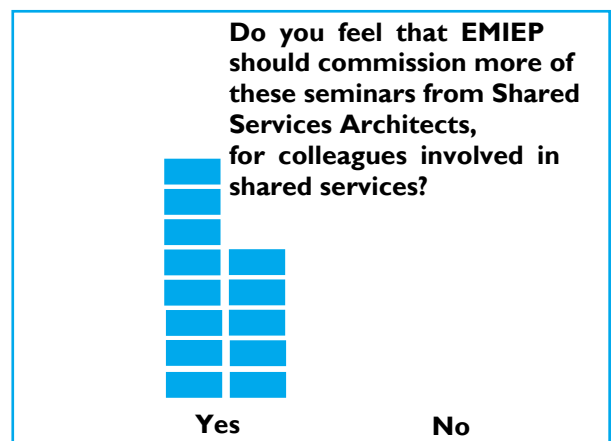
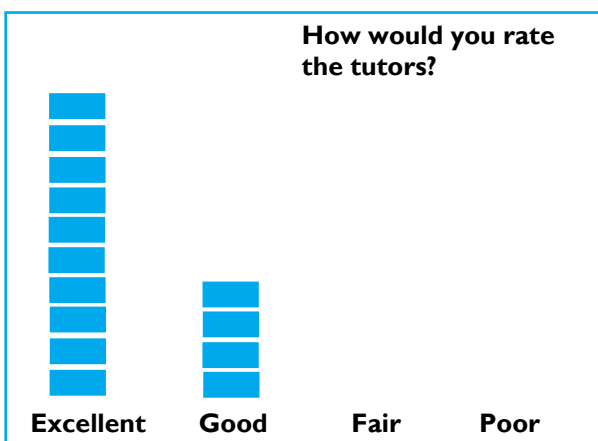
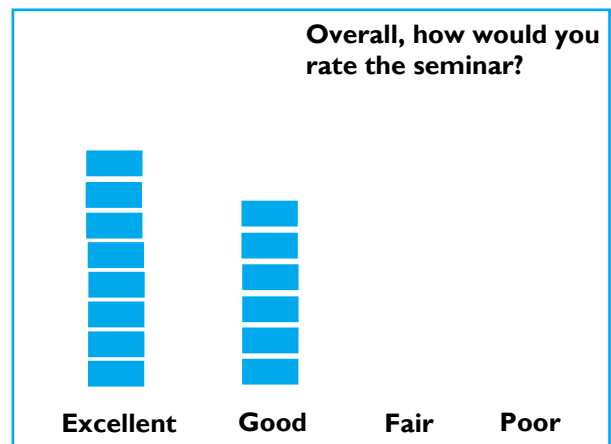
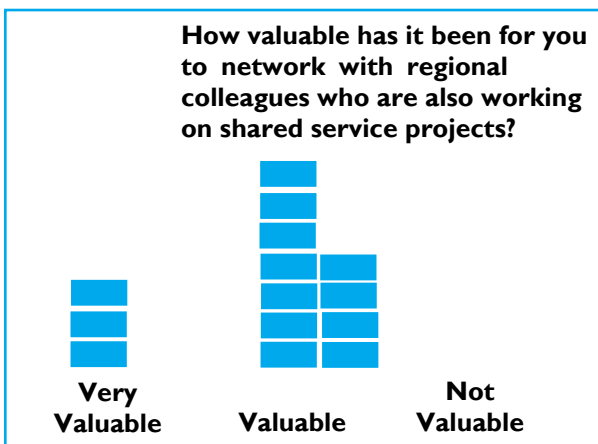
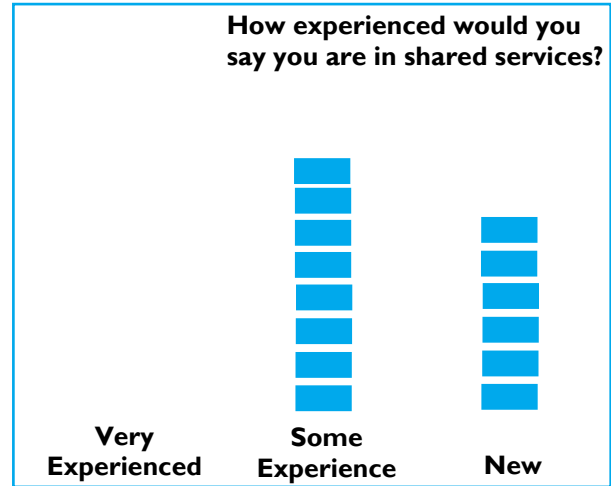
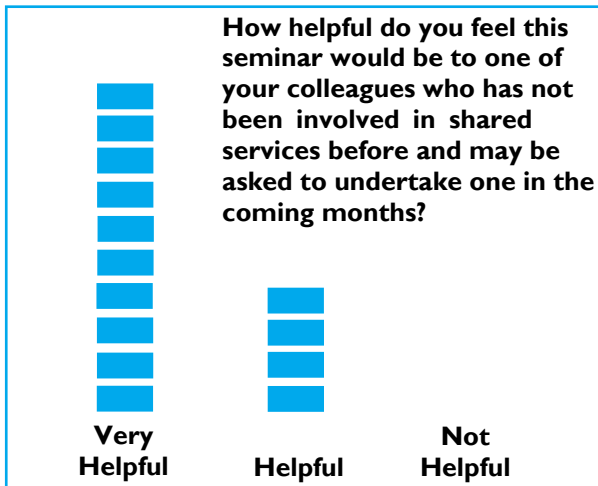




