



Diversity and Public Service in a Time of Change: Challenges and Opportunities

Tuesday, April 17, 2012, 5:30 – 7:30 p.m.

University of Massachusetts Boston, Healey Library, 11th Floor

Public managers and agencies in the U.S. face the challenge of serving communities that differ by race, gender, ethnicity, cultural backgrounds, sexual orientation and other characteristics. In such a changing environment, tailoring public services to the needs of the diverse population while striking a proper balance between efficiency and equity becomes an increasingly challenging task.

Should public organizations reflect the diversity of customers they serve? Can public services be tailored to diverse populations yet balance equity and effectiveness? What sorts of diversity programs 'work'? Why, and for whom? How can we best address these and other emerging 21st century challenges in public administration?

Speakers:

Frances Burke, PhD, Professor Emerita, Suffolk University
President, Integrity International

Christine Brenner, Chair, Department of Public Policy and Public Affairs
McCormack Graduate School, University of Massachusetts Boston

Carole Copeland Thomas, President and CEO, C. Thomas & Associates

Moderator:

Michael P. Johnson, Associate Professor, Department of Public Policy and Public Affairs
McCormack Graduate School, University of Massachusetts Boston

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LIGHT DINNER SERVED.

RSVP recommended: commcompact@umb.edu

