



# 2024 UN PUBLIC SERVICE FORUM AND AWARDS CEREMONY

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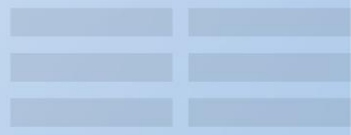

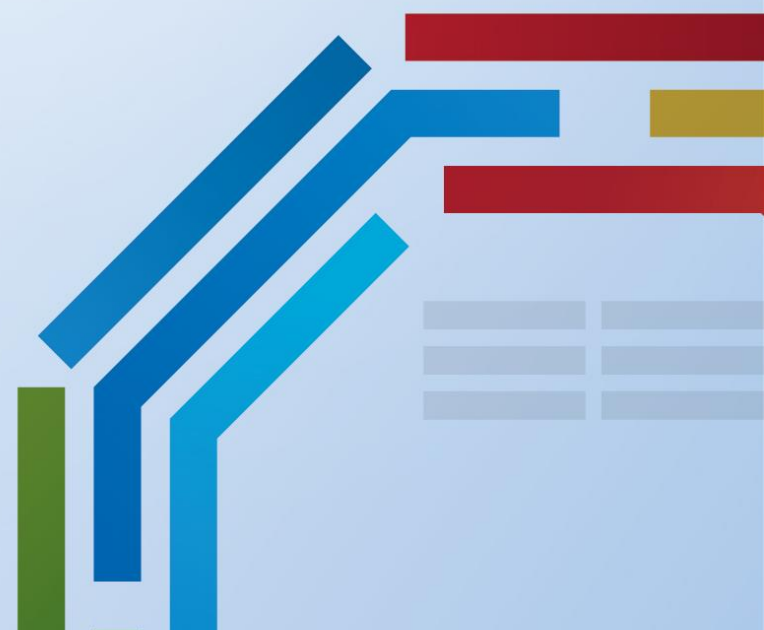
## WORKSHOP 3

Changing Mindsets: Cultivating Systems Thinking,  
Foresight and Innovation in Public Sector Leadership

### Speaker Biographies

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**Organiser:** Programme Management and Capacity Development Unit (PMCDU) /  
Division for Public Institutions and Digital Government (DPIDG) / United Nations  
Department of Economic and Social Affairs (UN DESA)



## Moderators and Facilitators



**Ms. Nosipho Dhladhla, Information Management Officer, Division for Public Institutions and Digital Government (DPIDG), United Nations Department of Economic and Social Affairs (UNDESA)**

Ms. Nosipho Dhladhla has dedicated over a decade to the United Nations, where she supports programme management and capacity development within the Division for Public Institutions and Digital Government (DPIDG) of the Department of Economic and Social Affairs (UNDESA). Her work centers on advancing effective, accountable, and inclusive governance in public institutions for sustainable development, with a particular emphasis on innovation, digital government, and digital transformation. Before her current role, Ms. Dhladhla contributed to the UN Trade and Development's TrainForTrade Programme. There, she developed online training courses and assisted Member States in building capacities in trade and e-commerce. She holds a Bachelor of Engineering from the University of Eswatini and a Master of Engineering (Telecommunications) from the University of Witwatersrand, South Africa.



**Mr. Punjul S. Nugraha, Director for Economy, Implementation and External Relations, Developing Organisation for Economic Cooperation, Indonesia**

Mr. Punjul S. Nugraha, Director for Economy & External Relations at the D-8 Organization for Economic Cooperation, is an Indonesian career diplomat. He served at Indonesia's Foreign Ministry in various roles such as Deputy Director for European Countries and Assistant Deputy Director for Combating Transnational Organized Crime, and desk officer human rights affairs. His diplomatic postings include Head of Chancery in Prague and Press Officer in Brussels. He also briefly served at the Indonesian Mission to the UN in New York and was seconded to the ASEAN Secretariat in Jakarta. He holds a master's in communication from the University of Indonesia and a bachelor's in communications from Gadjah Mada University, Indonesia.



