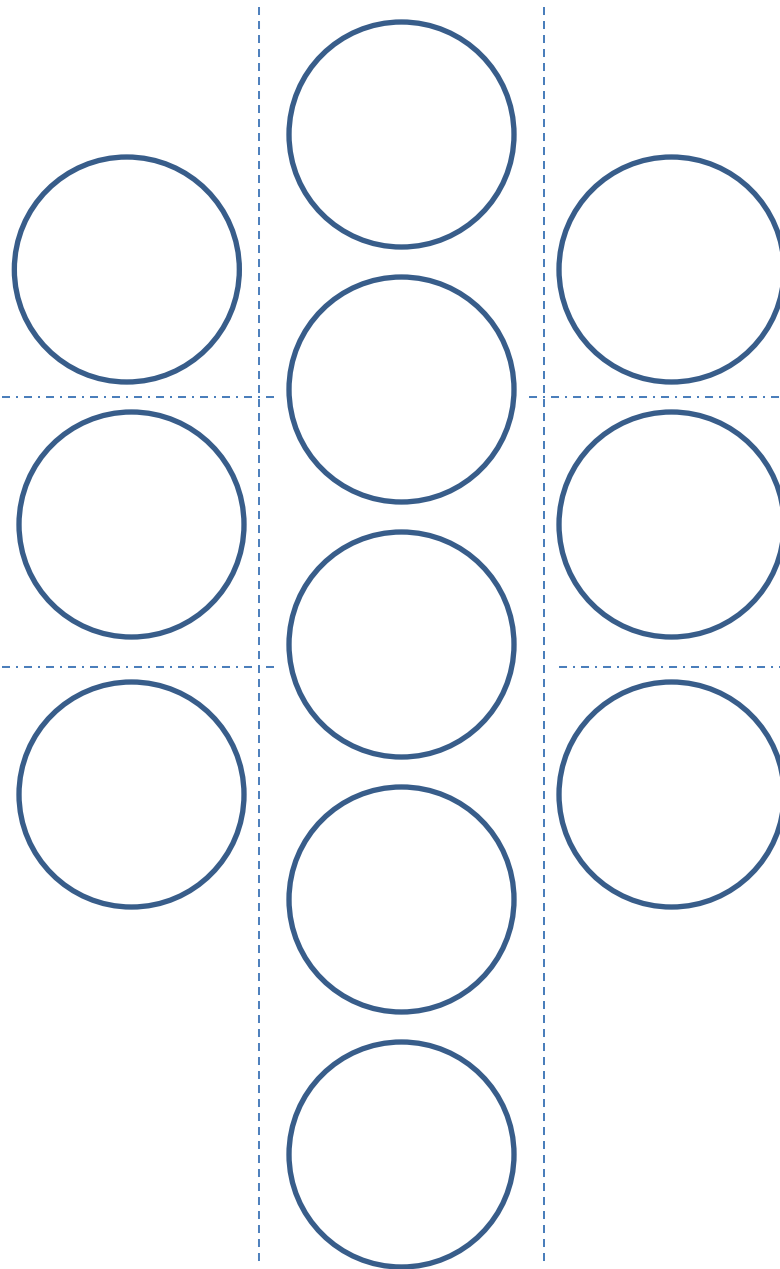
But what do we mean by
'system'?

And how should we describe
'the organization'
as a
'system'?

We need to have an answer to that before we can really think about setting goals and considering motivation.

Think of the organization like your body. There are some parts that are vital to life – vital organs.

There are some parts that are very useful to have – like arms and legs – but we can live without them.

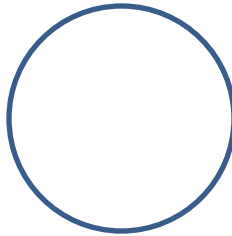
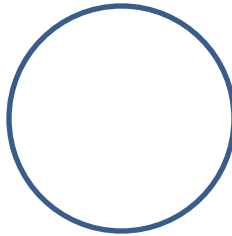
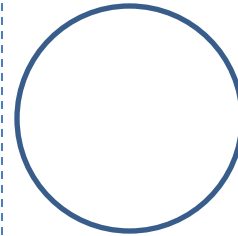
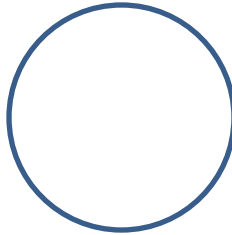
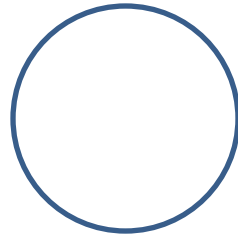
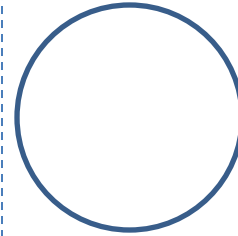
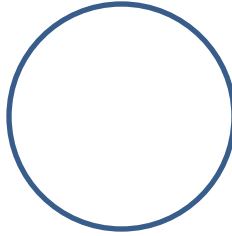
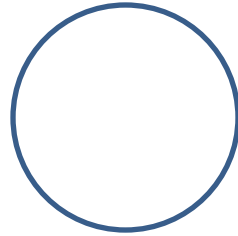
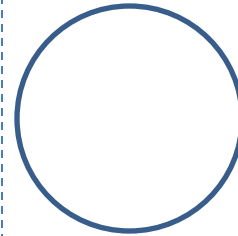
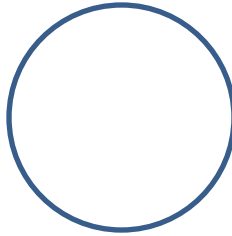
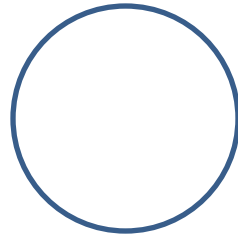


**The 11 vital organs
of any organisation**

Con người

Bên trong

Bên ngoài

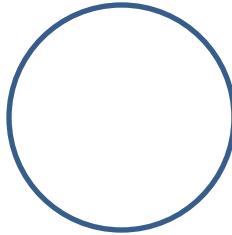
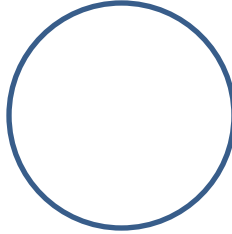
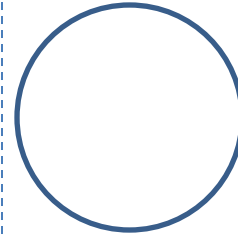
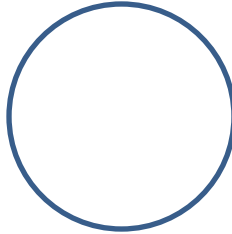
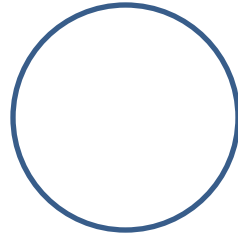
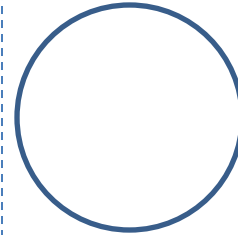
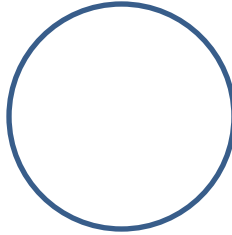
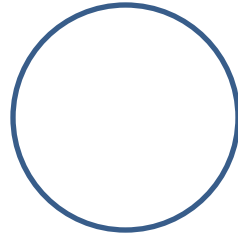
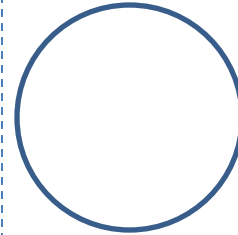
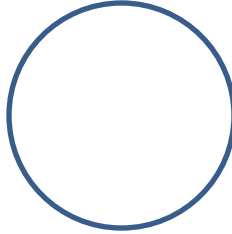
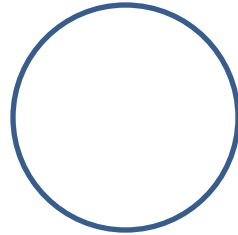


Con người

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Bên ngoài

Chiến lược

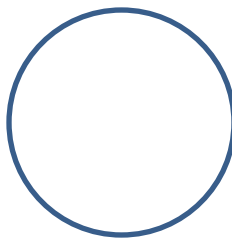
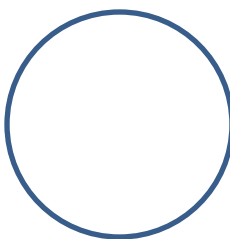
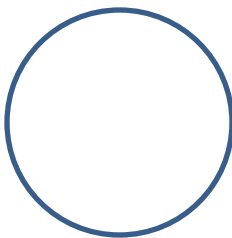


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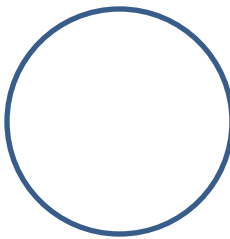
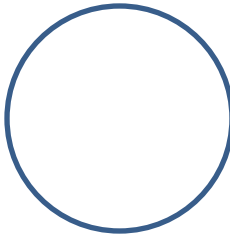
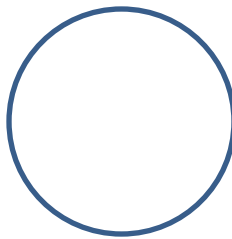
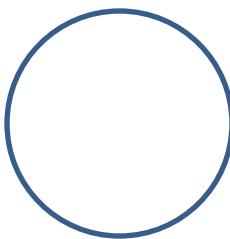
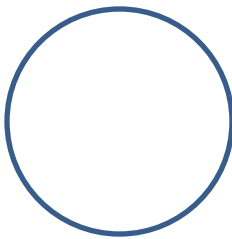
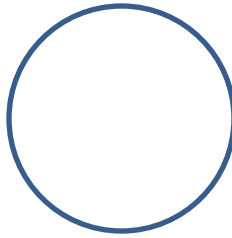
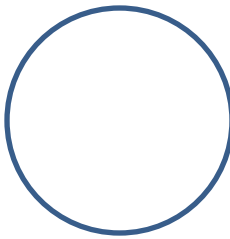
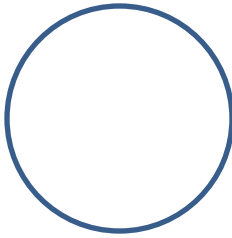
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Bên ngoài

Chiến lược



Hoạt động + Chăm sóc

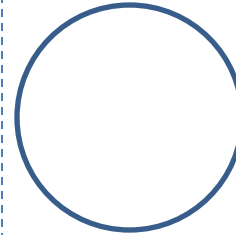
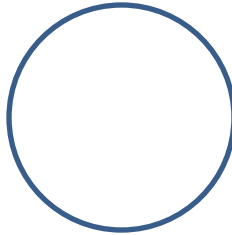
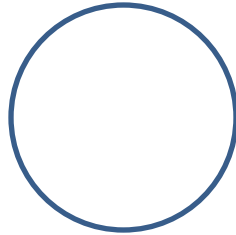


