



## ONE-DAY WORKSHOP

# DELIVERING SUCCESSFUL OUTCOMES

### Target Group

Middle and Senior managers

### Outline

The **Delivering Successful Outcomes** workshop is a one-day event designed to examine, challenge and improve the way in which we currently deliver service outcomes. The workshop is divided into three sections:

- Team and relationships
- How we do what we do
- The way forward

### Team and Relationships

- What is my role?
- Roles and duplication of work
- Roles and missed work/opportunities

### How we do what we do

- How do we capture outcomes?
- How do we measure success?
- How do we share learning and best practice?
- Do we apply lessons learned?

### The way forward

- Implementing a standardised pragmatic methodology for the successful delivery of outcomes
- Delivering a consistent corporate approach to service delivery
- Creating an organisational standard for the delivery of outcomes

### Workshop Facilitator

David Leask, Consultant, NEREO.

### Further Details

For further information, or to book an event, please contact Maureen O'Keefe on 0191 2495874 or email [mokeefe@nereo.gov.uk](mailto:mokeefe@nereo.gov.uk)