



Children's Services Improvement Forum Master classes for senior managers

Building on our unique position as consultants with concrete experience of children's services from previous practitioner and manager roles, our newly launched Improvement Forum provides senior managers with the tools and capabilities to make savings and improve their in house services.

We offer a flexible menu to allow you to choose the courses that best suit your needs. Upon completion of the Core Methodologies master class, participants can avail themselves of a free coaching session with one of our executive coaches to discuss individual and service needs and determine next steps. The Forum's focus is on experiential learning with a basis in improvement methodologies, such as lean and systems thinking. Our master classes are designed to give you both improvement tools **and** an understanding of how best to apply them within your individual work environment.

Why choose us?

'What sets the RedQuadrant training apart from other training is that you actually get to put your learning into practice as they run live business simulation exercises which are really beneficial and enjoyable. You take a considerable amount of learning away with you along with some practical tools that you are able to use in your own organisation.'

Tracy Redpath, Policy and Partnerships Manager, Stafford Borough Council



Core Methodologies

Our trademark foundation course provides an introduction to key frameworks on how to identify savings in children's services through group discussion and practice. The module moves quickly into a simulation exercise based on the 'front door' of a children's service where attendees can try out the different methodologies to improve a fictional team against a backdrop of increasing numbers of contacts and conversions to referrals. Working in teams, you will interact with different stakeholders in order to identify savings and develop an improvement plan (outline business case).

Through a blend of self-reflection, group work and theory explication, you will frame the problems inherent to working in such a complex area, identify new tactics to address these and have the opportunity to apply these within a controlled environment.

After 2 days, you will be able to:

- ✓ Apply lessons learned from existing transformation methods
- ✓ Assess the relative merits of service transformation and process improvement methods
- ✓ Decide upon an appropriate method to use for a particular situation
- ✓ Carry out process mapping and analysis to determine potential benefits
- ✓ Understand the different change management approaches that can be used
- ✓ Use a framework to identify savings in a service

Our faculty

The master classes available through the Children's Services Improvement Forum are designed and delivered by consultant trainers who are expert practitioners in both children's services and local government transformation.



Building your own capability to deliver **service** transformation

Dennis Vergne

Over the last twelve years, Dennis has worked as an organisational change consultant for consulting organisations such as Accenture and Agilisys. His main focus has been on working with UK local government, helping councils to mobilise and deliver large change programmes and to build internal capacity. He has completed an MSc in consulting and coaching for change with HEC Paris and the University of Oxford.

Emma Franklin

Having previously worked within the voluntary sector to develop and deliver training,

Emma is the children's services lead for RedQuadrant. In this role, she is experienced and effective in leading system reviews to identify savings and improvements.

Kevin Jones

As an experienced Assistant Director of children's services, Kevin has a history of identifying opportunities to unlock potential in resources leading to improved value and a proven record of improving local authority performance and outcomes for children. He brings his significant experience to his role as RQ trainer to provide real world examples of training in practice.

Transformation Programme

To access our children's services transformation programme, you are first invited to participate in a two day Core Methodologies master class:

1 Core Methodologies

Use system analysis to identify and implement improvements using a prototype approach within a simulated environment.

You are then invited to take advantage of a free coaching session with one of our mentors to determine which of the following master classes would best complement your learning:



2 Overcoming Defensive Behaviours

Resistance to change can be the single biggest barrier affecting an organisation's ability to move forwards. In this master class, learn how to identify and overcome common organisational defensive behaviours

3 Demand Management

Despite improving your service, it's still managing unnecessary demand from external partners. In this unit, learn key techniques to understand, evaluate & reshape customer interaction with your service

4 Agile Master in Public Services

Develop an agile approach to service improvement by learning how to make changes in a controlled and measurable manner

To book your place, see our [EventBrite page](#) or contact Emma Franklin at emma.franklin@redquadrant.com to talk about your transformation challenges and further info on training programmes.