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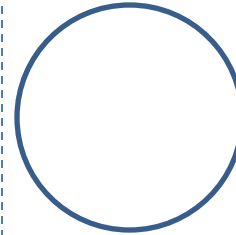
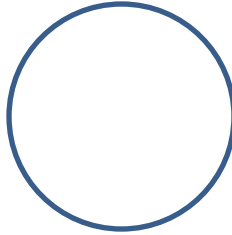
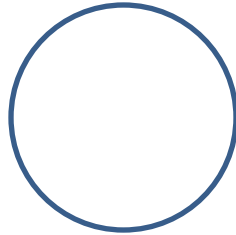
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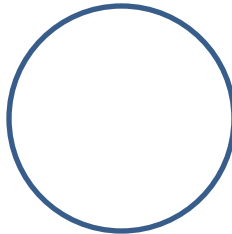
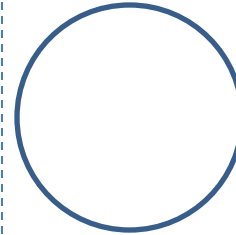
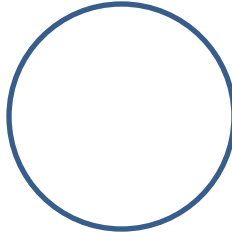
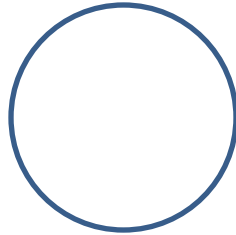
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Hoạt động + Chăm sóc



Chiến thuật



Con người

Bên trong

Bên ngoài

Chiến lược

lãnh đạo

Hoạt động + Chăm sóc

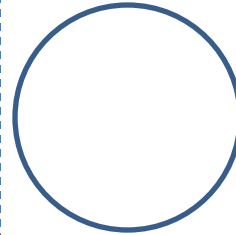
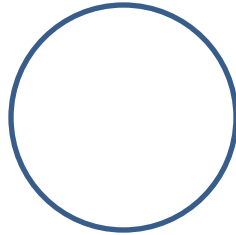
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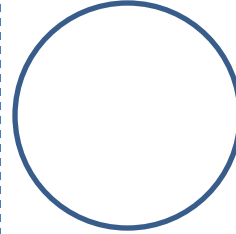
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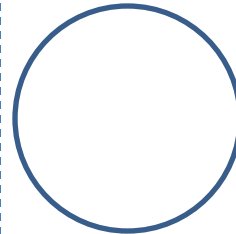
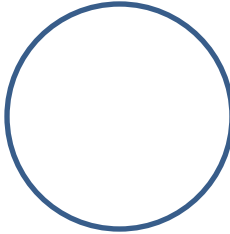
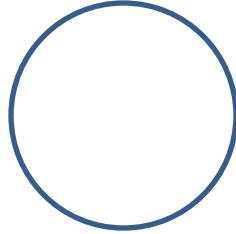
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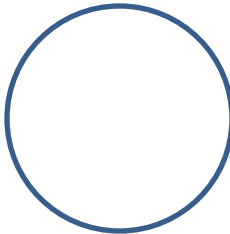
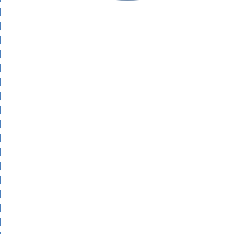
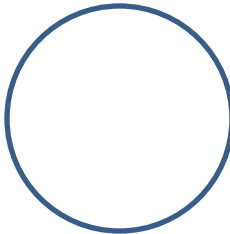
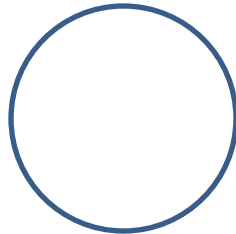
Văn hóa



Hoạt động + Chăm sóc



Chiến thuật

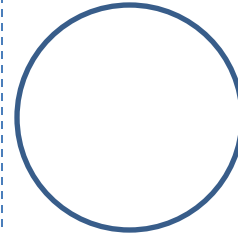
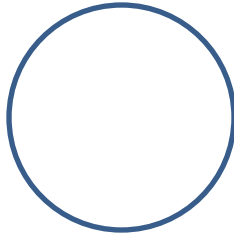


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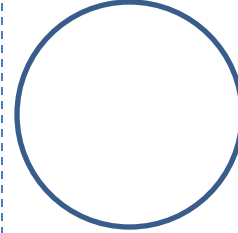
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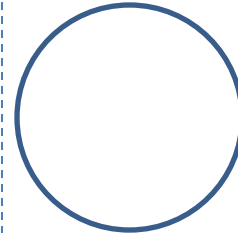
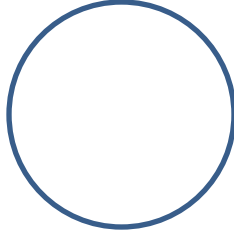
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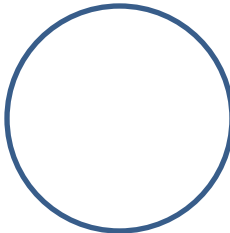
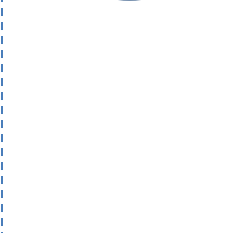
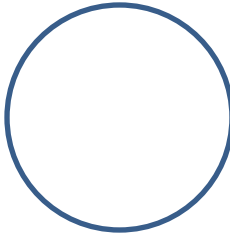
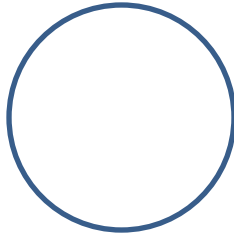
Văn hóa



Phát triển



Chiến thuật

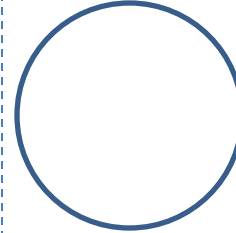
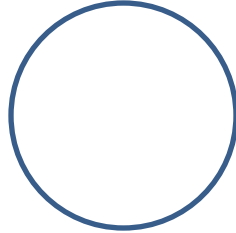


Con người

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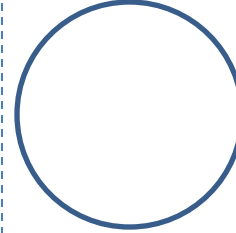
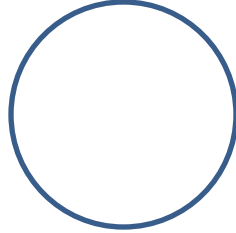
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Chiến lược



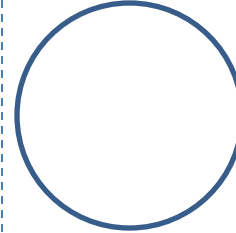
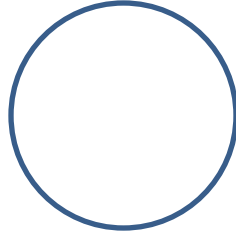
Văn hóa

Hoạt động + Chăm sóc

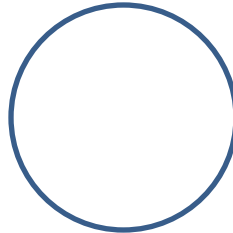


Phát triển

Chiến thuật



Nhân viên

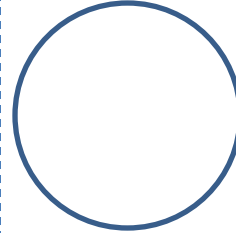
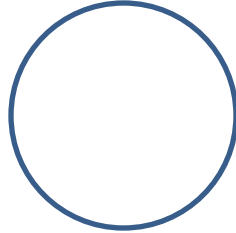


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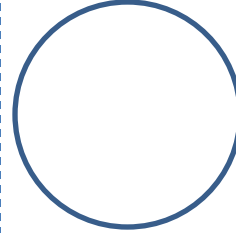
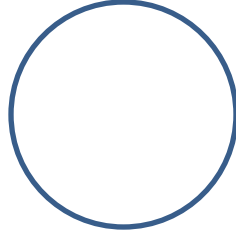
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Chiến lược



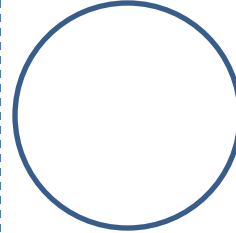
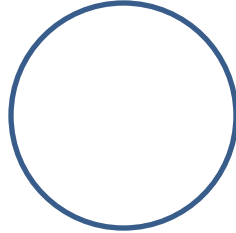
Văn hóa

Hoạt động + Chăm sóc

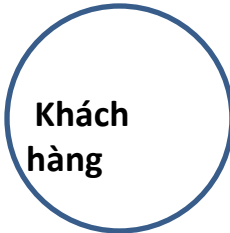


Phát triển

Chiến thuật



Nhân viên



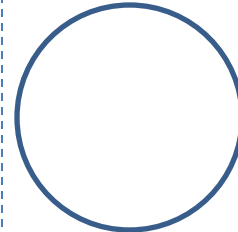
Khách hàng

Con người

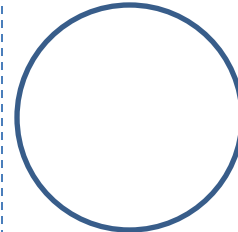
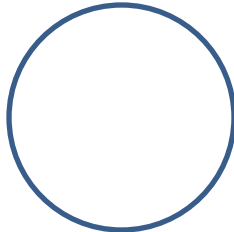
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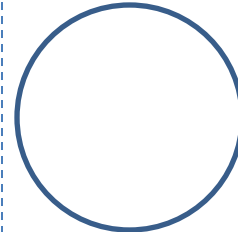
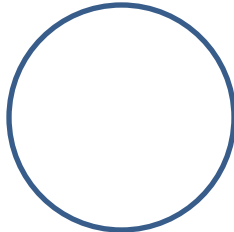
Chiến lược



Văn hóa



Phát triển

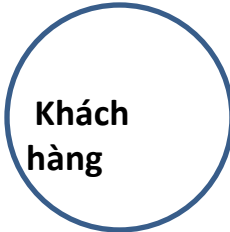


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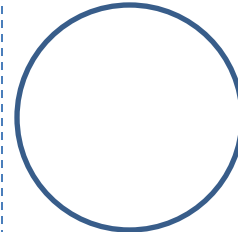
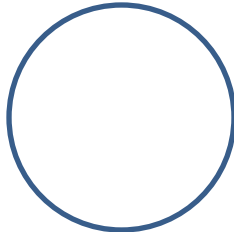
Nhân viên



Khách hàng



Hoạt động + Chăm sóc

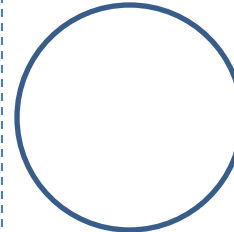


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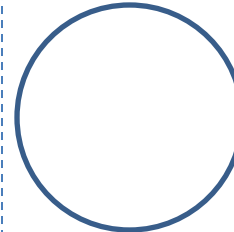
Bên ngoài

Chiến lược



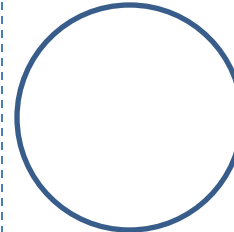
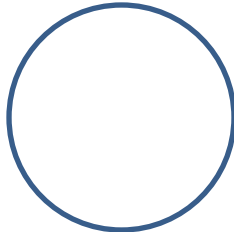
Văn hóa

