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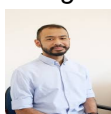
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so many fake sites. this is the first one which worked! Many thanks

Instructions for Managing an Effective
Public Service
Based on the results of research by Imran Rasul, Daniel Rogger and Martin Williams

Getting Started

1. Define your public service mission with substantive input from staff.
2. Match staff to tasks that suit their skills and experience.
3. Give staff discretion to carry out their assignments.

Operating your product

4. Get the balance right: ensure staff can make equally valuable contributions.
5. Adjust as required: encourage new ways of working in response to innovation or changing needs.
6. Caution: stronger incentives aren't always better.

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