

# LEADERSHIP & MANAGEMENT DEVELOPMENT



*BUILDING CUSTOMS CAPACITIES TO LEAD THE CHANGE*

# Leadership and Management ...the basis for modern Customs administrations

## → Context

- A vital **need for the development of Customs leaders and managers** to enhance their ability to lead, reform and modernize their organizations.
- The **necessity of a renewed professional approach** to the management and operations of Customs administrations across the globe.



## → WCO response

A project bringing together expertise from Member administrations, Academia and the private sector...  
...to contribute to the development of Customs managers in the areas of Leadership and Strategic and People Management through a focus on the challenges of the Customs environment.

A programme based on the components and principles of the **PICARD Professional Standards** and international best practices in leadership development.

# Leadership and Management Development Programme

## → Programme Overview

The Leadership and Management Development Programme's focal point of is an **interactive and highly participative workshop** conducted over 10 days. This workshop can be complemented by further needs-based supports.

## → Leadership and Management Development Workshop

The objective of the workshop is to develop the leadership qualities, managerial skills and knowledge of Customs managers, to improve their capacity to contribute to the reform and modernization of their administration. It provides a well-balanced mix of personal leadership and modern management theory and practice using case studies, role plays, simulations and group discussions. The workshop seeks to achieve:

- **Increased ability to contribute to Customs reform through effective leadership;**
- **Improved management skills relevant to Customs**, including visioning, negotiation, people management, communication, change management, integrity, etc.
- **Enhanced awareness of how to become a better leader and manager;**
- **Greater understanding of the role of Customs managers in sustainable organizational development.**

Target group: Senior Customs managers or high-potential middle-managers. Maximum number of participants for each workshop: 20

## → Complementary Leadership and Management Development Support

Building on the principles of the Leadership and Management Development Workshop, **complementary support** is designed to deepen and sustain the capacity of Customs managers to reform and modernize their administrations. Complementary support is based on needs and can include both short- and long-term interventions. Such supports may range from executive dialogues and targeted technical assistance to support the development of sustainable in-house leadership and management development programmes.

*Customs Administrations interested in receiving Leadership and Management Development support should make formal request to the WCO.*



# WCO Fellowship Programme ...investing in the future Leaders of the Customs World

**Professional development** based on the PICARD Professional Standards and the need to expose promising Customs middle-managers to the WCO, its instruments, and other Customs-related international best practices.

## → Benefits

- Exposes middle-managers to modern Customs instruments and practices.
- Creates context for participants to build a network for Customs development.
- Provides opportunity for participants to develop an adapted solution to meet their administration's challenges in a key area of Customs modernization.

## → Programme

- Introduction to the WCO
- Leadership and Management Development Workshop
- Research paper done by participants on a specific reform and modernization challenge in their administration
- Coaching from a WCO secretariat official to find optimum solutions
- Study trip to a modern Customs administrations in a specific area of research

→ **Frequency:** Annual sessions in English, French and Spanish.

→ **Duration:** 4 weeks at the WCO Secretariat combined with a 2-week study trip in a modern Customs administration.

→ **Sponsors:** Belgium, Canada, European Union, France, Japan, Korea, the Netherlands, Norway, Sweden, Switzerland, United Kingdom.



[More information](#)

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