

Shared
vision

Business
case

Innovation

Design

Transform

Operate &
improve



sharedservice architects

IN ASSOCIATION WITH



Canterbury
Christ Church
University

The Shared Service Architect's Toolbox

40 tools, techniques and templates for building strong trust and absolute clarity of vision between public sector partners in a shared service

"No matter how large the budget, or how skilled the project team, a lack of trust and shared vision between partners is the key element that causes shared service projects to stumble or fail."

The current reality is that, by not equipping project leaders with the skills to build strong trust and clarity of vision, organisations are gambling with the success of their involvement in multi-million pound shared service projects.

Why attend this seminar?

If you are involved in the development of a shared service and quickly need to equip yourself with the skills and knowledge to build strong trust and clarity of vision between partners, then this seminar is for you.

This is a taught session in the Post Graduate Certificate in Shared Services at Canterbury Christ Church University



To register your interest, please contact Jo Foad at Shared Service Architecture Ltd:

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TAUGHT SHARED SERVICES

essential skills and knowledge for setting up shared services in the public sector



The 240 page Shared Service Architect's Toolbox

The Shared Service Architect's Toolbox is the key to building and sustaining strong trust and shared vision between the partners.

Over 150 councils, FE, HE, fire, police and other organisations, have put over 600 of their leaders and senior managers through the Shared Service Architect's programme or seminars. This seminar is probably the most popular.

The reason is that it provides 40 tools, templates and techniques for building strong trust and strong shared vision between the leadership, staff and service users of the partnership.

The 40 tools, templates and techniques are in the 240 page book that comes free with the seminar. Each of the tools can be read in the morning and used in the afternoon.

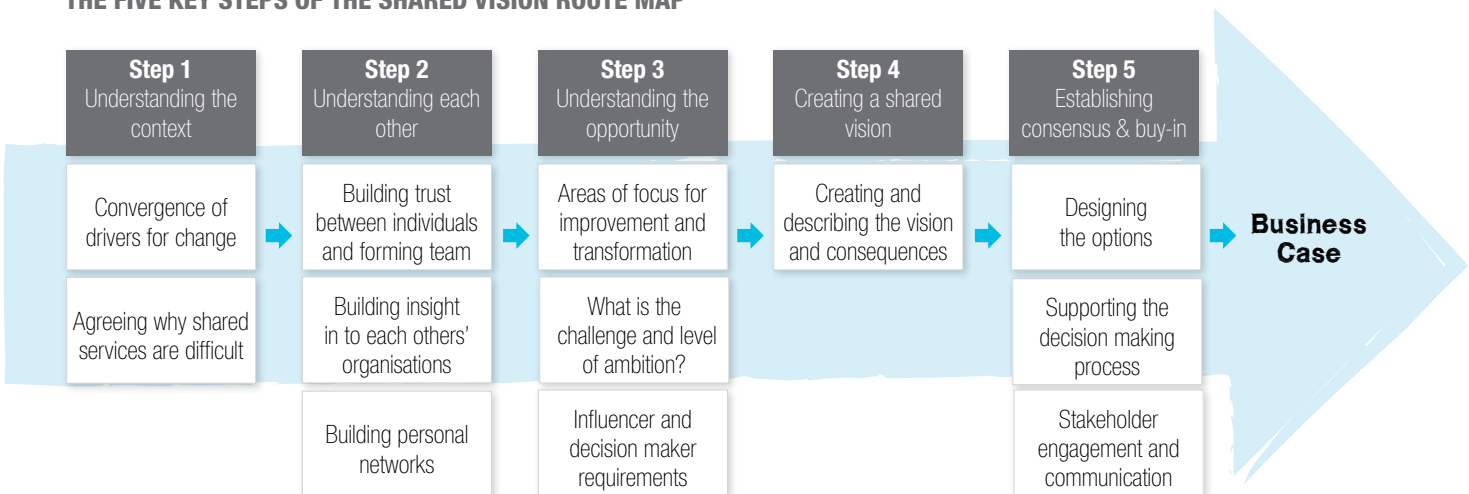
They will help you build teams across the partnership workgroup, cement clear commitment across the leadership (including building cross party agendas in councils) and show you how to involve the leadership, service users and staff in building a compelling shared vision document that powers the business case.

98% of delegates say they would recommend this seminar to their colleagues.

What is included with this seminar?