**Ms. Natalie Mukundane Kyamutetera, Former Executive Chairperson African Youth Commission, Kenya**

Natalie Mukundane is a prominent youth leader, who just completed her term as the Chairperson of the African Youth Commission (AYC). She holds a degree in Law and a master's degree in management and leadership, equipping her with a robust foundation in legal and

organizational principles. Her tenure at AYC was marked by significant strides in amplifying youth voices and fostering collaborative efforts to address critical issues affecting young people. As a passionate advocate for inclusive leadership and innovation, Natalie's work has been pivotal in shaping policies that reflect the needs and aspirations of African youth, inspiring positive change across the continent.

**Session I: Building the Foundations to Cultivate Systems Thinking, Foresight and Innovation in Public Sector Leadership**



**Ms. Veronique Edith D Verbruggen, Inter-Regional Adviser, Division for Public Institutions and Digital Government (DPIDG), United Nations Department of Economic and Social Affairs (UNDESA)**

Ms. Veronique Verbruggen is an Interregional Advisor on Governance and Institution Building at UNDESA's Division for Public Institutions and Digital Government (DPIDG), with over 25 years of experience in governance and conflict matters. She currently supports small island developing states, low income, and land locked developing countries with the implementation of SDG 16 of the Sustainable Development Goals framework, in particular around sound policymaking, policy coherence, strategic foresight, system thinking, anticipatory governance for systemic transformation, change management and public administration reform and on integrated policymaking for climate action. Veronique holds a master's degree in political sociology and Master of Business Administration.



**Dr. Donghyun Park, Economic Advisor (Strategic Knowledge Initiatives) Economic Research and Development Impact Department, Asian Development Bank, Philippines**

Dr. Donghyun Park is an Economic Advisor at Economic Research and Development Impact Department (ERDI) of the Asian Development Bank (ADB), which he joined in 2007. Prior to joining ADB, he was a tenured Associate Professor of Economics at Nanyang Technological University in Singapore. Dr. Park has a Ph.D. in economics from UCLA, and his main research fields are international finance, international trade, and development economics. His research, which has been published in more than 200 refereed journal papers, revolves around policy-oriented topics relevant for Asia's development, including fiscal policy, population aging, and entrepreneurship. Dr. Park is Managing Editor of the Asian Development Review.



**Mr. Francisco Sabando, Manabi 2030 Collaborative Innovation, Provincial Government of Manabi, Ecuador**

Mr. Francisco Sabando holds a Bachelor of Science in Economics and Finance from Escuela Politécnica Nacional and was a 2021 IDDEAS@STANFORD scholar. Professionally, he works with the Prefectura de Manabí to localize and accelerate the 2030 Agenda in the province. As the main author of the Manabí Voluntary Local Reports, he developed the quantitative methodologies for its construction. He is currently focused on operationalizing the Manabí 4.0 Innovation and Digital Transformation Agenda, an initiative recognized as a Local4Action Hub by CGLU Manabí 2030. He is passionate about sustainable development and leveraging technology to drive positive change. His skills include data analysis, project management, and stakeholder engagement. He is committed to making Manabí a more prosperous and equitable province.



**Mr. Masse Lô, Executive Advisor, Institute of Leadership for Development (ildp-Afrique), Senegal**

Mr. Masse Lô is a Sustainable Development specialist with extensive experience in Leadership Capacities Building, Systems thinking and Strategic foresight. During his 30-year career, he served in important executive roles in institutions and organisations engaged in sustainability and the UN Framework Convention on Climate Change, Biodiversity and Desertification implementation. Mr. Lô currently coordinates the Institute of Leadership and Development (ildp-Afrique) dedicated to promoting sustainability and building up a 'Can Do' attitude targeting emerging African young leaders.