Hoạt động + Chăm sóc

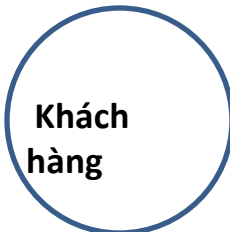


Phát triển

Chiến thuật



Nhân viên



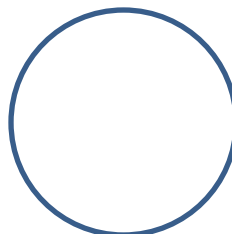
Khách hàng

Con người

Bên trong

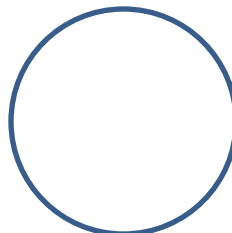
Bên ngoài

Chiến lược



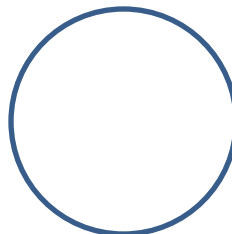
Văn hóa

Hoạt động + Chăm sóc

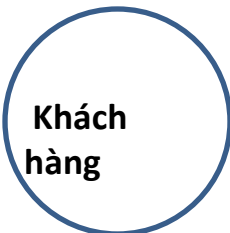


Phát triển

Chiến thuật



Nhân viên



Con người

Bên trong

Bên ngoài

Chiến lược

Chiến lược

lãnh đạo

Tiếp thị +
Truyền thông

Văn hóa

Hoạt động + Chăm sóc

Hoạt động

Phát triển

Chiến thuật

Kết cấu +
Nguyên tắc
cơ bản

Nhân viên

Khách
hàng

Con người

Bên trong

Bên ngoài

Chiến lược

Chiến lược

lãnh đạo

Tiếp thị +
Truyền thông

Văn hóa

Hoạt động + Chăm sóc

Hoạt động

Tài
chính+
Năng lực

Phát triển

Chiến thuật

Kết cấu +
Nguyên tắc
cơ bản

Nhân viên

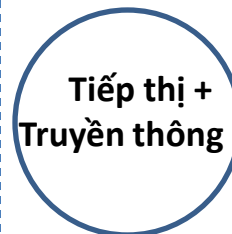
Khách
hàng

Con người

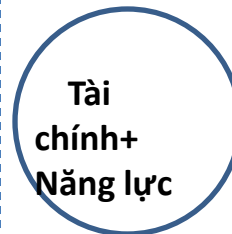
Bên trong

Bên ngoài

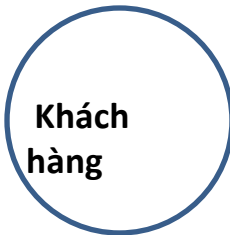
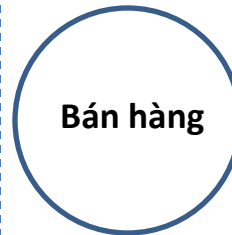
Chiến lược



Hoạt động + Chăm sóc



Chiến thuật



The 11 vital organs
of any organisation

So now we can
explore how people
see things.

.

So now we can
explore how people
see things.

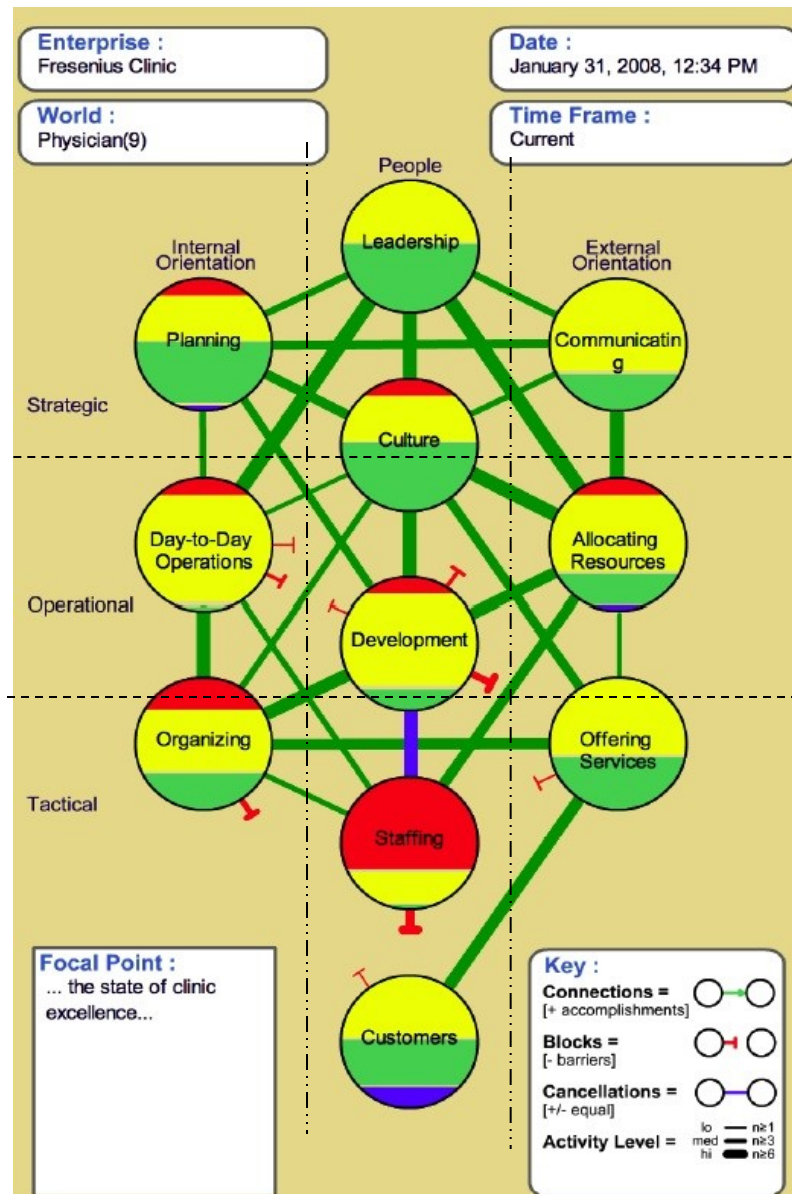
Because that is the
underlying basis
of motivation

So now we can
explore how people
see things.

Because that is the
underlying basis
of motivation

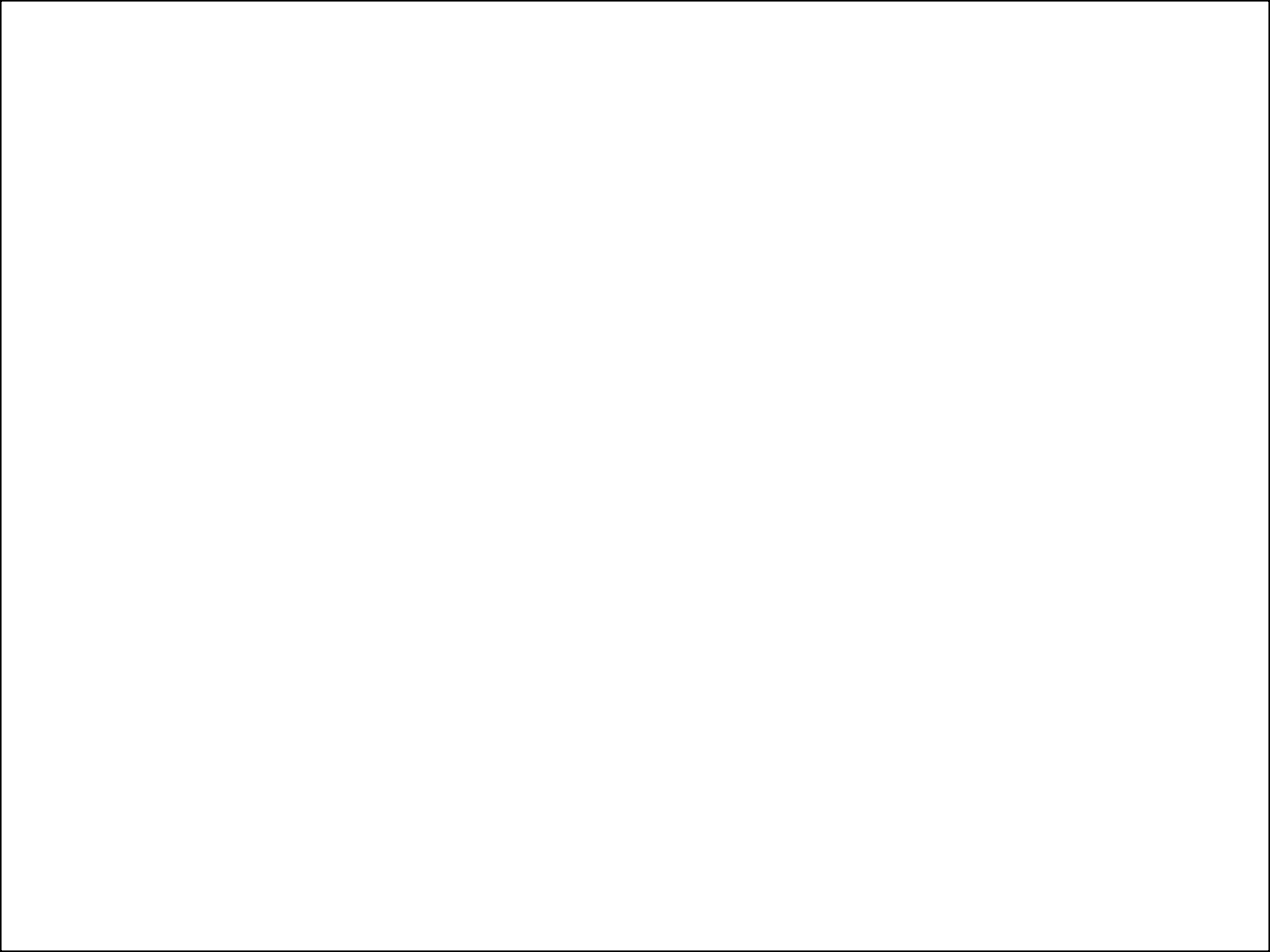
We are all different because we see things differently – or the same because we see things the same. And that is because we all have different experience.

The vital organs or molecules show whole system as a learning organization.



So motivating people is about understanding
how any one person sees things:

or helping that person
to see things
the way we want him or her
to see them.



Leadership in the Public Sector

Change and adaptation.

