

Shared  
vision

Business  
case

Innovation

Design

Transform

Operate &  
improve



sharedservice architects

IN ASSOCIATION WITH



Canterbury  
Christ Church  
University

## The Shared Service Architect's Innovation Toolbox

Essential tools, techniques and templates for accelerating innovative shared services in the public sector

*"If we don't innovate we are in serious trouble. We are not going to get out of this recession with a few efficiency savings or, as some put it, a haircut here and there for public services. We are going to have to look at fundamentally different ways of delivering services."*

**Lord Michael Bichard**

This new exciting seminar, led by Professor Victor Newman, unpacks the Shared Service Architect's Innovation Toolbox to provide you with easy to apply 'rapid innovation' tools and techniques that can develop better, lower-cost shared service delivery systems.

### Why attend this seminar?

This seminar is for senior managers who need to learn "how to do innovation" in a shared service setting. Especially if you need to lead an innovation workgroup to create shared services that provide 20% plus, efficiency gains.

This session draws on learning from the Postgraduate 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 130 page, Shared Service Architect's Innovation Toolbox

**The Shared Service Architect's Innovation Seminar is the key to creating better, different and lower cost shared services.**

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 seminars. A large number tell us that their shared service business cases are not yielding the 20% plus savings that their organisations now require.

This seminar, led by Professor Victor Newman, unpacks the Shared Service Architect's Innovation Toolbox to provide you with quick to apply 'rapid innovation' tools and techniques.

The seminar equips you with tried and tested methods for leading shared service innovation workgroups.

You will be equipped to apply the tools, templates and techniques with the workgroups, in 'rapid innovation style'. If used properly they will innovate the new and different methods of service delivery that could yield the 20% plus savings needed in the public sector.



**What are delegates saying?**

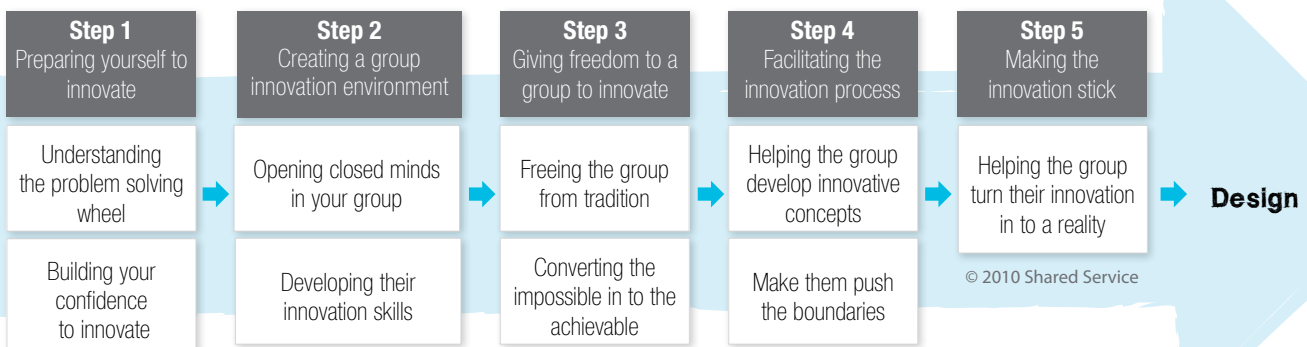
"I enjoyed this the most out of all the SSA sessions!"

"I learned exciting new ways to generate fresh ideas and approaches to sharing services."

**What is included with this seminar?**

- \* Copy of the 140 page Shared Service Architect's Innovation 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

**THE FIVE KEY STEPS OF THE SHARED SERVICE INNOVATION ROUTE MAP**





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

80% of them have rated this seminar as 'excellent'

Visit [www.sharedservicearchitects.co.uk](http://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	<b>SESSION STARTS</b>	
	<b>Why do we need innovation in shared services?</b>	The savings that many partnerships are being required to make will not be achieved by merging the current way of delivering services. You will learn about the five stage innovation journey route map and how it can be applied
	<b>STEP 1: Preparing yourself to innovate</b>	You will undertake a self-diagnostic questionnaire to help you assess and improve your innovation, problem solving style
11:00	<b>COMFORT BREAK</b>	
	<b>STEP 2: Creating a group innovation environment</b>	You will be provided with five techniques to facilitate the formation of a shared service innovation workgroup including: <ul style="list-style-type: none"> <li>* exploring why the power of creative silence is better for them than brainstorming</li> <li>* how to clear the clutter of their cultural assumptions</li> <li>* how to inspire them to become effective innovators</li> <li>* when to use "ship logic" to open closed minds in your team</li> </ul>
	<b>STEP 3: Giving freedom for the group to innovate</b>	You will be equipped with five further tools and techniques to convert your group from 'the impossible' to 'the achievable' freeing them from the tradition of current ways of working. This includes using the "spiral of despair" tool
12:45 13:30	<b>LUNCH SESSION STARTS</b>	
	<b>STEP 3: Giving freedom for the group to innovate</b>	You will explore data analysis methods that will help you feed the reality of the current situation, into an ambition for change that will unite the efforts of your group
	<b>STEP 4: Facilitating the innovation process</b>	This session reveals how, when a team have gone through the first three stages, they are ripe for 'rapid innovation' working. Working on a live issue, you will be taught the power of "WIBWI" and "YES, AND..." techniques
14:30	<b>COMFORT BREAK (estimated time)</b>	
	<b>STEP 5: Making innovation stick</b>	The commitment by a shared service team can falter when they get back to their day jobs. You will learn to manage that through three techniques, including the "Stay in the room" discipline
	<b>Final group discussion</b>	The group will review the day and identify personal key actions each person will follow up as a result of the seminar. Delegates will be asked to complete an evaluation questionnaire
15:30	<b>CLOSE</b>	<b>ISSUE OF CPD CERTIFICATES*</b>

\*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)<sup>TM</sup> 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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