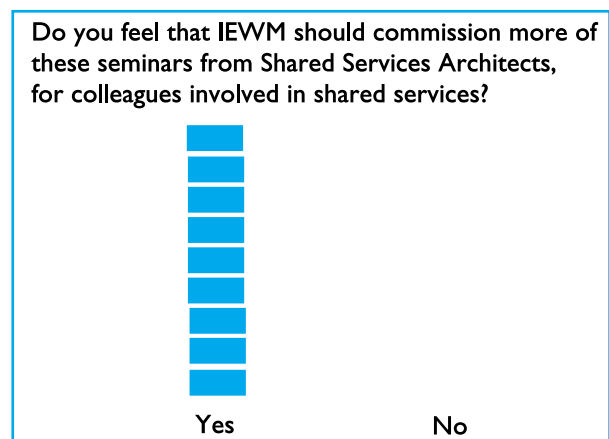
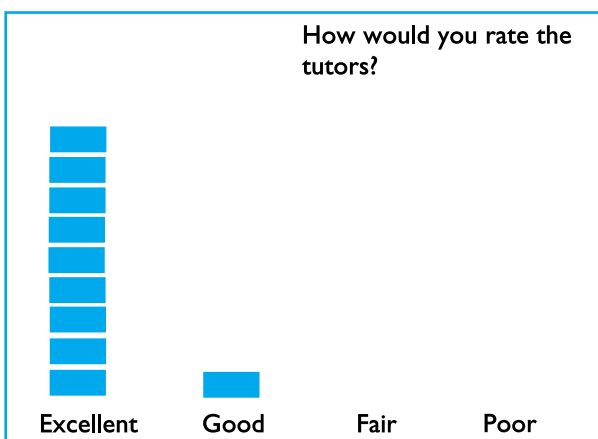
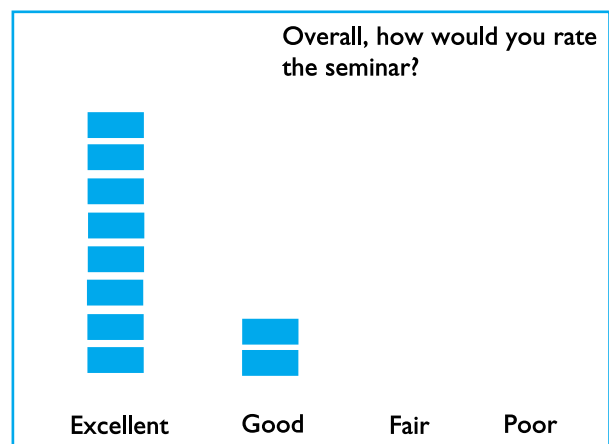
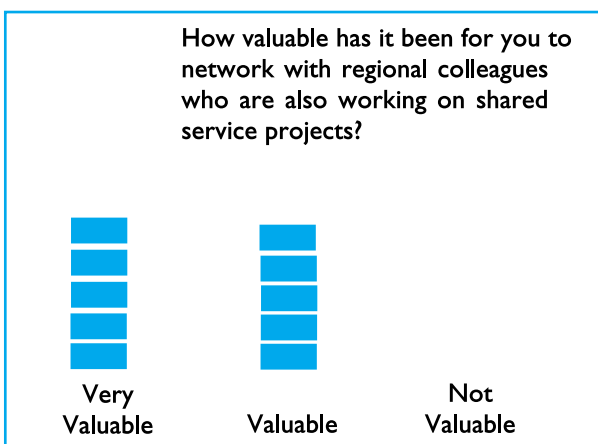
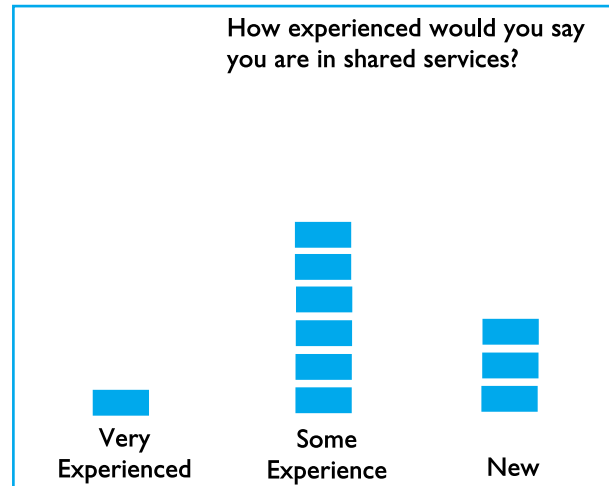
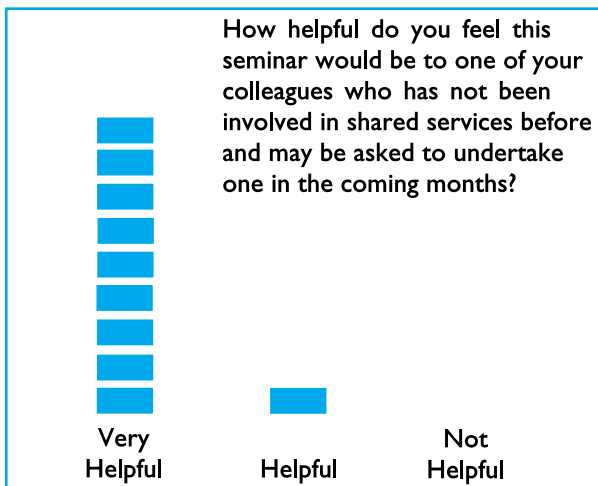




The Highway Code of Shared Services

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

Evaluation Feedback from the IEWM Seminar - 18-01-12



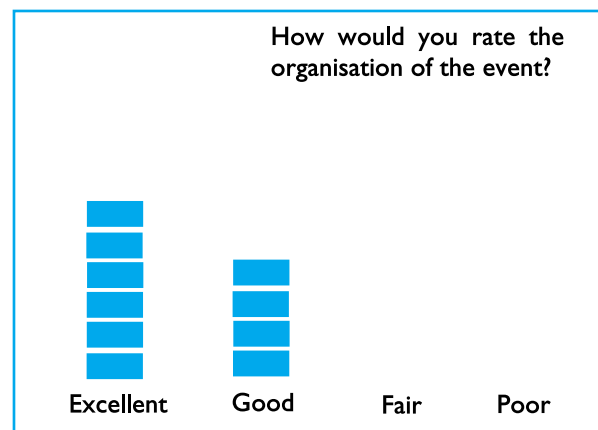
One delegate did not answer the question

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

1. The lesson progression was really useful
2. Common issues
3. Trust + vision
4. Good grounding - would benefit other officers I come into contact with
5. Dominic had a great style that encourages learning/sharing
6. Work together - you shouldn't feel pressured by shared services - be sure it is right for you
7. Sign posting to tools
8. It's hard for everyone not just us
9. That I understood many of the issues but needed more tools to help me express them

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

1. Provide copies of presentation
2. Maybe include guest speakers



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 West Midlands region.

The seminar was held at the BVSC, The Centre for Voluntary Action, 138 Digbeth, Birmingham on 18th January 2012.

The seminar timing was from 10.00 to 15.30.