



## NEREO Online Training “Open” Workshops

### Introduction

The COVID-19 pandemic has imposed a sudden huge change on the way we have traditionally delivered our services, and all public sector organisations are now going through a lasting period of significant change and are having to quickly adapt to these unique and challenging circumstances.

This has brought forward the urgent need to reconsider how we traditionally operate through the application of technology and changing how we manage and deliver services operationally.

The traditional office environment no longer exists and the way we work has changed forever, and must now focus on how we can maintain effective operational activities so that work takes place at the most suitable locations and at the most effective times, respecting the needs of the task, the customer, the individual and the team.

NEREO is focused on building upon current face-to-face interventions with our newly initiated online training workshops, focusing on the core skills of agility, communication and collaboration, to support public sector organisations in these unique and challenging times.

NEREO is committed to working with and supporting public sector organisations to design and deliver sustained programmes of post-COVID-19 support.

### NEREO Online Training Workshops

The following “open” workshops are now available:

- Working Smarter (2 session workshop) – 29 September & 6 October 2020
- Effective Workplace Communication – 15 October 2020
- Leading and Supporting Change – 21 October 2020
- LEAN and Kaizen Service Improvement (3 session workshop) – 3, 5 & 10 November 2020
- Voice of the Customer – 17 November 2020
- Manager as Coach – 19 November 2020
- Making It Our Business (MIOB) Commercial Awareness (4 session workshop) – 1, 2, 8 & 9 December 2020
- Effective Project Management (2 session workshop) – 10 & 16 December 2020

Each workshop will be delivered by the Microsoft Teams browser, a universal platform that allows accessibility for all, even if delegates do not have Teams installed. “Teams” invites to delegates will be issued approximately one week prior to each event.

All workshops will be held between 1pm and 4.30 pm on the dates above. Where a workshop consists of more than one session, delegates must attend all sessions.

**WORKING SMARTER WORKSHOP – 29 September & 6 October 2020 – cost £90 + VAT per delegate – closing date for nominations – 21 September 2020**

To support public sector organisations, NEREO has developed the full-day Working Smarter workshop that focuses on the challenges of line managing remotely in the COVID-19 world (not by presence but by the outcome), having to work smarter, prioritise workload, apply effective time management and become digital by default. The workshop consists of the following 6 modules:

- **Module 1: Smart Working** - provides an overview of how employing innovation, technology and flexible working makes 'Smart Working' possible. It examines the need to move away from managing by presence to managing by outcome and explores the challenges of managing remotely
- **Module 2: Workload Planning and Prioritisation** - explores our ability to effectively prioritise workloads in the remote working environment, allowing greater focus, achieving more in less time, and working smarter, instead of just harder
- **Module 3: Effective use of the 'To Do List'** - focuses on getting key tasks completed in a planned way in the remote environment and giving direction and purpose to your work
- **Module 4: Time Management** - provides delegates with best practice guidance on how to use your time to the best advantage and understanding it is a limited resource
- **Module 5: Excellence in Customer Service** - focuses on understanding how we can deliver a measurable quality service to our customers whilst operating remotely
- **Module 6: Kaizen and Lean** - the final module provides a high-level introductory overview to the continuous incremental improvement of our processes services whilst operating remotely and faced with the unique challenges of COVID-19

**EFFECTIVE WORKPLACE COMMUNICATION WORKSHIOP – 15 October 2020 – cost £45  
+ VAT per delegate - closing date for nominations – 1 October 2020**

Effective Workplace Communication is a half-day workshop to develop your understanding of how workplace communication and remote working is a key issue that impacts on service provision, planning effectiveness, organisational change and implementation.

This workshop examines how effective workplace communication in these unique and challenging times of COVID-19 is pivotal to dealing with people and the workplace and is fundamental to organisational success. This workshop contains the following 6 modules:

- **Module 1: What is Communication?** - how and why we need to effectively communicate within the working environment in these unique and challenging times of COVID-19
- **Module 2: Communication Challenges** - what are the causes of ineffective communication in the workplace, and what are the communication challenges we currently face in the new working environment?
- **Module 3: Communication Styles** - exploring the methods in which we communicate, and the styles of communication we use in the workplace
- **Module 4: Difficult Conversations** - understanding the reasons why certain workplace conversations can be difficult in the first instance
- **Module 5: Preparing for Difficult Conversations** - the seven best practice steps that help prepare for the difficult conversation
- **Module 6: Effective Feedback Models** - using AIID and Boost feedback models to provide effective constructive feedback

**LEADING AND SUPPORTING CHANGE WORKSHOP – 21 October 2020 – cost £45 + VAT per delegate - closing date for nominations – 7 October 2020**

Leading and Supporting Change is a half-day workshop to develop your understanding of the methodologies and practical tools and techniques for managing the process of change with particular focus on the ongoing challenges presented by COVID-19.

