Strategic Facilitation in Collaborative Transformation

Accelerating your organisation or partnership’s collaborative transformation ambitions through skilled, knowledgeable, external facilitation

Public sector shared services - Multi-partner community engagements
Blue light integration - Place-based partnerships and devolution deals
Health and social care partnerships
Higher education and further education partnerships
Collaborative transformation is a co-creative process. It works best when leaders have ‘safe spaces’ where they can build trust, find common purpose and reach consensus on how they lead the transformation together.

We provide highly skilled, professional facilitation that manages this process, enabling the leaders to focus on the strategic task at hand.

All our high level facilitation interventions are bespoke, each designed to secure the outcomes sought by the system leaders, enabling them to recalibrate both the DEAL and RELATIONSHIP aspects of their partnerships.

The DEAL aspect describes ‘what we want to achieve together’ and includes reaching agreement on the ‘bigger picture’, determining a shared vision or common purpose, priority areas or geographies, new models of working, how the collaboration is resourced, and governed.

Leaders must also build trust and create the right environment to support collaborative working. Here, facilitation can help the leaders explore ‘how they will work together’, how they hold each other to account and how they bring their organisations to bear in these collaborative transformations. We call these the RELATIONSHIP aspect of partnership working.

Investing time in building relationships is important. Relationships are more likely to scupper the deal than the other way round.

We have designed strategic facilitation sessions for local authorities (place-based partnerships and devolution deals), health and social care system partnerships (Better Care partnerships), blue light partnerships (bringing police and fire services together) and higher education partnerships.
As well as working with senior management teams and system leaders, we are also skilled at creating safe, innovative and creative spaces where teams of specialists from across the public sector and beyond come together to co-design new services, develop new ways of working and address 'wicked issues' in a more holistic and evidence-based way.

We call our approach to multi-agency innovation: Collaborative Incubation. A typical organisational and system change process has three phases:

**Facilitating Collaborative Incubation Teams**

- **Phase 1 - The Initiate Stage**: This is where the challenge is defined, the strategic stakeholders/partners are aligned and professional communities are mobilised.

- **Phase 2 - The Incubate Stage**: This is where multi-disciplined teams are mobilised from across different organisations, to identify the root problems, incubate ideas and formulate solutions to the challenges posed.

- **Phase 3 - Implementation Stage**: Here, the collaborative incubation team pitch the ideas back to the stakeholders, who make the implementation decision, determine and commit resources and establish the implementation teams to deliver the change.

Collaborative incubation differs from other change methodologies in that it separates the ideas generation phase (incubate) from implementation, thus avoiding the proliferation of task and finish groups.

Collaborative incubation teams are encouraged to focus on:

**Facts, not fiction** - unlike traditional learning techniques that are based on hypotheticals and theories, our approach to action learning focuses on the 'real problems'

**Today, not yesterday** - gone are the days of yore, our approach to action learning focuses on the 'right now'

**In context, not a vacuum** - the problems to be solved are directly relevant to those participating in the work streams that are aligned with devolved or place-based strategies

**Solution-focused, not just lessons** - our approach to any learning is that it is at its best when it can be applied immediately, so the health and social care systems obtain concrete results, and individual and team learning is embedded through practical application.

**Active, not passive engagement** - our approach to action learning gives participants real, right now and relevant problems coupled with the responsibility for collectively providing the solutions.
About Shared Service Architecture Ltd (SSA)

Shared Service Architecture Ltd is a research-informed teaching company that provides:

**Personal development in collaborative leadership for politicians, board members, executives and senior managers, to equip them to become effective, skilled and knowledgeable collaborative leaders in public purpose collaboration activities, including through the Postgraduate Certificate in Collaborative Leadership.**

**Collaborative project Skills and knowledge development for senior managers and project leads who wish to become recognised Shared Service Practitioners - SS(PRAC)™, or Collaborative Transformation Practitioners - CTPrac™, or Shared Service Architects - SSA™, or Collaborative Transformation Architects CTArc™ and gain professional recognition through the Postgraduate Certificate in Collaborative Transformation.**

