



ONE-DAY WORKSHOP

IN IT TOGETHER

Overview

This session is to enhance Members' skills in terms of the corporate vision and strategic aims and objectives of the organisation, collaborative working, partnership working, customer service, service output and outcome modelling, and the processes for identifying future service opportunities.

On completing this module, participants will have an understanding of the corporate priorities for a collaborative and partnership approach to delivering excellence in our services to our customers.

The session will focus on:

- Corporate Vision: Developing a clear understanding of the organisation's vision and strategy. Make it my business to understand how I contribute to organisation's vision and objectives
- Corporate Focus: Delivering service objectives, taking every opportunity to work together with officers to deliver corporate targets
- Strategic aims and objectives of the organisation
- Collaborative Working: Why collaborate? Rationale for collaboration and partnerships; rules and responsibilities; types of collaborative activity and impact of service delivery. Be open to new opportunities for collaborative working
- Partnership Working
- Service output and outcome modelling
- Identifying future service opportunities
- Customer Focus: Service Offer Design; Service Quality; Competitiveness
- Strategies for improving customer relations

By the end of this training module delegates will be able to:

- Have confidence in supporting the organisation's corporate vision and aims
- Gain a working knowledge of the importance of strategic and corporate insight and corporate engagement
- Effectively plan, support and deliver collaborative activities within the organisation, and with external bodies
- Determine future Partnership Working opportunities
- Provide effective communication across the organisation
- Build effective working relationships with customers

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