Professor P T Brown

Fulbright Economics Teaching Program

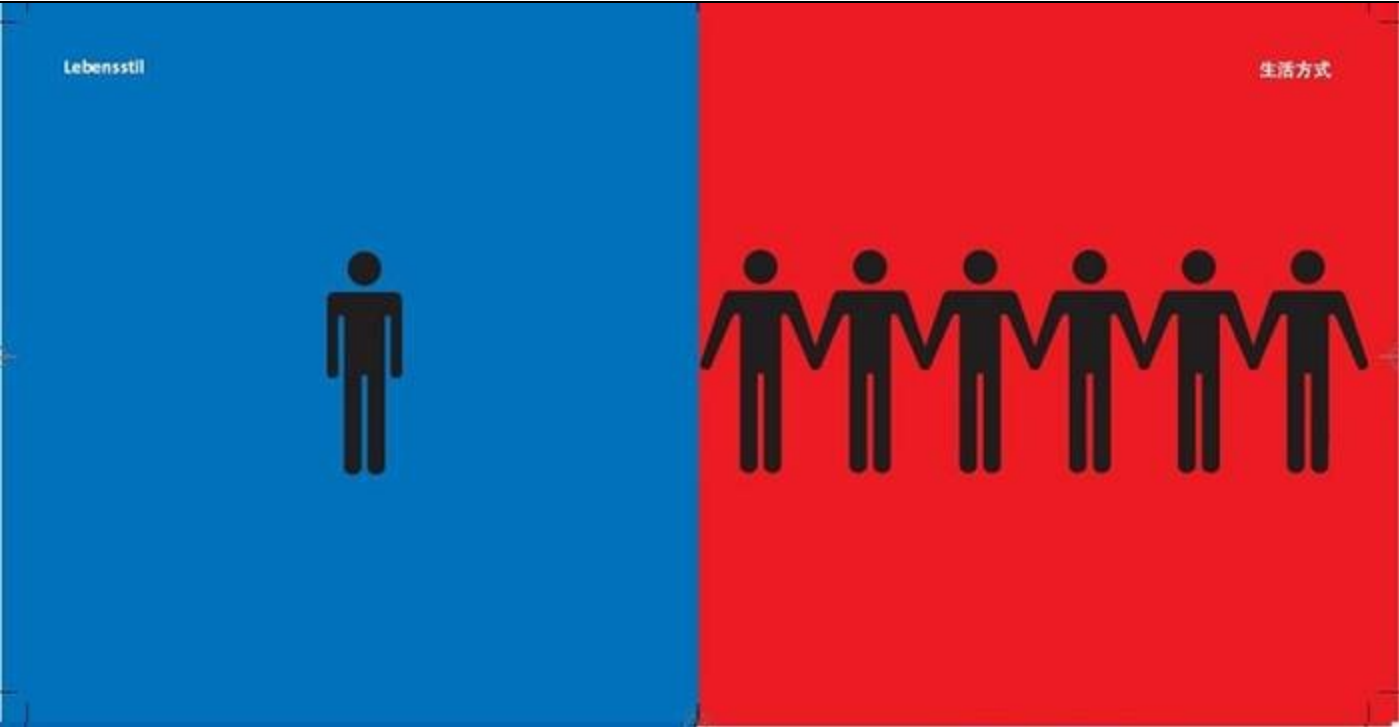
Ho Chi 2inh City

Lecture 2 Session 1 : 04August 2016

Following on from Session 1

it is not only individuals who see things
differently
but whole cultures too.