- * Copy of the 240 page Shared Service Architect's Trust & Vision Toolbox (RRP £95)
- * Points towards Shared Service Practitioner status
- * 12 month subscription to The Shared Service Architect's Magazine and its updates of tools and seminar notes
- * Access to the SSA online library of links to over 600 shared service documents
- * CPD certificate, worth a potential £250 reduction in the fees of the Canterbury Christ Church University Postgraduate Certificate in Shared Services

THE FIVE KEY STEPS OF THE SHARED VISION ROUTE MAP





Over 600 leaders and senior managers in the public sector have attended our seminar programmes

98% of them have rated this seminar as either 'excellent' or 'good'

Visit www.sharedservicearchitects.co.uk and look in the 'Clients' sections to see full evaluations of this seminar from delegates who have attended it.

10:00	SESSION STARTS	
	Welcome	Overview of the purpose of the day and background to this seminar
	The Five Step Trust and Vision Journey	You will explore the five steps of trust and vision that must be journeyed through by all shared services before a business case is created
	Tools for organising yourself	You will learn about the six key tools you can use to prepare yourself to lead on a shared service project. You will be provided with a 'five step journey' checklist to measure the strength of trust and shared vision in our shared service activities
11:00	COMFORT BREAK	
	STEP 1: Tools for understanding the context	You will understand how to harness the context and multiple drivers for change that can accelerate a shared service, and how to anticipate the problems your shared service activity could encounter
	STEP 2: Tools for understanding each other	You will learn the process of developing a shared service initiation team by: <ul style="list-style-type: none"> * learning about the concept of collaborative advantage * exploring ways of identifying and winning over 'blockers' * considering the importance of drawing in outside experience and resource and the value of shared service tourism
12:45 13.35	LUNCH SESSION STARTS	
	STEP 3: Tools for understanding the opportunity	You will explore: <ul style="list-style-type: none"> * a range of tools for engaging decision-makers in shared service strategy development * how to use the 'Triangle of Desire' tool for political strategy development and truth-telling * the 'Keep, Share and Give-away' tool for identifying potential 'micro-shared services' within a service or department
	STEP 4: Tools for understanding the shared vision document	You will be taught the importance of building a passionate shared vision document and how to structure it to 'paint a compelling, irresistible picture' of the future under the new shared service
14:30	COMFORT BREAK	
	STEP 5: Tools for establishing consensus and buy-in	You will explore methods for cementing the trust and shared vision across a partnership prior to commissioning a business case
	Next steps	You will be asked to complete a brief evaluation of the day and discuss next steps for your learning
15.30	CLOSE	ISSUE OF CPD CERTIFICATES*

*Please retain your CPD certificate if it is in your intention to apply for the Postgraduate Certificate in Shared Services.



At Shared Service Architecture Ltd we provide

- * **Personal development** for politicians, executives and managers through taught sessions, to equip them to become effective, skilled and knowledgeable, shared service practitioners SS(Prac)TM and shared service architects (SSA) and even gain professional recognition in the public and private sector through the UK's first Postgraduate Certificate in Shared Services.
- * **Organisational development** through mentoring and in-house taught management programmes, to build shared service architect capabilities within organisations. This will increase their capacity and culture to successfully collaborate with other organisations and reap the full efficiency, improvement and political gains that shared services can deliver.
- * **Partnership development** providing cross-partner taught programmes, and partnership gateway reviews, to build momentum within partnerships and accelerate the shared service journey and successful outcomes.
- * **On-going mentoring** and coaching to equip key individuals in a shared service partnership to sustain its momentum or revive flagging activity.
- * **Shared Service Design Computer Based Modelling** that can reveal in days, what takes months using post-it notes and Excel spreadsheets during the business plan and service design stages.
- * **The Shared Service Architect's Magazine** providing regular case studies, reviews and reflections to enhance the learning of shared service architects in their work.
- * **The Shared Service Architect's Online Library** providing access to over 600 shared service case studies, reports, documents and tools. Now possibly the largest library of its kind in the world.
- * **The Shared Service Architect's Highway Code Knowledge Bank:** essential learning before you get behind the wheel of a shared service.
- * **The Shared Service Architect's Toolbox:** 40 tools, techniques and templates for building trust and shared vision in public sector shared services.
- * **The Shared Service Architect's Business Case Toolbox:** 50 tools, templates and techniques for drafting a majority of your shared service business cases in-house.
- * **The Shared Service Architect's Innovation Toolbox:** Essential tools, techniques and templates for accelerating innovative shared services in the public sector.



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