

New Public Administration Adoption (NPAA)

A Peer-to-Peer Training Model to Transform Public Administration

At a crucial time for addressing new European challenges, Public Administration plays a key role. Strengthening the relationship between institutions and citizens, and building a renewed social alliance, is essential to promote widespread well-being and achieve the goals of the 2030 Agenda.

This requires a Public Administration capable of evolving, starting with training, by adopting new attitudes and skills.

Today, a civil servant is no longer just a bureaucrat:
They are a facilitator, an innovator, a service designer.
They are expected to develop new capabilities such as:

- Problem solving
- Co-design
- Crowdsourcing
- Participatory listening
- Measuring the impact of public policies

Many civil servants already act as social innovators within their administrations, but they often operate in isolation, with little opportunity to build networks with like-minded colleagues. At the same time, many civil servants wish to adopt new approaches but don't know where to start or lack a supportive environment.

What is NPAA?

New Public Administration Adoption (NPAA) is designed to meet these needs.

Its goal is to connect social innovators in Public Administration with civil servants who want to grow, experiment, and drive change in their institutions.

The project offers a one-year peer-to-peer training program, where an experienced innovator (Adopter) mentors a colleague (Adoptee) in developing new skills and perspectives.

How does it work?

- Each Adopter mentor and an Adopted mentee share tools, knowledge, best practices, and practical resources.

- The training is carried out without external consultants, relying instead on the power of peer collaboration.
- The model also supports disadvantaged or peripheral areas by facilitating knowledge transfer from more advanced regions, promoting both personal and local development.

Who are we looking for?

“Adopters” - Public Sector Mentors

We are looking for experienced civil servants willing to share their know-how, tools, and innovative processes with colleagues from other European public administrations.

“Adopted” - Public Sector Mentees

We are looking for civil servants eager to enhance their skills, improve service delivery, and find innovative solutions to ordinary and extraordinary administrative challenges.

Pairings will be made primarily among civil servants from the same country.

How to apply

If you want to become an Adopter (mentor):

Complete the [application form](#), including:

- Personal information
- Public Administration of reference
- Description of your professional profile, highlighting the innovative processes and approaches applied in your daily work
- Examples of projects or initiatives implemented (with links and short descriptions)

If you want to become an Adopted (mentee):

Complete the [application form](#), including:

- Personal information
- Public administration of reference
- Description of your professional background and work context
- Key areas of interest and development needs

Deadline for applications

Applications must be submitted by **15 June 2025**.

The Training Process

- **Meet up event:** The *Creative Bureaucracy Festival* in Berlin (2025) will feature a dedicated project session, where some of the tools that will form part of the competency exchange toolbox for participants will be showcased. During the festival, call participants who attend the event can meet each other.
- **Virtual Kick-off Meeting:** After the Festival, an online meeting will be held for the call participants, during which the complete list of adopter-adoptee pairings, the project methodology, and the available resources will be communicated.
- **Training year:** from the 2025 to the 2026 Festival Edition, every one or two months, the Adopter and Adopted check-ins will be held with a facilitator to monitor progress and support implementation.
- **Final event:** during the *Creative Bureaucracy Festival 2026*, participants will publicly present the results and impact of their peer-to-peer journey.

Participants will have access to a toolbox containing useful tools for sharing skills and methodologies.

This initiative is part of the PhD research project of Mariella Stella at the University of Milano-Bicocca, called WonderingPA (www.wonderingpa.it).

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