This workshop will provide participants with the knowledge, understanding and tools that will help them in a Change environment. This workshop consists of the following 6 modules:

- **Module 1: What do we mean by change** - the importance of change and transformation, how and why we need to effectively manage change, and why it doesn't always go to plan
- **Module 2: Lewins Three Step Change Model in Making change work** - how we can apply best practice models in order to enable successful change
- **Module 3: The Change Curve** - navigating through the change process to support and assist our teams and people
- **Module 4: Change and resilience** - why we need to be resilient in times of change, and how developing resilience in our workforce is a vital part of the transformation journey
- **Module 5: Leading in VUCA times** - Volatility, Uncertainty, Complexity and Ambiguity. This module explores how change impacts upon a typical command and control working environment
- **Module 6: Visioning** - painting a positive picture of the future and how to identify shared outcomes for a future state

**LEAN AND KAIZEN SERVICE IMPROVEMENT WORKSHOP – 3, 5 & 10 November 2020 – cost £135 + VAT per delegate - closing date for nominations – 20 October 2020**

LEAN and Kaizen service improvement is a 3 session workshop to develop your understanding of how using a variety of customer-focused LEAN thinking and Kaizen service improvement and redesign tools can achieve improved services and outcomes. The workshop will also address the current COVID-19 impact upon the technology, cultural and people factors that affect organisational improvement and performance. The workshop contains the following 6 modules:

- **Module 1: LEAN and Kaizen** - an introduction to the principles of service improvement and redesign covering the core methodology, tools and techniques associated with LEAN and Kaizen
- **Module 2: Service improvement and the customer** - understanding the importance of the customer's role in redesigning and improving processes and services and how we can deliver a measurable quality service to our customers
- **Module 3: Designing a better workplace** - utilising best practice LEAN and Kaizen tools and techniques to assess and redesign the virtual and physical working environment
- **Module 4: Process Mapping Techniques** - utilising Value Stream Mapping and other process mapping techniques to assess, review and undertake service redesign and improvement activities
- **Module 5: Designing new processes and services** - understanding the key principles behind designing new services and processes with regards to demand and process flow
- **Module 6: Service Improvement and employee involvement** - understanding the role of the employee in the process of service redesign and improvement

**VOICE OF THE CUSTOMER WORKSHOP – 17 November 2020 – cost £45 + VAT per delegate - closing date for nominations – 3 November 2020**

The Voice of the Customer workshop provides training on how you can continue to engage with and provide excellence in your customer service in the unique and challenging times of COVID-19. It explores the need to involve the customer in service and organisational design.

This workshop involves understanding who the customer is, how to engage with and capture customer requirements, and how to effectively manage effective communications with customers.

By attending this workshop, the participant will gain a working knowledge of the importance of engagement, communication and building working relationships with customers. The workshop contains the following 5 modules:

- **Module 1: The Customer** - what do we mean by customer service, and who is the customer and what are the benefits associated with the delivery of excellent customer service?
- **Module 2: Satisfaction and the Customer** - focusing on the Voice of the Customer (VOC), and exploring how we capture the customers' needs and expectations and understand their issues or concerns
- **Module 3: Failure Demand**- how we address the challenges of 'failure demand' whereby customers make increased demands on the service unnecessarily because the service they receive is deemed ineffective
- **Module 4: Delivering Service Excellence** - how we can deliver a measurable Quality Service to our customers
- **Module 5: Managing Customer Expectations**- how we can ensure our operating environment supports high performance with regards to customer service

**MANAGER AS A COACH WORKSHOP – 19 November 2020 – cost £45 + VAT per delegate  
- closing date for nominations – 5 November 2020**

Coaching skills support managers in many ways, including facilitating learning to develop team members, supporting good performance, placing accountability on individuals to achieve their goals, talent management and achieving high performance.

