



**Workshop in conjunction with the
Enhanced Global Dialogue Conference**

3 October 2008

Topic:

**Customs reform strategies - the role of
Customs management skills**



the vision of Customs Management Development as a key issue in Capacity Building and Customs reform

- **Rapid evolution of our environment and context**
- **Need people capable to respond**
- **Bigger than just training**
- **Political support: customs is important, fundamental work**
- **Coordination across agencies, and not just those at the border**
- **Results orientation**



Stakeholders' approach to Management Development / what has been their experience and do they have standards/models?

- **Varied approach: no one size fits all**
- **Re-engineering: Gap analysis: need/current state; targetted programs**
- **Broadening definition of management team: not just top cadre, but also people with potential, at all levels**
- **Environment: empower people**
- **Performance management**
- **Secondments**
- **Learning from mistakes**
- **Results focus**
- **On the job learning**



Identify opportunities to co-operate achieve synergies to better equip Customs managers to fulfil the management and development roles.

Customs perspective / A general perspective

- **Share with & learn from others**
- **Academia:**
 - **accreditation, credential as personal motivator**
 - **exchange b/w academia and customs administrations**
- **Sharing of personnel and resources at customs colleges**
- **Private sector: sharing training and joint projects**
- **Mentoring: day-to-day learning and share experience how to establish a program**
- **Management programs – bring people together from across regions**
- **WCO as a clearing house for course curricula, materials, etc**