

<b>Course name</b>	<b>The service transformation programme</b>
<b>Why are we running this programme?</b>	<p>Public services face a ‘perfect storm’ of unprecedented budget cuts, rising citizen expectations, and increasing demand for services. We understand that many organisations in the sector are making tough decisions in order to meet their target cuts – and even compromising on the delivery of critical services.</p> <p>In this complex environment, some organisations are reaching for salami-slicing or ‘slash and burn’ savings to meet targets. While these changes may appear to help to reduce the budgetary pressures in the immediate term, this approach could lead to much bigger problems for the organisation in the future. Having witnessed this in many public sector organisations over the last fifteen years, we believe that only change that is <b>transformational</b> can help public services improve their services while reducing costs in a sustainable way.</p>
<b>What is the programme?</b>	<p>To support public sector organisations to implement change that is truly transformational, we have designed a holistic programme. Our <b>service transformation programme</b> develops the in-house capabilities of public sector leaders and managers to confidently design, develop and deliver change which can transform services and achieve cashable savings.</p> <p>The four modules of the service transformation programme are:</p> <ul style="list-style-type: none"> <li>• Customer led service design and whole systems change</li> <li>• Accredited agile master in public services (PSTA-LAST)</li> <li>• Leading in a volatile world: four dimensions of complexity</li> <li>• Coaching and consulting for change: defensive behaviour and critical conversations</li> </ul> <p>Each module can be taken independently or as part of the whole programme, so we’re flexible to your requirements. If you really want to understand service transformation – book the whole course! The full programme includes all the four modules for a discounted price and gives you a wide range of tools and methods to achieve transformational change.</p>
<b>What would you learn from this programme?</b>	<p>The four modules in the service transformation programme are delivered over a six day period. You will learn about:</p> <ul style="list-style-type: none"> <li>• the inherent ‘problems’ of big organisations; tried and tested service transformation methodologies; customer insight techniques; and key frameworks to help you design new services and identify savings in a service.</li> <li>• the meaning of agile and lean; the various tools and techniques used to deliver projects in an agile way; valuing individuals and interactions over processes and tools; and engaging leaders, politicians, employees, stakeholders and customers.</li> <li>• organisational complexity; human reactions to collaborative working; tools and approaches to encouraging positive responses to collaborative working; and how to lead in the face of complexity.</li> <li>• how to manage sensitive conversations which could trigger defensive behaviours in staff.</li> </ul>

	<p>This programme is highly experiential and interactive. Attendees are encouraged to put the theory into practice through simulations. This ensures you understand the methods and know-how in depth, and feel confident in applying what you have learned when you're back at work.</p>
<b>How would you benefit from the programme?</b>	<p>This programme will provide the theory, methods and tools to transform your thinking, operating processes and people. It will give you confidence in designing, developing and delivering complex change projects to achieve savings while improving your services for the better. The programme is specifically tailored for the public sector so, unlike other programmes, will leave you with practical knowledge which you can easily apply to your working context.</p>
<b>Who is the course for?</b>	<p>This course is designed for senior leaders, service managers and team managers who lead teams in delivering change. This includes services from local government, healthcare, probation and housing associations.</p>
<b>Testimonials from previous attendees</b>	<p>'It was a great experience. If this is what public sector style training looks like, then private sector learning &amp; development departments have a lot to learn. I've been on a lot of courses over the years but RedQuadrant's stands firmly among the best. Useful theory, deftly combined with intensive and engaging practice.'</p> <p>'This has far been the most useful, informative and practical course I have attended and will be sure to recommend it to colleagues.'</p> <p>'We are setting up a transformation team, so I will be able to use these tools as part of our process. Very good course - one of the best I have attended.'</p> <p>'I like the balance of theory and simulation. You reminded me to use the tools and techniques which are available to me every time, not to lose momentum. Thank you.'</p> <p>'Thank you very much for the diligence &amp; thought that clearly went into the production of this course. Rarely is the clear linear path between theory and practice made clear. You have succeeded in doing this in an enjoyable manner. Class!'</p> <p>'I intend to actually take the 7 ways theory into a department, I'm currently working with, to get them thinking about changes they could make.'</p> <p>'I loved that it was like an episode of the Apprentice but tailored for public sector. It was highly motivating and empowering - reminding me why I took the role at RBK. I feel more empowered to go ahead with some ideas and to drive forward real service transformation.'</p> <p>'The trainers were very knowledgeable and had good &amp; helpful examples.'</p> <p>'The practical strategies, tools and the theoretical knowledge will be of equal benefit.'</p>
<b>About your trainers</b>	<p>Dennis Vergne is a Managing Partner and founder of RedQuadrant. Dennis will deliver the AGILE Master and Defensive behaviour modules. Dennis has worked with a diverse range of public sector organisations for over fifteen years and is an internationally recognised expert in organisational change management. His diverse expertise includes:</p> <ul style="list-style-type: none"> <li>• embedding agile project management methods in Hillingdon Council's corporate transformation team;</li> </ul>

	<ul style="list-style-type: none"> <li>• leading on staff engagement (including TUPE processes) and organisational design for two joint ventures between councils and a private sector firm, each involving 300-400 people; and</li> <li>• leading on a project with Newham Council focussed on allowing services within the council to consider trading as independent companies.</li> </ul> <p>Benjamin Taylor is a Managing Partner and founder of RedQuadrant. Benjamin is an experienced adviser to board level managers and politicians across local government, with knowledge ranging from performance management to strategic policy alignment. His diverse expertise includes:</p> <ul style="list-style-type: none"> <li>• taking strategic change from vision through to organisational transformation using a systems thinking approach; and</li> <li>• changing structures, processes and management thinking to deliver more efficient services designed to meet customer purpose, using lean appropriately.</li> </ul>
<b>Investment</b>	<p>This six day programme costs £1,580 excluding VAT.</p> <p>Please note that you receive a discount of nearly <b>£300</b> by booking the six day programme instead of booking the modules separately over a longer period of time.</p>