

Collaboration Essentials For Operational And Departmental Leaders



Many managers struggle when they are thrust into collaborative working, without the skills and knowledge to be effective.



Organisations that equip their managers to be effective in collaborative working, increase the collaborative advantage for their organisation and gain more from partnerships.



A New One Day In-house Session For 2018

The sessions are open to all emergency services with operational and departmental leaders involved in collaborative working and shared services.

20 Places Available In The Session
£2,250+vat plus tutor expenses

The SSA Collaborative Transformation Programmes have been provided to staff from both Police and Fire since 2014. 26 Police Forces and 32 Fire Services have taken already taken advantage of the range of programmes to equip their staff to build collaborative advantage for their organisation.

SHARED SERVICE ARCHITECTURE in numbers

3000+

Leaders and senior manager delegates



80%+

'Excellent' delegate evaluation ratings



300+

Recognised Practitioners and Architects



13

Cohorts of Postgraduate Certificate Students



Over 400 public sector organisations use our toolkits

205



Local Government

75



FE/HE

62



Health

30



Fire

24



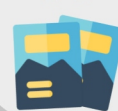
Police

17



Private

14



Collaborative Transformation Magazines published

200+



Online tools, templates & techniques

250+



Update newsletters

2500



Subscribers to weekly news & jobs updates

What are the benefits of this one day session to your collaboration projects and your partnerships?

For your organisation: It gives confidence to an organisation to know that they are represented by operational and departmental leaders who understand the theory and skills of building partnerships and collaborations, and can cascade it into their teams and embed it at all levels.

For your partnerships: Having operational and departmental leaders with an understanding of the methods that make collaborations work, will help accelerate the journey by ensuring that the projects are set on strong foundations from the outset, and will avoid the classic pitfalls experienced in so many partnerships.

For your operational and departmental leaders: They will feel more confident in stepping pro-actively into collaborative working - and not just with other emergency services. They will lead their departments more effectively in collaborations and they will become opportunity spotters for collaborations that will deliver the strategy of the organisation.

For more details about the programme email

Helen.Jebb@sharedservicearchitects.co.uk

In-house delivery of the programme is available for groups of up to 20 managers.

What are operational and departmental leaders saying about the session?

- I found the day very useful given it was the first formal training I have received around the collaboration agenda. My understanding of collaboration has improved through the training given.
- Very useful as a strong basic understanding of a workable model to deploy.
- The session was very useful in understanding how to collaborate better.
- I thought it was a good day and very useful being heavily involved in collaboration, but having no previous training or input on the subject.
- Very useful. Whilst I have attended the practitioner training, this served to refresh my thoughts and give me a firmer framework for the collaboration project I'm involved in.
- Very good and answered some questions I had about what collaboration actually is.
- Incredibly helpful, as I mentioned on the day – this course gave me a much greater understanding of where we are as a Service, the requirements for the governance and the challenges of collaboration. Really worthwhile.

The day will centre around the six stages of the collaboration journey map



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What are delegates saying in their evaluations?

- I found the exercises relating to the journey map and collaboration models most useful.
- These sessions were helpful in terms of raising my understanding of the subject and enabled the practical application of the theory behind collaboration.
- The activities assisted in understanding the types of projects occurring, and most definitely gave clarity as to best practice in order to achieve success.
- I thought the activities were really good and effective.
- The practical sessions did give me food for thought and were very useful.
- Majority of the activities were very productive and assisted in putting the learning into context.
- I thought the exercises were good and definitely something useful for future reference, not just for collaboration but for projects in general.

The Agenda For The Workshop

1. What is the current collaboration landscape for your organisation?

The delegates will review and assess the current partnerships that they, and their organisation, are currently engaged in.

They will consider how the collaborations are delivering the strategy of the organisation and map each project against the collaboration journey map.

2. How to create personal and departmental collaborative advantage?

The delegates will work on three key activities that will build their confidence, success and results when leading their teams in collaborative working:

- how to monitor the strength of collaboration and trust between the partners
- how to understand and harness the four collaboration models of working to assess the complexity of the project they will be involved with
- How to measure and review the relationship benefits, and efficiency/effectiveness benefits, during their collaboration projects

3. How can you prepare yourself to step into collaborative working?

The operational and departmental leaders will be equipped with an understanding of how to prepare for collaborative working, how to manage beyond the boundaries of their organisation and which elements of collaborative communications to use at each stage of the collaboration journey map.

What will be the outcome from the workshop?

The overall outcome for your operational leaders, departmental heads and their teams, will be improved success for their collaboration projects by setting them on firm foundations from outset and during their journey.



Helen Jebb, CTPrac
Associate Director for Emergency Services Collaboration at SSA



Dominic Wallace CTArcf
Support tutor for the workshop
Director of Learning and Development at SSA

Your Facilitators

Helen Jebb, CTPrac

is an Associate Director for Emergency Services Collaboration with SSA and works across the Blue Light Sector.

Helen was previously a Detective Chief Superintendent leading a range of collaborative programmes.

She is a qualified personal development Coach and Mentor and an Associate Tutor with the University of Derby delivering Leadership Development Programmes.

Dominic Macdonald-Wallace MA, Cert Ed, AFPC, CTArcf

is Director of Learning and Development at Shared Service Architecture Ltd and lectures on the Postgraduate Certificate in Collaborative Transformation at Canterbury Christ Church University.

He is the Editor of Collaborative Transformation Magazine and co-author of nine collaboration toolkits that are used in over 500 public sector organisations in the UK.

About Shared Service Architecture Ltd (SSA)

Shared Service Architecture Ltd is a research informed facilitation and 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.

Collaborative Project Skills and knowledge development for managers and project leads who wish to become recognised Collaborative Transformation Practitioners - CTPrac™, or Collaborative Transformation Architects - CTArc™. They can gain professional recognition through the SSA programmes, the Management Apprenticeship in Collaborative Working and Shared Services, and 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 practitioners and architects.



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