**Dr. Kyungmoo Dennis Heo, Assistant Professor, Division of Creative Convergence Studies, Dong-Ah Institute of Media, and Arts (DIMA), Ansung City, Republic of Korea**

Dr. Kyungmoo Heo is an assistant professor in the Division of Creative Convergence Studies at Dong-ah Institute of Media and Arts (DIMA), as well as an adjunct professor at the Graduate School of Future Research in Korea Advanced Institute of Science and Technology (KAIST). His research focuses on various topics related to futures studies and foresight, with an emphasis on narratives and discourses within organizations and the intersection of technology and humanity. He aims to identify suitable and ideal governance models for the future. Before entering academia, Dr. Heo held various roles, including Chief Strategy Officer at Nanuda Kitchen (a kitchen-sharing start-up), Business Development Officer at both Samsung Engineering and Samsung Medical Center, and Army Captain serving in Iraq and the Korea-US Combined Forces Command. He earned his PhD in Engineering from the Graduate School of

Future Research at KAIST and his master's degree from the School of International and Public Affairs at Columbia University, USA.



**Mr. Jatuwat Sangsanont, Academic Insight into Action for Pandemic Response, Chulalongkorn University, Thailand**

Mr. Jatuwat Sangsanont is a lecturer at the Department of Environmental Science, Chulalongkorn University, Thailand. His current research work focuses on wastewater surveillance to track the spread of disease within communities. Additionally, his work involves water disinfection and microbial risk assessment. Jatuwat aims to contribute to public health by preventing illnesses associated with exposure to virus-contaminated water and quantifying disease risks and burdens.



**Mr. Manuel Isra Pastor, Director, Learning Department, National Institute of Public Administration, Ministry for the Digital Transformation and of the Civil Service, Spain**

Mr. Manuel Isra Pastor has twenty plus years of experience as a Senior Manager in the Spanish State Public Administration, having served in different positions at the Ministry of Culture, Ministry of Health, Ministry of Environment, Ministry of Finance and at the Ministry of Justice for the five last years. He was the Director of the Centro de Estudios Jurídicos (CEJ), the Centre for Legal Studies, which is the official national school of the Spanish Administration of Justice, pertaining to the Ministry of Justice. Later, he was appointed as the chief of staff of “Subsecretario de Justicia” (Permanent Secretary of the Ministry of Justice). Currently he is the director of the Learning Department of the National Institute for Public Administration (INAP) of Spain, the training centre covering managerial skill for all levels of administration, where he led the first ever Learning Strategy 2023-2024 and a few other innovations and leadership in the Learning policy of public organisations and their civil servants.

The main areas of interest in his career are efficient and innovative management. As for training as a key agent of change in his current position as Deputy Director for Learning at INAP, he is interested in improving and streamlining the management of training programmes in terms of budgetary, human resources and organisational development, and on delivering varied and quality training activities for senior civil servants, including managers, or prosecutors, court managers, and related scientific experts in Spain. His main field of expertise is leadership in the organisation. Performance, coordination and cultural change and innovation in public organisations are key topics in his career. He has published many articles on public policies and administration in journals, radio shows, blogs, and books.

## Session II: Implementing Change through Systems Thinking, Foresight and Innovation in Public Sector Leadership



### **Mrs. Ana Thorlund, Governance and Public Administration Expert, United Nations Project Office on Governance, United Nations Department of Economic and Social Affairs (UNDESA)**

Mrs. Ana Cristina Thorlund joined the United Nations System in 2005. She currently works at the United Nations Project Office on Governance (UNPOG) of UNDESA, supporting Member States in enhancing the governance capacities of public servants. Her work aims to foster more effective, accountable, and inclusive public institutions and improve service delivery to citizens to achieve the SDGs. Prior to this assignment, Ana worked at UNDRR's Office for Northeast Asia and the Global Education and Training Institute in the Republic of Korea as a resource person and liaison officer for China, Korea, DPR Korea, and Mongolia. She contributed to a successful inter-agency mission to DPR Korea. She also led the Secretariat of the International Recovery Platform in Kobe, Japan, and served in UNDRR for the parliamentarians and gender initiatives in Geneva. Her academic background includes a Master of Sciences from the University of Geneva with a specialization on managing geological and climate related risks. Ana speaks English, French and Spanish and is a national of Costa Rica.



