

Panel 8: The use of governance skills in dynamic bureaucratic contexts

Chair Peter Kruijen, Marieke van Genugten, Peter Hupe

Author(s)	Paper title	Discussant
14:00 <i>Welcome</i>		
14:15 Bouwman et al.	Negotiation style of public servants, a laboratory experiment	Van Genugten
14:45 Loyens	How should I treat illegal persons?! Shifting between conflicting logics in the Dutch aliens police	Huppe
15:15 <i>Break</i>		
15:30 Raaphorst	The indeterminate bureaucratic encounter: How do bureaucrats deal with uncertainties and ambiguities in their interactions with citizens?	Kruijen
16:00 Kruijen en Van Genugten	The creative civil servant: What are the characteristics of creativity in local government bureaucracies?	Loyens
16:30 <i>Plenary discussion</i>		