The Highway Code of Shared Services

(What are the constraints that impact on shared services?)

Evaluation Feedback from the EMIEP Seminar - 17-03-11



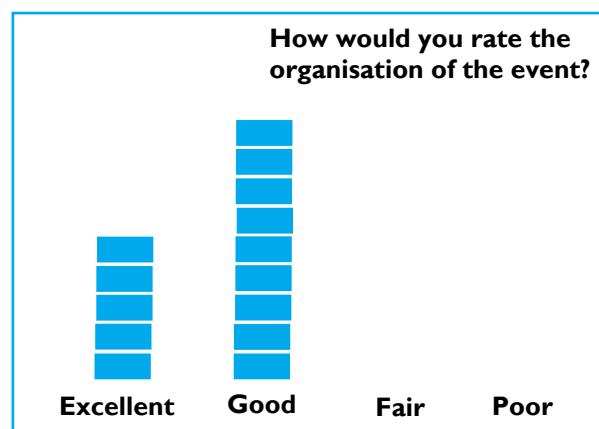
One delegate did not answer the question

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

1. People + politics first, before business case
2. That doing this requires specific skills
3. Learning about how some of these ideas can be utilised as soon as I get back to Blaby.
4. Beware the pitfalls
5. It's more about people and communications
6. That trust is valuable to establish at the beginning of the process
7. Be careful. Know what you want to achieve - get to trust each other

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

1. Introductions to all candidates
2. To cover all angles



Understanding the purpose and nature of this seminar

The seminar was developed from research work at Canterbury Christ Church University (CCCU) into the skills and knowledge required by public sector managers who will lead on shared service or collaboration projects. It was originally developed in collaboration with experienced shared service managers from Kent Councils and partners, East Midlands RIEP and the LSC. It is one of the foundation seminar sessions for the Post Graduate Certificate in Shared Service Architecture from CCCU. The style of the seminar was a mix of teaching input, discussion and action learning.

The delegates for this seminar were shared service managers from a range of councils in the East Midlands region.

The seminar was held at the NW Leicestershire DC, Whitwick road, Coalville on 17th March 2011.

The seminar timing was from 10.00 to 15.30.