Strengthening Management Skills in Tax Administration Reform Processes
November 10 – November 12, 2015

Workshop Report

November 18, 2015

Center of Excellence in Finance
This course was delivered as part of the **Supporting Capacity Development of Tax Administrations in South East Europe project** primarily supported by the Dutch Ministry of Finance, Center of Excellence in Finance (CEF), International Monetary Fund (IMF), and Assistance Technique France (Adetef). The overall objective of the project is to contribute to strengthening of beneficiary institutions’ capacity in implementing the EU’s recommendations under which the revenue authorities can deliver tax compliance risk management.

**Topics covered:**

- Distinguishing the characteristics of change inducements
- Sing a theoretical framework for strategic and operational change
- Designing new organizational structures
- Developing a reorganization plan
- Handling of the implementation process
- Finding appropriate levels of employee participation
- Considering questions of evaluation and revision
- Coping with consequences for clients and employees

**Lecturers:**

- Steffen Hansen, Tax Administration Reform Advisor for South East Europe, International Monetary Fund
- Norman Gillanders, CEF Associate Fellow
- Liam Delaney, University of Stirling

**Participants:**

There were 18 participants from Armenia, Bosnia and Hercegovina, Bulgaria, Croatia, Georgia, Macedonia, Moldova, Romania and Ukraine.
Evaluation:

**Overall satisfaction with this workshop**

No. of all responses: 18 Average mark: 4.29

**The lecturer(s) was/were knowledgeable**

No. of all responses: 18 Average mark: 4.71

**Selected Participants’ Comments:**

- Everything was wonderful.
- Very useful workshop.
- Excellent organization, friendly atmosphere.