

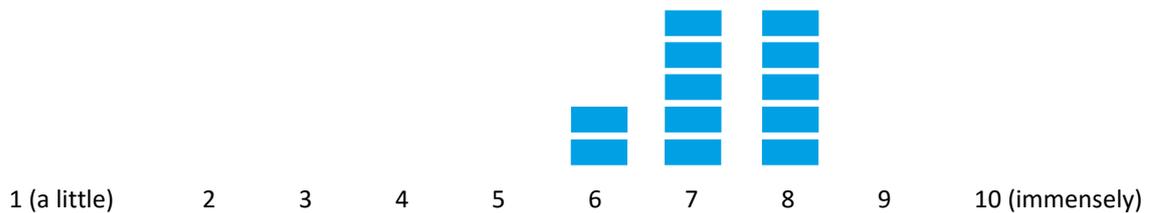
# Creating Skilled Collaborative Transformation Teams

Evaluation feedback from the seminars held at Euston House, London 7<sup>th</sup> to 9<sup>th</sup> June 2016

## Who attended?

19 delegates from Local Government (12 provided feedback)

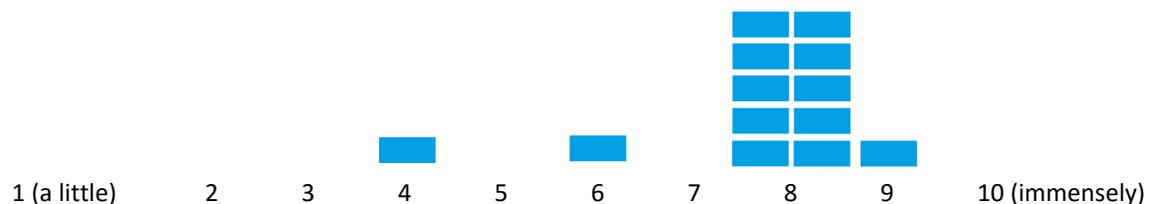
How much do you feel the **Highway Code of Shared Service** session has increased your knowledge and understanding of the constraints that can impact on shared services?



How helpful do you feel the templates, provided with some of the sections, will be to your work?

33% Very Helpful - 67% Helpful - 0% Not Helpful

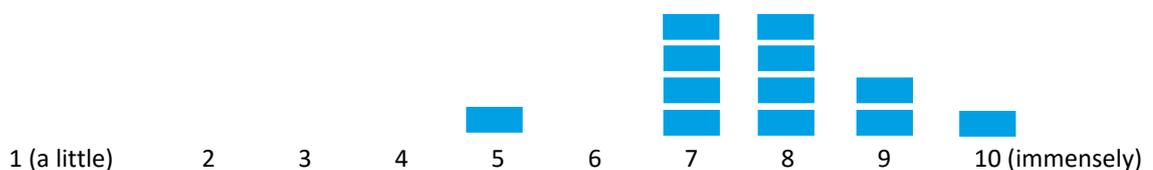
How much do you feel the **Trust and Vision** session has increased your knowledge and understanding of how to strengthen the relationships between partners in shared service/collaborative transformation?



How helpful do you feel the 40 tools, templates and techniques provided, will be to your work?

50% Very Helpful - 50% Helpful - 0% Not Helpful

How much do you feel the **Business Case** session has increased your knowledge and understanding of how to structure shared service/collaborative transformation business cases?



How helpful do you feel the 40 tools, templates and techniques provided, will be to your work?

67% Very Helpful - 33% Helpful - 0% Not Helpful

## Feedback from delegates that will enable SSA to improve the quality of future seminars

### What positive messages will you take away from today's seminar?

#### Highway Code

1. Shared Commitment
2. Templates in toolkit will help in scoping work
3. Don't miss out on simple basic things.  
Communications - how we have a gap to plug
4. Templates, analysis
5. Lots of communications to be done
6. Check lists, nuts & bolts, focus
7. Templates can be useful
8. I am empowered and know quite a lot
9. That a successful shared service is possible
10. Relationship building is important
11. Journey maps and templates

#### Trust and Vision

12. We can do this!
13. Internal staff can and should be used to build and deliver business case and shared service
14. Not leaving anything ambiguous. Spell it out by tailoring toolkit suit your needs & makeup sure everyone is on the same page
15. Tools are very useful - empowering
16. Use the tools for normal work scenarios as well

17. The effort that goes into developing a vision and making it real
18. Vision and lack of it; money saving, not a push

#### Business Case

19. We can do this!
20. Development tools useful to use
21. Make sure you apply the common sense that this course teaches
22. Tools & techniques on developing business cases & forecasting models
23. Lots of things to consider for business cases especially power, people and politics
24. Templates, analysis
25. Tools are available to aid future work programmes
26. The techniques were very useful
27. Tools to articulate if there are benefits

### What, if anything, do you think would have improved the seminar overall?

#### Highway Code

1. Greater practical elements

#### Trust and Vision

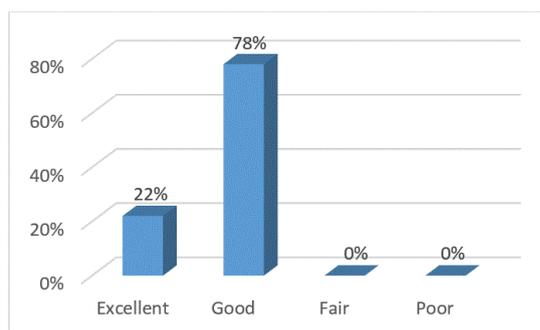
2. More practical examples
3. Apply the learning to more examples
4. I think this was spot on... maybe just a little time giving an overview of the layout of the book
5. Plenty of activities and participation which was useful

#### Business Case

6. Development of tone introduced

7. Overall 3 days could reduce to 2 and have a case study approach
8. Post-lunch session to be a bit more of a wake-up session - everyone was a bit flat
9. Go through a bad business case and review against the shared service business case approach
10. Opportunity to attend this before decision was taken to move to shared service course
11. Split over 2 days

### Overall, how would you rate the seminars?



### How would you rate the tutors?