**Organisational development through mentoring and in-house facilitation sessions to build collaborative advantage within organisations. This will increase the organisational capacity and culture to successfully collaborate with external partners and reap the full efficiency, improvement and political gains that partnership working can deliver.**

**Over 200 online tools, templates and techniques that can be used across partnerships to accelerate their success.**

**Collaborative Transformation Magazine providing case studies, tools and reviews from the frontline CTPrac™, SS(PRAC)™, SSA™ and CTArc™ community.**
For your strategic leaders and decision-makers, why not consider our three-day Collaborative Leadership programme?

The Collaborative Leadership Programme

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The Collaborative Transformation Practitioner Programme

The three-day CTPrac™ programme provides skills and knowledge for project leads and their teams working on collaborations and shared services.

Planning the Governance, Risk Management and Control of Collaboration Projects

This one-day seminar unpacks a toolkit for project leaders and managers, who have been thrust into collaborative working without any formal training in assurance, governance, risk and control and have found themselves lacking knowledge in these key decision-making areas.

Managing Communications in Collaborative Transformation and Shared Services

This seminar will equip your communications and project managers with tools, skills and shortcuts that will enable them to glue the partnership activity together and proactively address collaborative communications problems before they happen.

What Could Possibly Go Wrong in Collaborative Working and Shared Services?

This special, half-day “Negative Master Class” looks at what shared service project managers can learn from the mistakes of others. Whilst case studies of success are helpful, most of us learn more from hearing about what others have done wrong!

Visit [www.sharedservicearchitects.co.uk](http://www.sharedservicearchitects.co.uk) to read and download full details of these programmes. Alternatively, contact magda.zurba@sharedservicearchitects.co.uk for an informal discussion to find out more.
THE COLLABORATIVE TRANSFORMATION TOOLKITS ARE NOW ONLINE...

These 200+ tried and tested resources are being applied in over 500 public sector organisations including local and central government, blue light, FE, HE, voluntary sector, housing and health.

Flexible, multi-purpose project tools, templates and techniques for accelerating:

- Shared Services
- Combined Authorities Working
- Community Safety
- Health and Social Care Integration
- CCG Collaborative Working
- Systems-wide Working
- Blue-light Transformations
- Alternative Ways Of Working In Partnership
- Collaborative Working Within Organisations

If you would like to make the 200+ SSA collaborative transformation tools, templates and techniques available to all of the departments across your organisation, and across your partnerships, they are now available as PDFs for unlimited download.

The annual licence includes training seminars in how to gain the most from their application by your colleagues.

Visit bit.ly/ssa-preview for full details or email magda.zurba@sharedservicearchitects.co.uk to arrange a demonstration.
WHAT DO THE ONLINE TOOLS LOOK LIKE AND HOW ARE THEY STRUCTURED?

Each tool is set out in its own six-page layout, and designed so that what you read in the morning, you can be applying that afternoon.

The tools provide support for each of the six stages of the Collaborative Transformation Journey Map from Collaborative Leadership through to Transform and Improve.

Pages one to four explain the tool, the situations you might consider deploying it in and the background, academic and practitioner underpinning. Page four also contains a step-by-step guide, in the blue column, to applying the template, tool or technique.

Page five provides an example layout of the tool so you can develop and adapt it for your specific purpose.

Page six is a user log to record when and how you used the tool and any adaptations you would make when using the tool again.

They will also inspire your project teams to create their own tailored tools, templates and techniques for their projects.

Equipped with these tools, this is their opportunity to be enterprising and innovative and accelerate the success of your collaborative projects they are working on.

Visit bit.ly/ssa-preview to register for a free account to gain access to the SSA Online Tools preview which will show you what the full SSA Online Tools area looks like and what it contains.

You will be able to download some of our signature tools for free to test them out.

Alternatively, email magda.zurba@sharedservicearchitects.co.uk to arrange a demonstration.