



#YALILEARNS



**YALILearns Session
Facilitation Guide**

**STRENGTHENING PUBLIC
SECTOR SERVICE**

Your Guide to Facilitating a Session on Strengthening Public Sector Service

You can lead a discussion in your community about public sector service using the YALI Network online course “Strengthening Public Sector Service” and this facilitation guide. By facilitating a YALILearns session on this topic, you’ll teach others how to become a better public servant through the emphasis of transparency, objectivity, and effective communication.

Total Time: 65 Minutes

Introduction (3 Minutes)

- Thank your participants for joining and introduce yourself. Explain that you are an interested YALI Network member who wants to start an important conversation about public service and how to strengthen the local public sector service.

Icebreaker (10 Minutes)

- Have each participant introduce themselves and share three traits that they think makes for an effective public servant. Encourage them to share why they chose those three traits or share the name of a public servant who currently possesses those qualities.

Watch Lesson One: [Establishing Professional Ethics in Government](#) (5 minutes)

Group Discussion (10 minutes)

Invite participants to reflect on the first video before answering the following questions:

- What is transparency, and why is it critical to how democracy and the rule of law function?
- As a public servant, why is it important to gain and maintain the trust of the public?



Watch Lesson Two: Becoming an Effective Public Servant (5 Minutes)

Group Discussion (10 minutes)

Invite participants to reflect on the second video before answering the following questions:

- In this lesson, Vice Mayor Allison Silberberg of Alexandria, Virginia, said, “Being effective means being a good listener.” Why is it important to listen to the opinions of your community? How can your community help you approach your position as a public servant?
- Why do effective public servants encourage debate? Why is debate an important part of democracy and service?

Watch Lesson Three: Communicating with the Public (5 Minutes)

Group Discussion (10 minutes)

Invite participants to reflect on the third video before answering the following questions:

- Why is freedom of the press a critical part of any democracy? How can you, as a public servant, effectively interact with the media and the public?
- Why is accessibility important in being a professional and successful public servant? How can you strengthen your relationships with your community by staying accessible?

Wrapup (3 minutes)

- Thank participants for attending and briefly restate the importance of having strong public sector service.
- Encourage participants to sign up for the YALI Network at yali.state.gov.

