

TÍTULO DA TESE: Innovation in the management of an employment center

Citizen pedagogy in leadership

ABSTRACT

This work focuses on my professional experiences developed as a senior technical consultant and interim manager of first degree in an “employment center”, which is, local organic unit (UOL) of the Institute of Employment and Vocational Training (IEFP, IP). It lists a set of experiences, filtered through a reflective and critical overview, aiming to understand the importance of innovation and organizational change to an open organization. The work identifies and outlines a set of concepts that allowed me to frame the experiences presented by building around them, a theoretical framework and explanatory perspective. It considers that the objectives of the modernization of public administration entail another leadership profile through the leader, active citizenship educator, under the new conception of public space. This route will strengthen democracy, through the development of a civil society network involved in the partnerships, as well as the affirmation of a citizen-customer public service user, a post-bureaucratic public administration characteristic. The approach of the professional and understanding of the interface between innovation and organizational change, assuming an agile, open and networked management style, should contribute in the future to improve the leadership profile of an employment center, possibly extended to other structures decentralized public administration (PA).

Key-words: Interim manager, decentralized structure, innovation, organizational change, leadership profile, citizenship.