

International Conference on Management and Innovation in Social Security | International Social Security Association (ISSA)

Transforming with people, innovation and leadership

Under the patronage and presence of the Prime Minister of Egypt

The International Conference on Management and Innovation in Social Security (Management 2025) with the theme *Transforming with people, innovation and leadership* is organized in Cairo, 11–13 February 2025 by the International Social Security Association (ISSA), at the invitation of the National Organization for Social Insurance (NOSI) of Egypt. It is aimed at CEOs, senior and junior level managers of social security organizations responsible for strategic management, institutional transformation and innovation.

A focus on the key challenges and capacities

Leaders of social security organizations face unprecedented challenges. This includes ensuring their organizations are well-structured to deliver reliable services while being ready to quickly respond in an environment of continuous change. Social protection programmes are rapidly evolving and require new approaches to their implementation. Customers expect instant and accurate access to information and services through customer-centric and inclusive channels. Organizations need to ensure the continuity of services in the context of increasing risks and potential disruptions.

At the same time, the key capacities of social security institutions are also undergoing change. Their workforce is evolving, and digital technologies continue to trigger organizational transformations. In addition, the capacity for innovation has become a vital ingredient for social security organizations' performance. As a result, leadership in social security organizations is itself evolving towards ensuring the pursuit of excellence through change management, innovation and human resources.

Providing valuable responses

Management 2025 will provide an unrivalled platform to share and learn about the latest in social security management, and the role of senior management in transforming institutions through people, innovation and leadership. The conference will feature seasoned leaders who will share their experience of managing business transformation to meet the challenges of tomorrow.

Networking among senior leaders

This conference is aimed at senior leaders of ISSA member organizations, experts from international organizations, policy makers and junior managers seeking to expand their knowledge. Over 400 participants from all regions of the world are expected to attend and the conference will provide a unique opportunity to network and exchange with other leaders facing similar challenges.

Programme highlights

The programme will feature case presentations, leaders' roundtables, innovation workshops, hands-on tutorials, live demonstrations and debates in plenary and interactive group sessions.

Highlights include:

- **What works and what doesn't.** Learn from hands-on experience from those who have led transformation in their organizations. An **Innovation Zone** with live demonstrations will provide a unique opportunity to learn, discuss, engage and be inspired.
- **Essentials of new management practices.** Understand the latest "must-know" information on human resource management (HRM), organizational efficiency and process management, change management, new approaches to delivering quality and inclusive digital services and support for workers' international mobility.
- **Institutional resilience.** Build capacity to face unforeseen events, become more resilient and establish responses that can reach individuals in need. Learn how dynamism plays an important role in being agile and responsive, while at the same time managing risks and ensuring quality and security of information and services.
- **Building innovative institutions.** Develop innovation capacity and governance leveraging collaborative leadership. Make the most of outputs of the ISSA Collaborative Innovation Hub, such as applying behavioural techniques, approaches for evidence-based data-driven social policy analysis and new business models for connected care systems.
- **Leading change.** Learn how to drive your organization along the transformation and innovation journey. A CEO Roundtable on management, innovation and leadership in social security administration will discuss global approaches and experiences.

Languages

The working languages of the conference will be English, French, German and Spanish and simultaneous interpretation will be provided in those languages, as well as in Arabic.

Practical information

The conference is open to delegates of ISSA member organizations and invited institutions. There is no registration fee for ISSA members. Participants are responsible for their own travel, accommodation costs and daily expenses. Representatives of non-member institutions are requested to contact the ISSA General Secretariat for the terms and conditions of participation.

Registration will open soon.

Hosted by



[National Organization for Social Insurance \(NOSI\) of Egypt](#)