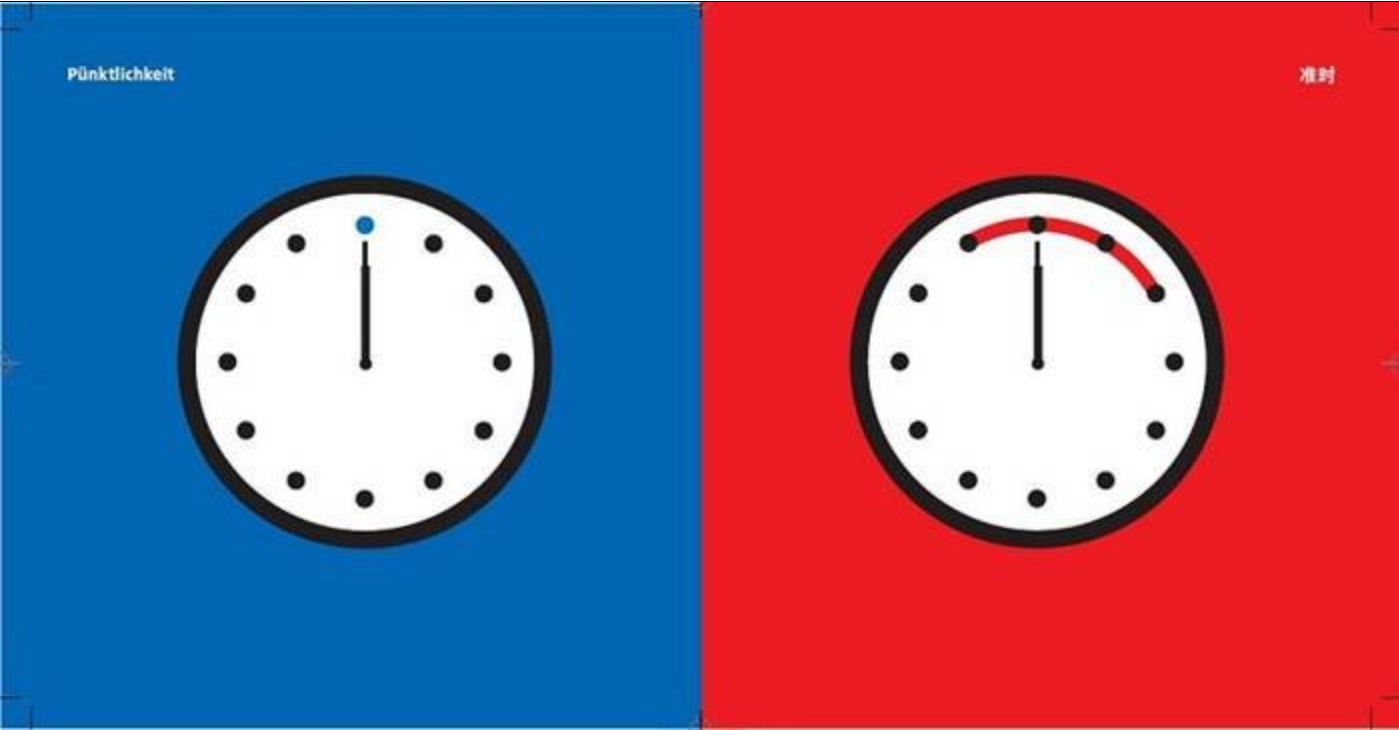
Way of Life - relatedness



Blue --> Westerner

Red --> Asian

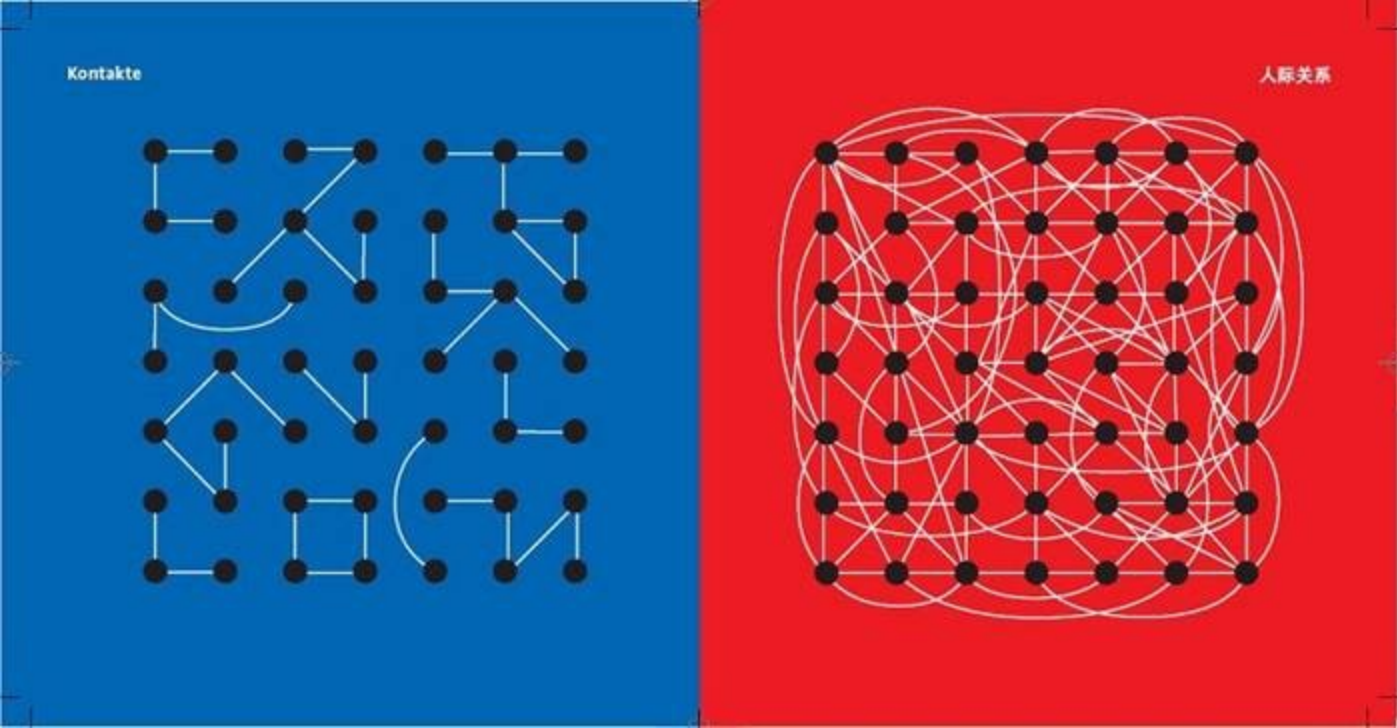
Punctuality



Blue --> Westerner

Red --> Asian

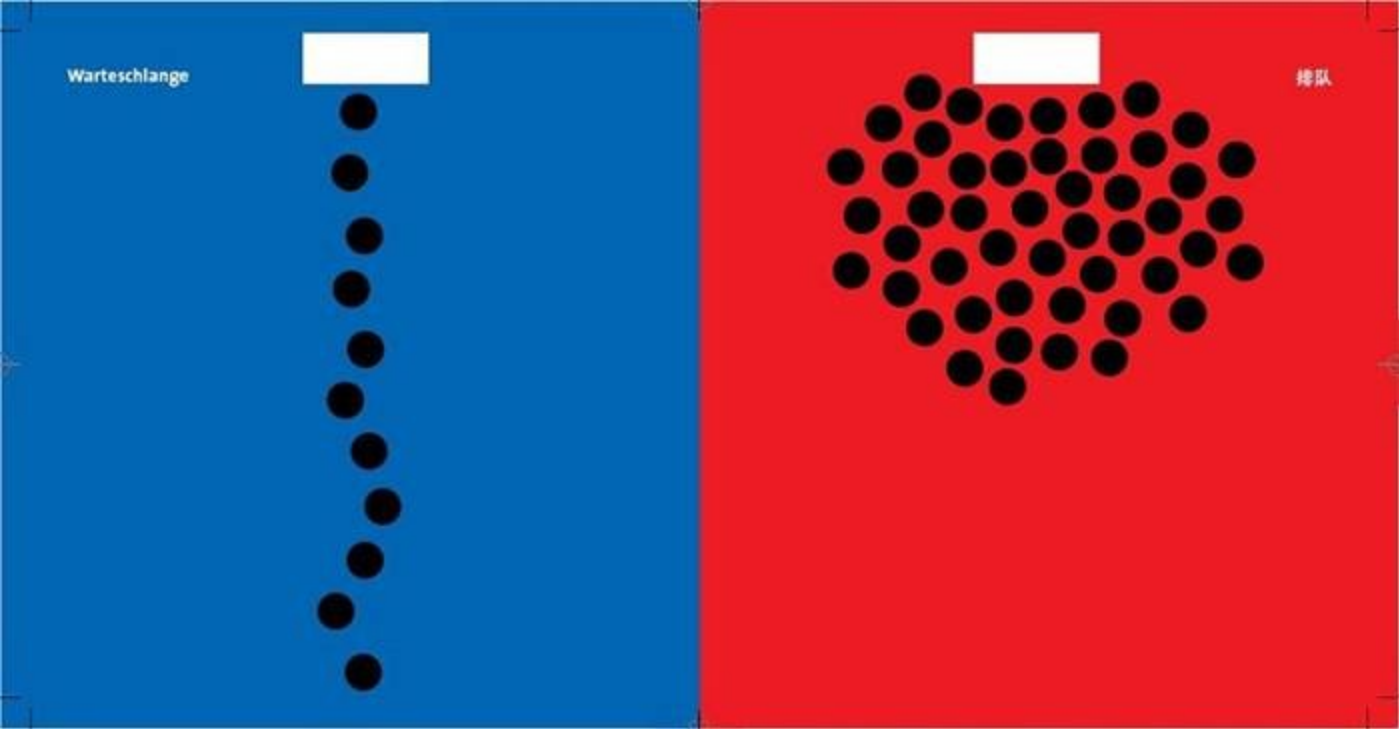
Contacts



Blue --> Westerner

Red --> Asian

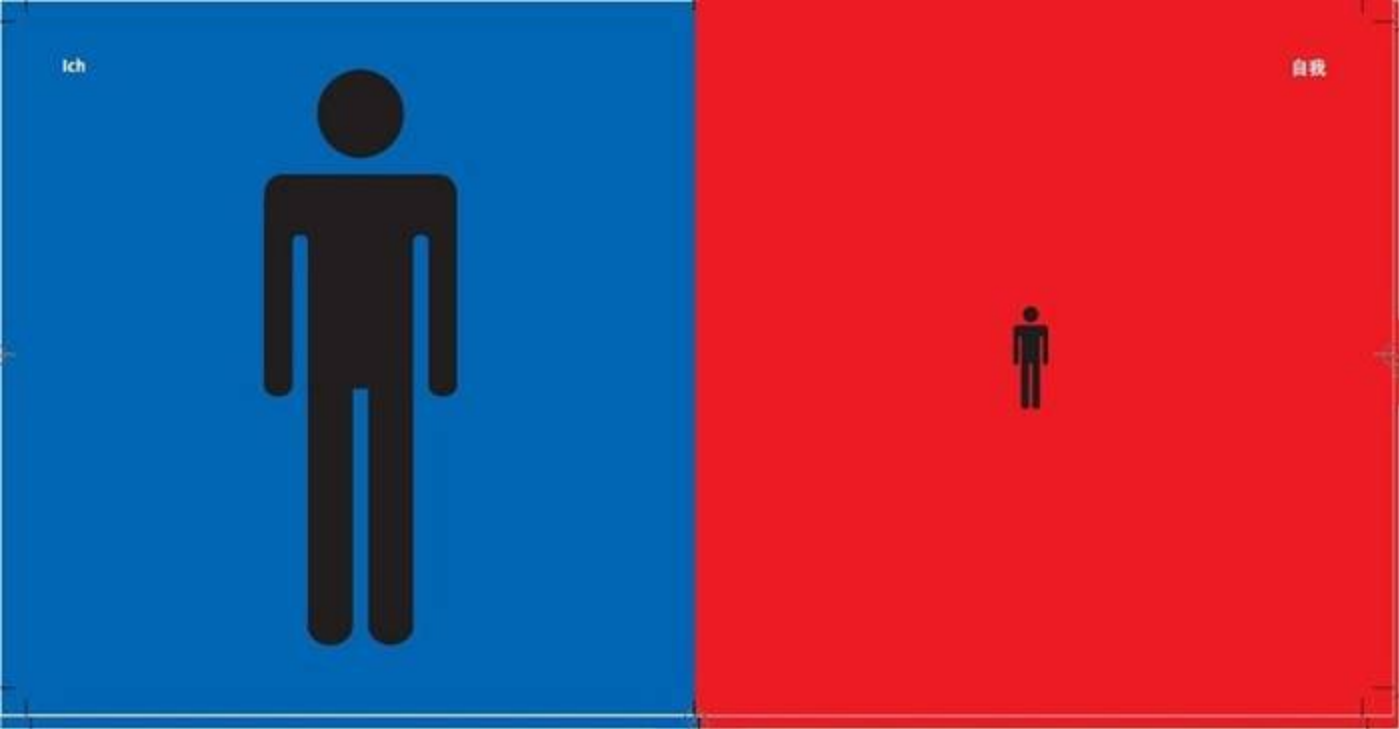
Queue when Waiting



Blue --> Westerner