COVID-19 has brought forward the urgent need to reconsider how we traditionally manage and lead our teams and this workshop has been designed to provide you with the tools to coach your teams, and to explore techniques with other managers within the organisation in these unique and challenging times. This workshop contains the following 4 modules:

- **Module 1: Manager as Coach** - what do we mean by coaching skills, and how coaching skills support organisational performance, objectives and goals
- **Module 2: The GROW Model** - understanding the benefits of applying a best practice coaching model to the workplace
- **Module 3: Listening and Questioning Skills** - understanding how we can focus our listening and questioning skills to deliver excellence in coaching
- **Module 4: Applying the GROW Model** - practice coaching skills using the Grow Model in a real-world situation

**MAKING IT OUR BUSINESS (MIOB) COMMERCIAL AWARENESS WORKSHOP – 1, 2, 8 & 9  
December 2020 – cost £180 + VAT per delegate - closing date for nomination – 17  
November 2020**

This workshop will support public sector organisations in becoming more commercially aware and entrepreneurial when looking for opportunities to trade your services, both internally and outside the organisation.

This training focuses on the following areas:

- The role of trading and entrepreneurship in a public service environment
- The fundamental principles of marketing
- The approach to trading public services in order to generate income
- Understanding negotiation between public and private bodies
- How to prepare for a negotiation scenario, weighing up variables and anticipating challenges along the way
- The process of developing an effective commercial business case
- Financial planning for public sector commercial activities
- A flexible best practice project management approach for commercial projects
- The best practice governance arrangements that will help any commercial project in becoming successful
- How to deliver consistent customer service
- How to manage effective communications with customers
- How to build effective working relationships with customers
- How to retain and attract new customers

The workshop consists of the following 5 modules:

- **Module 1: Trading and Marketing Public Services** - explores the need to consider everything we do in a more entrepreneurial and business-like way, identifying innovative ways of service delivery to meet local needs through delivering value for money, sustaining communities and providing choice
- **Module 2: Effective Negotiation** – explores how to arrive at the best possible deal in the best possible way and provides an understanding on how negotiation principles can be applied to a wide variety of situations in order to support the organisation’s overall effectiveness
- **Module 3: How to Write a Commercial Business Case** - utilising best practice tools and techniques to create an effective commercial business case, ensuring that services are well planned, are financially viable, and that all other consequences have been assessed
- **Module 4: Practical Project Management** – provides delegates with a best practice project management approach that allows flexibility by being both pragmatic and robust enough to cover all typical commercial projects
- **Module 5: Excellence in Customer Service** - focuses on understanding how we can attract new customers, retain existing customers, and deliver consistency and quality in our daily customer service

**EFFECTIVE PROJECT MANAGEMENT WORKSHOP – 10 & 16 December 2020 – cost £90  
+ VAT per delegate - closing date for nominations – 26 November 2020**

The purpose of this workshop is to provide delegates with a best practice project management approach and governance arrangements that will help any project in becoming successful. The project management approach allows flexibility by being both pragmatic and robust enough to cover all typical projects, and this flexibility is essential to the success of all projects within the organisation. This workshop contains the following 4 modules:

- **Module 1: Stage 1 Start Up** - the first phase of the project determines what it is you are going to do and why
- **Module 2: Stage 2 Initiate** - the second phase of the project is how to approach the management of the project
- **Module 3: Stage 3 Implement** - the third phase of the project is to implement the changes from the project
- **Module 4: Stage 4 Evaluate** - the fourth phase of the project is to review what has been done, assess the benefits and capture your learning

### **Reservations**

To book on any of the events please complete and return the appropriate reservation form to Maureen O’Keefe – [mokeefe@nereo.gov.uk](mailto:mokeefe@nereo.gov.uk). Places are limited and will be accepted on a first-come, first-served basis. Places will be confirmed by email.

### **Costs**

Costs per delegate are shown above. Please do not send payment with reservations, invoices will be issued after the events take place.

### **Further Information**

For further information please email Maureen O’Keefe [mokeefe@nereo.gov.uk](mailto:mokeefe@nereo.gov.uk) or telephone 0191 2495874.