### **Mr. Pierre Schoonraad, Head, Research and Solution Development, Centre for Public Service Innovation, South Africa**

Mr. Pierre Schoonraad has 20 years' experience as a public sector researcher working in Knowledge Management, Policy, and Innovation. He leads research and development of innovative solutions to address current and future challenges, including leveraging frontier technologies and digital transformation. He has collaborated with the UNDP to promote strategic foresight and anticipatory innovation in Southern Africa. He serves on the national AI Working Group, as judge of the NextGen Foresight Practitioner's Awards and as country focal point for the OECD Observatory of Public Sector Innovation. He has co-authored the chapter on measuring public sector innovation in the 2023 Edward Elgar Handbook of Innovation Indicators and Measurement. Pierre previously worked in informal communities researching and co-developing innovative solutions for poverty related challenges. Pierre holds Bachelor of Arts and Bachelor of Divinity degrees from the University of Pretoria.



**Dr. Trish Lavery, Director, Policy Projects and Taskforce Office, Department of the Prime Minister and Cabinet, Australia**

Dr. Trish Lavery has recently joined as a Director in the Policy, Projects and Taskforce Office in the Australian Department of the Prime Minister and Cabinet. Formerly a Strategic Foresight Counsellor in the Office of the Secretary-General at the OECD, Trish now leads the Australian government work to build foresight and futures thinking capacity across the Australian Public Service. Dr. Lavery builds upon her background and qualifications in behavioural science to integrate a better understanding of human behaviour into strategic foresight processes.



**Mr. Gurubaran Subramaniam, Senior Manager (Government Projects), Chandler Institute of Governance, Singapore**

Mr. Gurubaran Subramaniam is Senior Manager (Government Projects) at the Chandler Institute of Governance. He is on attachment from the Centre for Strategic Futures, part of the Strategy Group under the Singapore Prime Minister's Office. In his current role, he manages the design and implementation of practical projects in collaboration with government partners around the world. Gurubaran has more than 10 years' experience in various roles in the Singapore Public Service. As Lead Foresight Analyst at the Centre for Strategic Futures he oversaw the Centre's capability development function, which involved designing and conducting a suite of programmes, workshops, and initiatives to strengthen capabilities in strategic foresight and futures thinking across Singapore government agencies. He also undertook research projects on emerging and cross-cutting issues that would impact government, such as the future of death and mortality, the geopolitics of the energy transition, the future of cities, and the perspectives of Generation Z. He enjoyed other stints at the Ministry of National Development, where he conceptualised and led ethnographic studies on the interactions between the built environment and the social behaviours of guest workers, and at Singapore's Permanent Mission to the World Trade Organisation in Geneva, Switzerland. Gurubaran graduated with a Bachelor of Social Sciences (Honours) in Sociology and Political Science from the National University of Singapore.

## Rapporteur



**Dr. Laila El Baradei, Professor of Public Administration, School of Global Affairs and Public Policy (GAPP), the American University in Cairo (AUC), Egypt**

Dr. Laila El Baradei is a Professor of Public Administration at the Public Policy and Administration Department, School of Global Affairs and Public Policy (GAPP), the American University in Cairo (A.U.C), Egypt. She was the Acting Dean for the School of GAPP during the academic year 2013 -2014 and serves for eight other years as the Associate Dean for the School of GAPP. Dr. El Baradei's

research interests are varied and have been manifested in several published articles and book chapters in the areas of development cooperation management, elections management, decentralization, organizational change, public administration reform, governance, child labour, downsizing, and accountability. Dr. El Baradei was a member of the authors' team responsible for the State of Arab Public Management Report 2022, Egypt's Human Development Report 2012, 2008, and 2004, Egypt's Millennium Development Goals Second Country Report 2004, and the World Bank's Country Environment Analysis for Egypt published in 2005. Dr. El Baradei is also the Faculty Advisor for the Youssef Jameel GAPP Public Leadership Fellowship program at A.U.C and is the MPA program director. She is a member of the Global Steering Committee for pi Alpha Alpha Honor Society for Public Administration, and the Project Director for IASIA's Working Group for Gender, Equity, and Diversity.