Red --> Asian

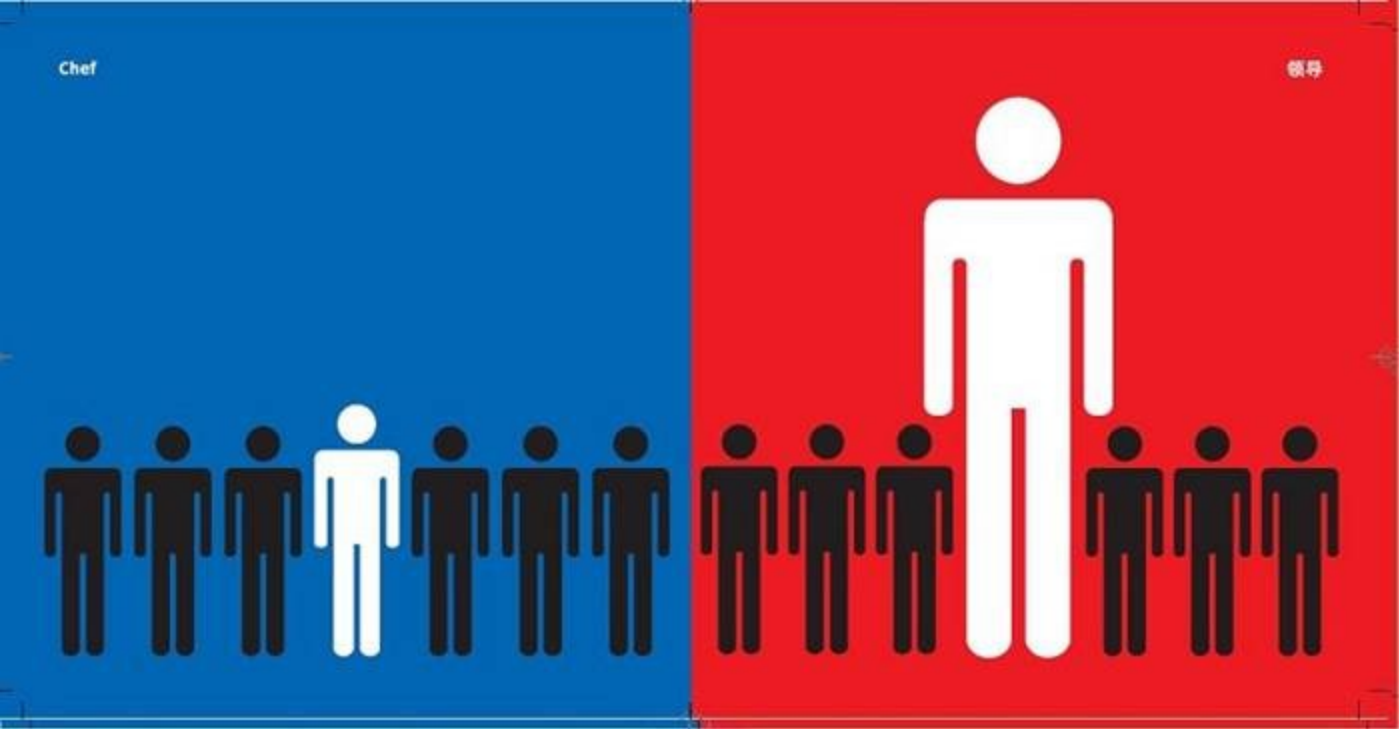
Me



Blue --> Westerner

Red --> Asian

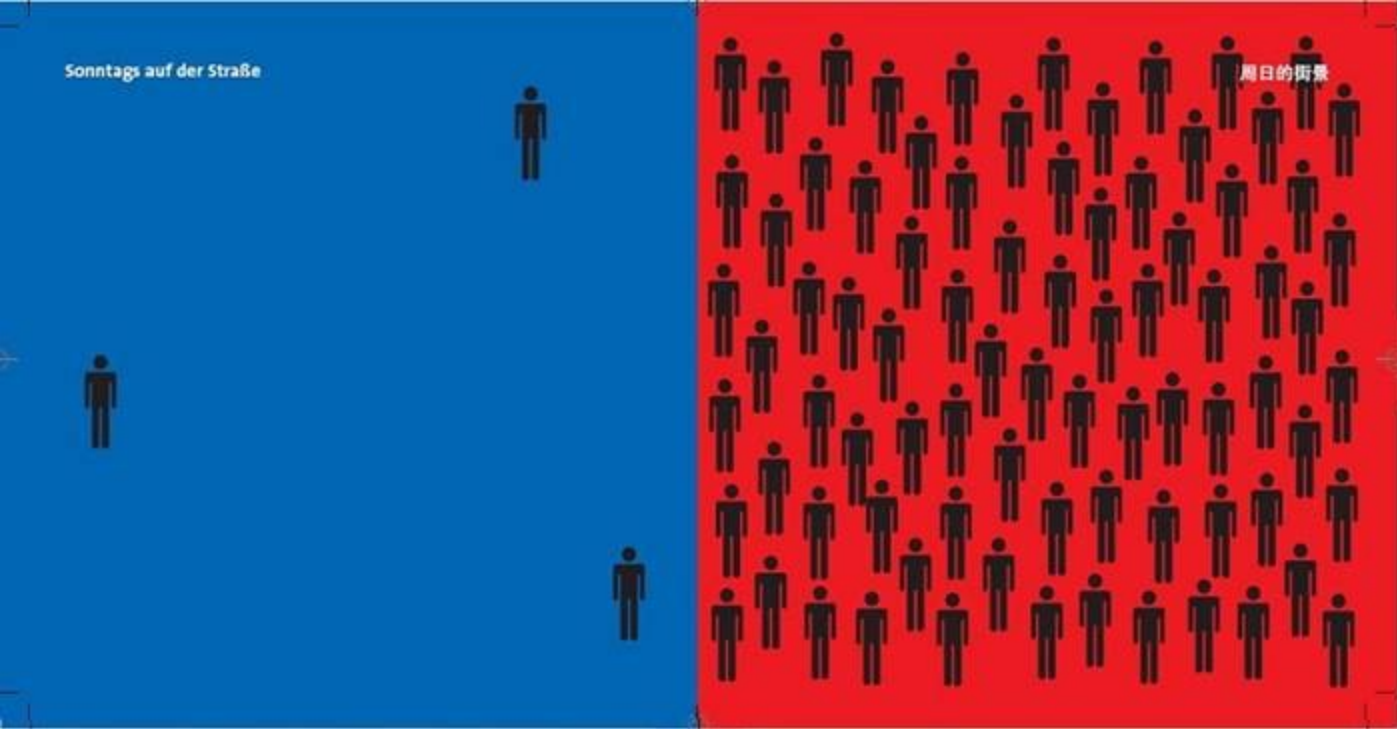
The Boss



Blue --> Westerner

Red --> Asian

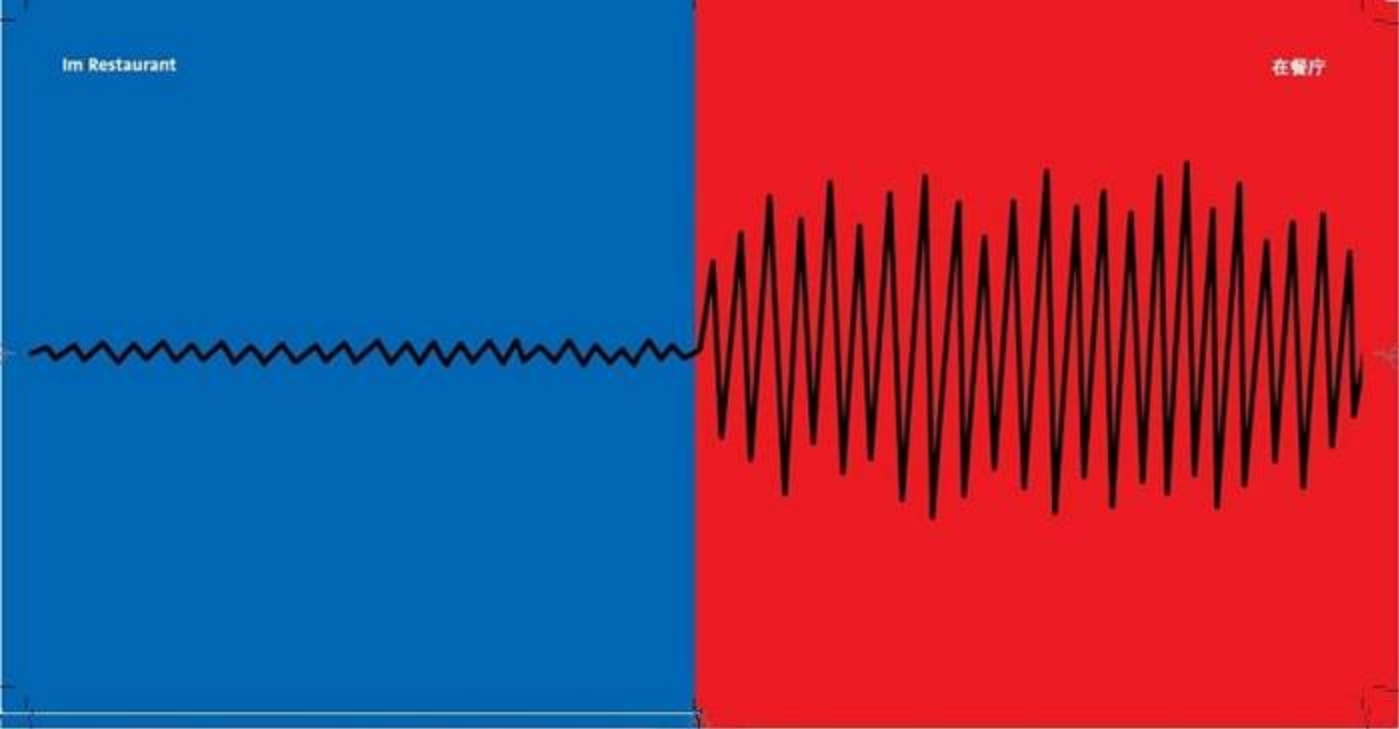
Sundays in the street



Blue --> Westerner

Red --> Asian

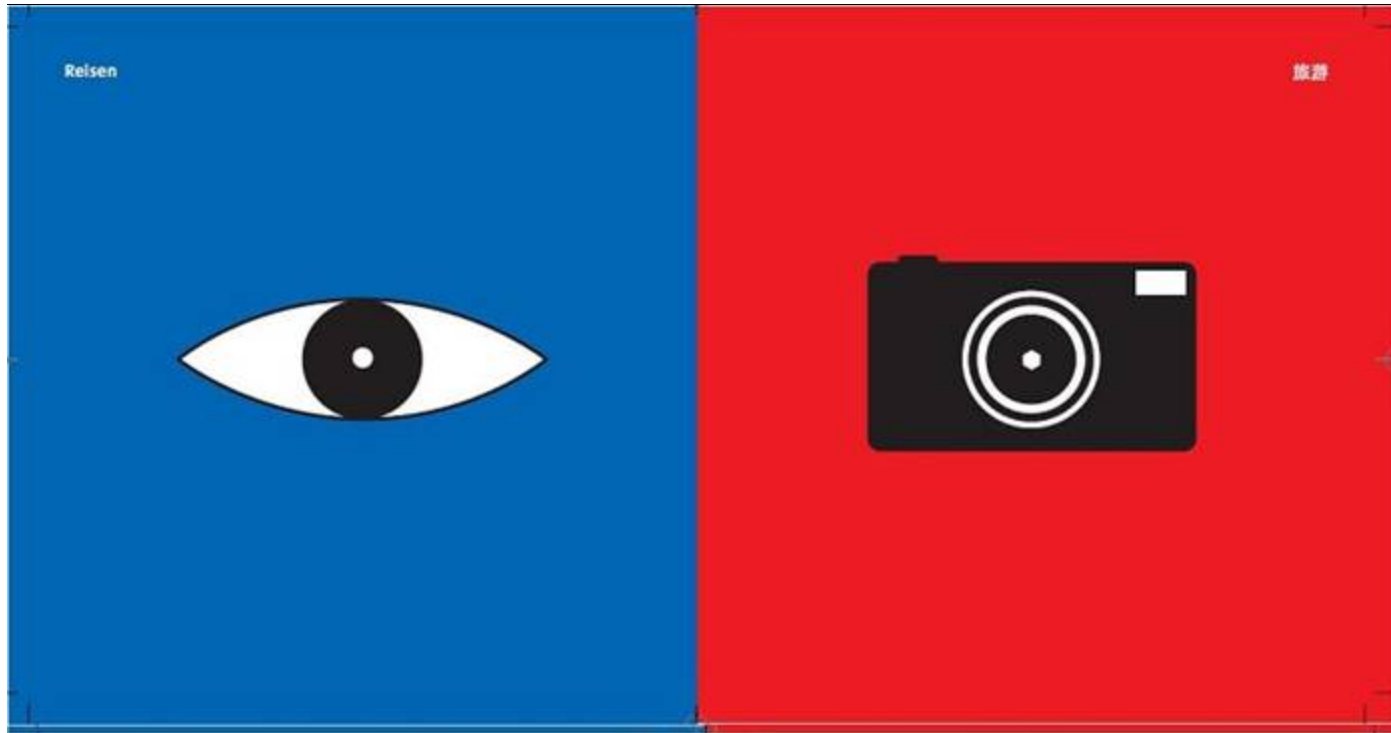
In the restaurant: speaking noise levels



Blue --> Westerner

Red --> Asian

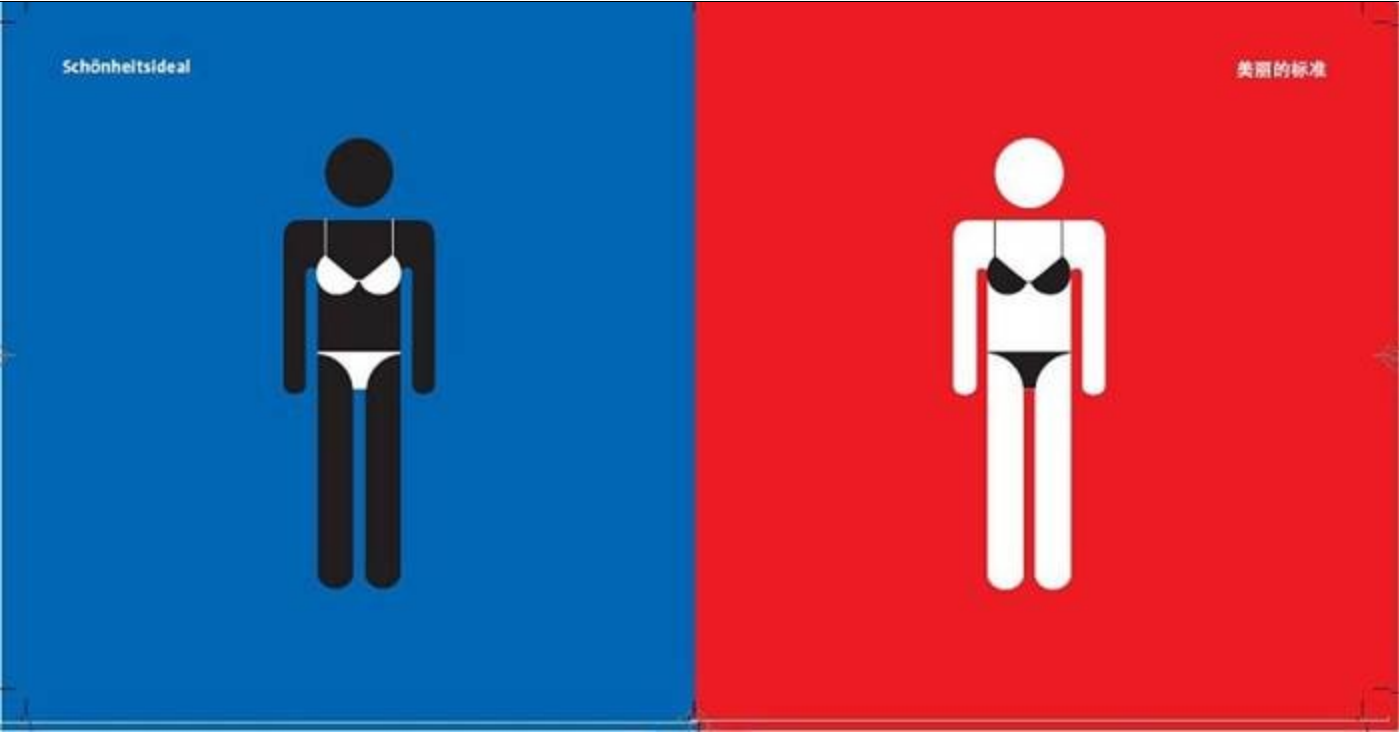
Travelling



Blue --> Westerner

Red --> Asian

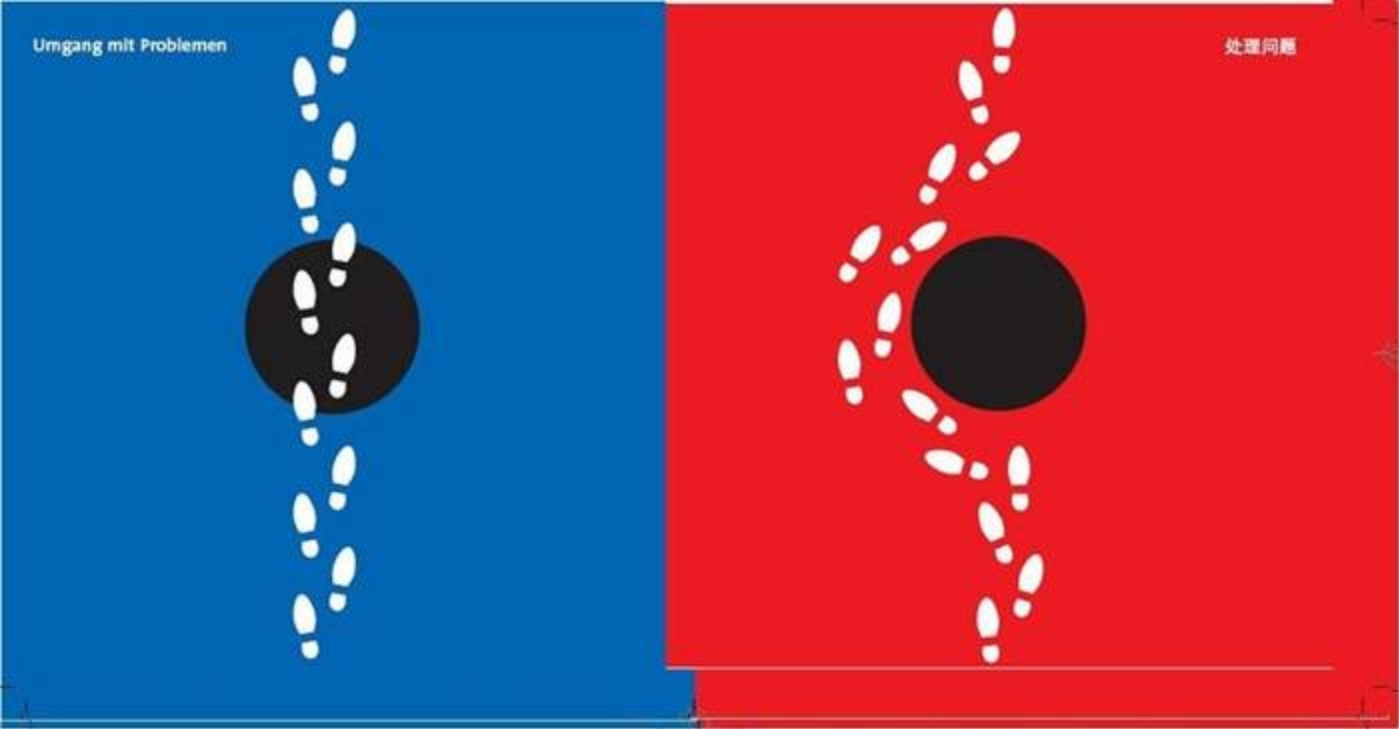
Definition of Beauty



Blue --> Westerner

Red --> Asian

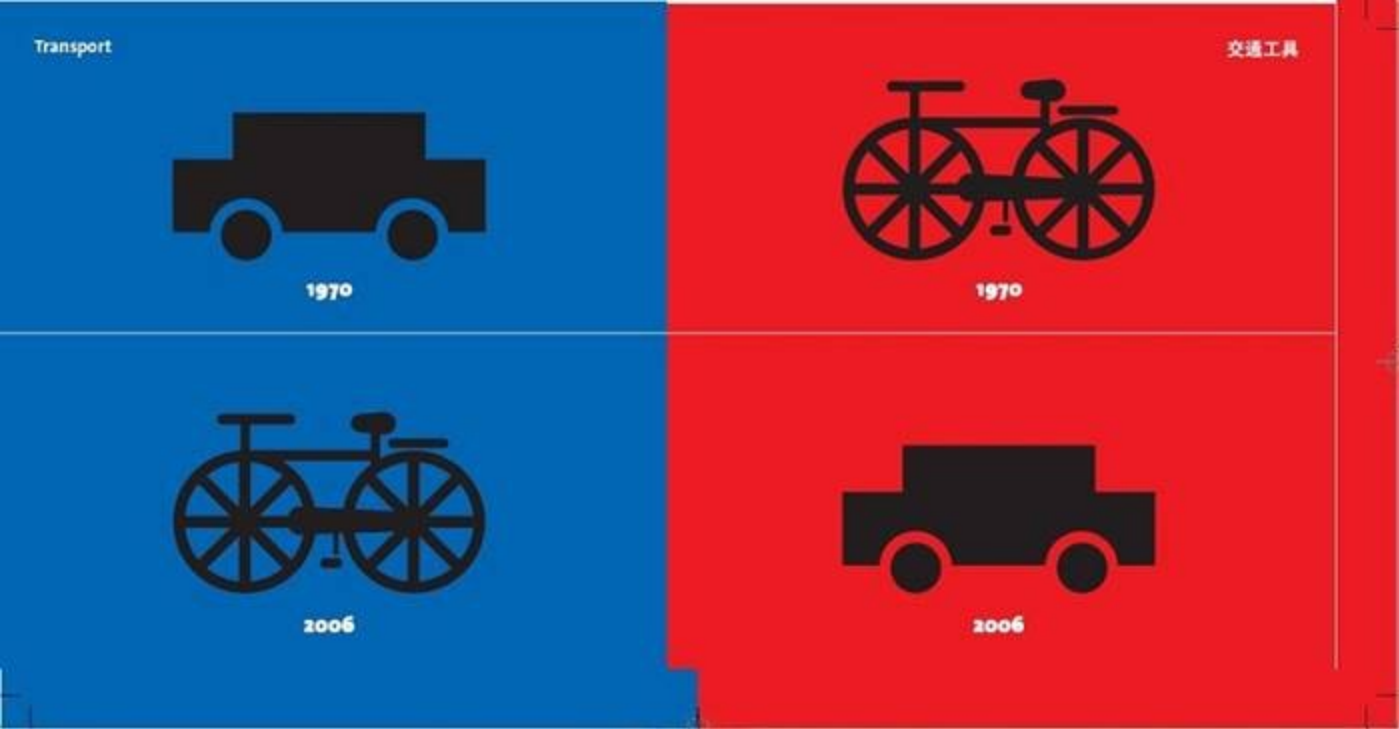
Handling of Problems



Blue --> Westerner

Red --> Asian

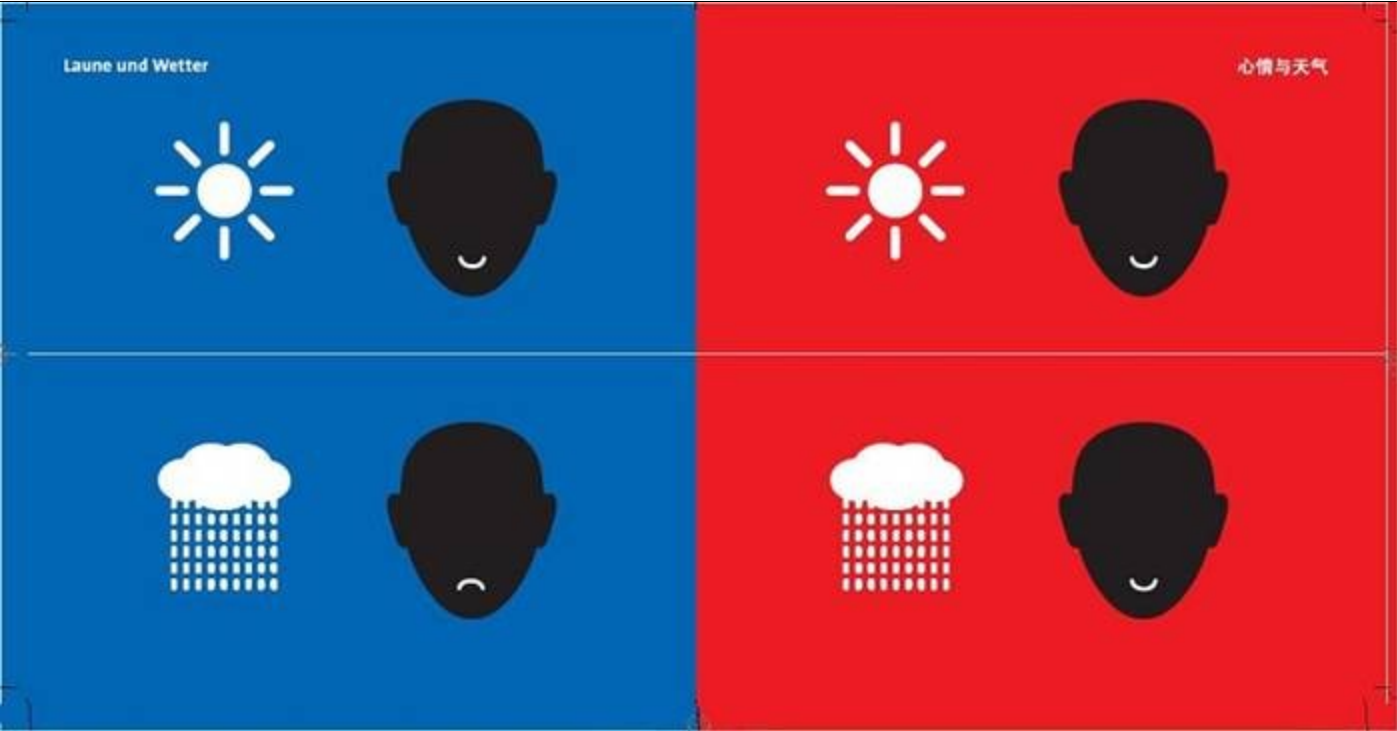
Transportation



Blue --> Westerner

Red --> Asian

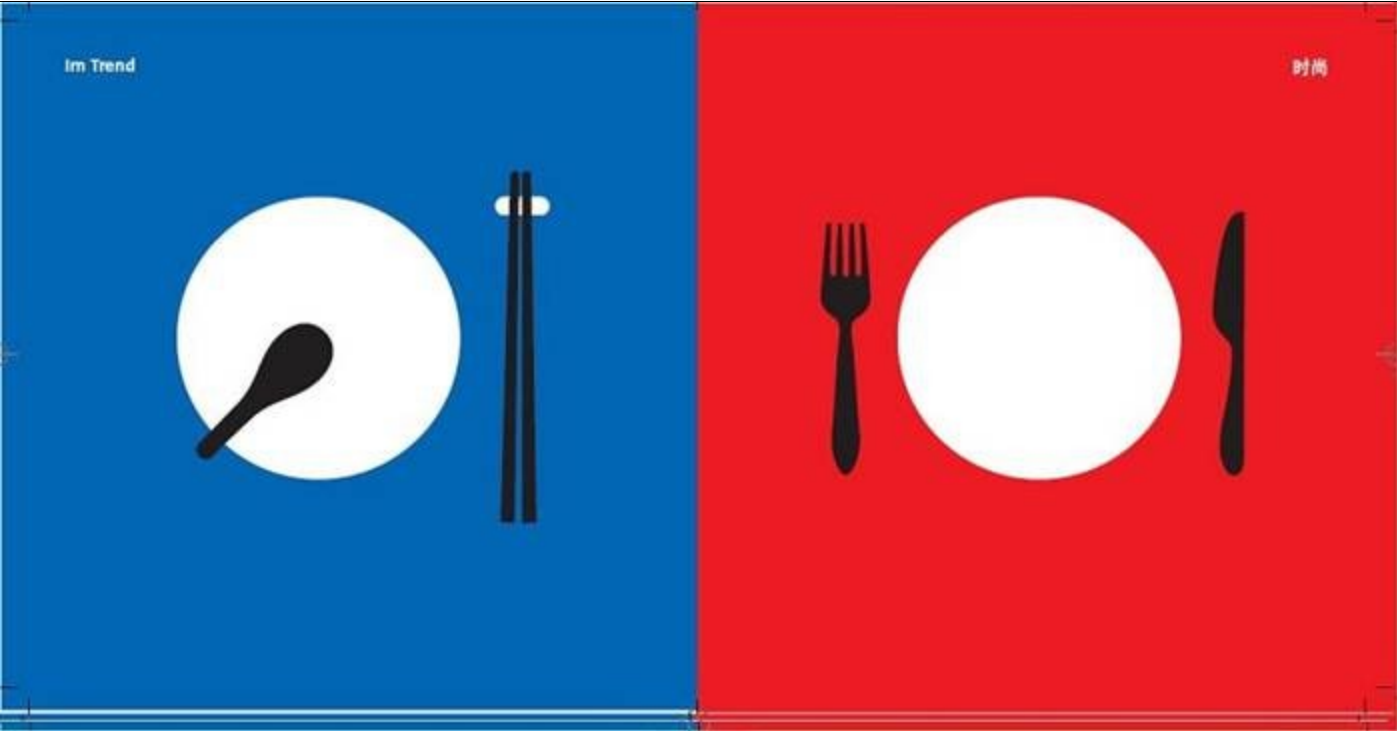
Moods and Weather



Blue --> Westerner

Red --> Asian

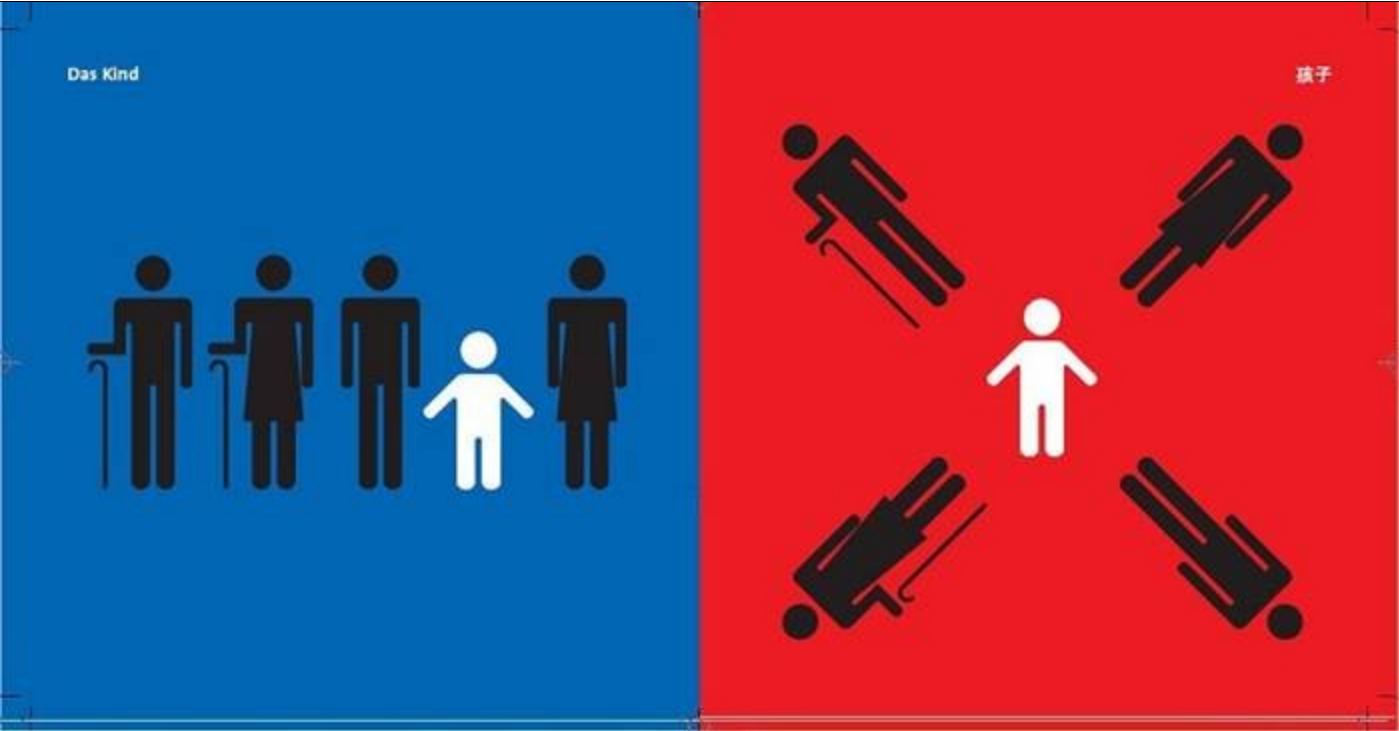
What's Trendy



Blue --> Westerner

Red --> Asian

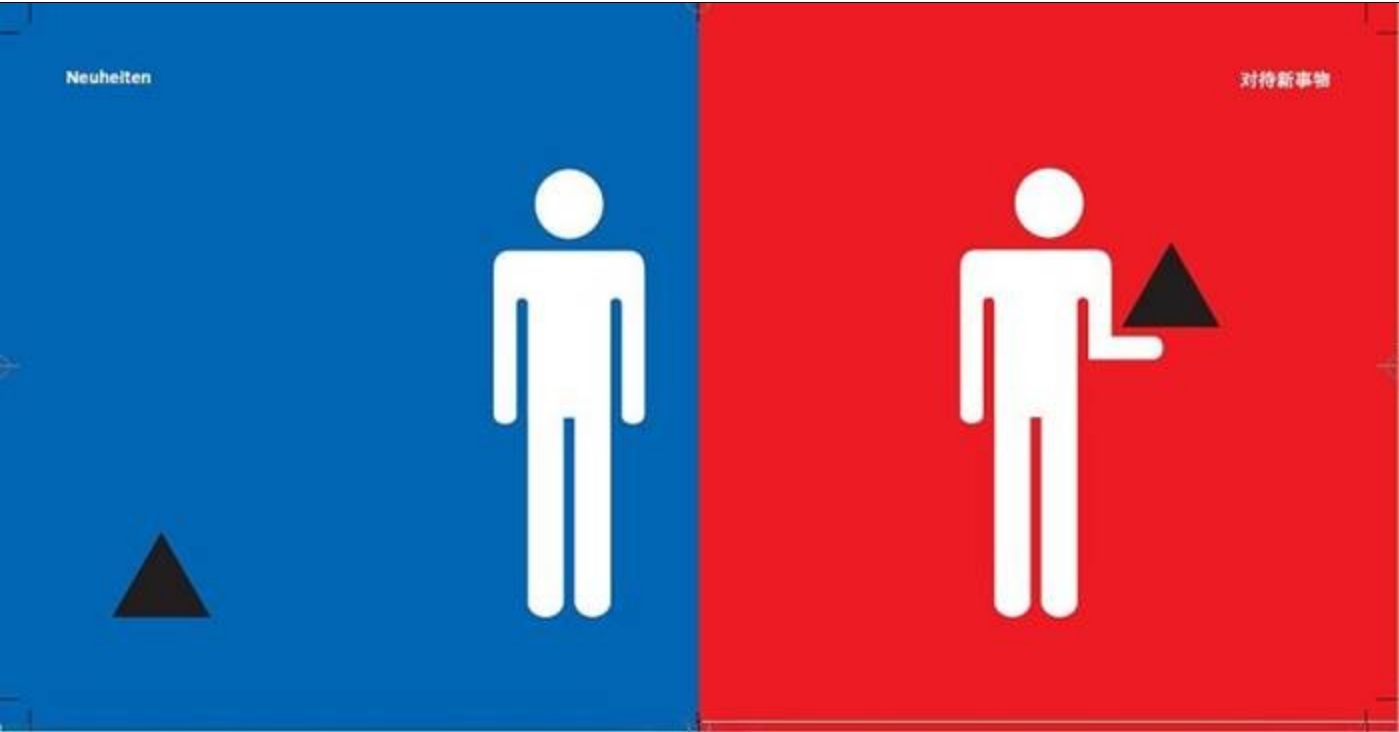
The child



Blue --> Westerner

Red --> Asian

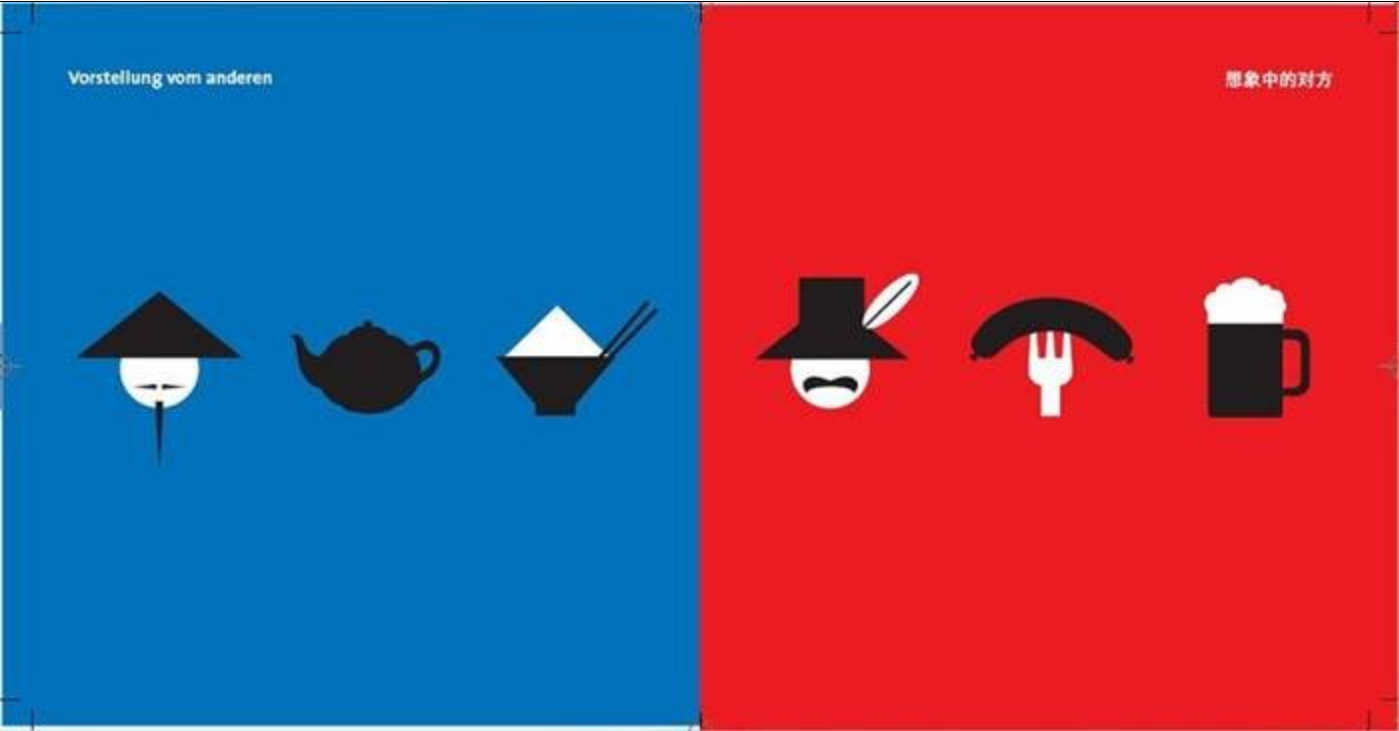
Things that are new



Blue --> Westerner

Red --> Asian

Perception of each other



Blue --> Westerner

Red --> Asian

Following on from Session 1

it is not only individuals who see things differently
but whole cultures too.

So when we start to consider 'change' and 'adaptation',
individual and cultural perceptions
become extremely important.

But first of all
we have to consider the fact
that
the brain hates change.

The brain that got me 'here'
is the best one
to get me 'there'.

Local case study:

HCMC wants to become a city of innovation
and start-ups
over five years 2016-2020.

There are lots of innovation hubs and co-
worker spaces beginning to appear in the
city.

What might happen?