

CentralNews

An update from Birmingham based Central Consultancy & Training

Inside this issue:

- Governance and Board development news
- Strategic review
- Governance Assessment Process update
- A window on our social care work
- Co-regulation and Scrutiny
- New! Team Coaching
- Hot issues in training - what are you asking for?
- New! Management development news

Central Consultancy & Training
28 Pickford Street, Digbeth,
Birmingham B5 5QH

Tel: 0121 643 4745/3747
info@centralconsultancy.co.uk
www.centralconsultancy.co.uk

Governance and Board development news

Many of you will be familiar with our approach to Board effectiveness reviews and Board Development. More recently we have broadened this out to offer a comprehensive governance review, in part through our partnership with The Governance Forum. We now offer governance reviews to your specification

"A good thorough look which was great value for money; we liked the flexibility of the team to make the project fit the budget and your mature approach to keeping down costs. The sense of where we are positioned compared with other organisations was very useful.

We appreciated your honesty and willingness to tell us what we are good at and where we could up our game. It was done in a way that was easy to accept. It was real and useful and has made a difference - we have done some things already and planned for the rest. In the changing world of regulation in Wales it is always good to get a 'third eye' and a bit of independent feedback about what we are good at."

Amanda Davies
Group Chief Executive, Seren Group

Governance Assessment Process update

We are offering our customers the Governance Assessment Process from The Governance Forum - a third sector specialist - because it is great value for money and very time efficient.

The diagnostic draws on best practice from across sectors to provide a graded, benchmarked assessment and a clear prioritised action plan, all for an investment of 2 half days of your time and £2,000. The Governance Forum has now introduced its GAP award, available to organisations that can provide evidence of implementing their governance action plan.

Several of our customers have found the GAP and the award a useful tool for driving governance improvement; the opportunity to be re-assessed by our licensed assessors and achieve the award provides a tangible way of demonstrating a commitment to continuous improvement.

"The diagnostic assessment has enabled us to focus our resources in the right areas. The action plan we developed as a consequence gives us measurable targets we are committed to delivering and will drive the quality of the governance arrangements that we have in place. It is a valuable tool for any organisation that wants to improve their governance."

Mike Hanrahan
Chief Executive, Teign Housing

"The approach taken by Central Consultancy & Training has assisted us greatly not only by identifying key areas for improvement but also by raising members' awareness of good governance and generating enthusiasm for a Board development programme."

Walis George
Chief Executive, Cymdeithas Tai Eryri

"The exercise proved extremely helpful in formulating a new governance training and development plan. I would recommend the GAP approach to other organisations as a means of identifying both strengths and weaknesses in your governance arrangements."

Joe Doherty
Chief Executive, Willow Park Housing Trust

Strategic review

An intensive day workshop for Board members and executive teams taking the form of a strategic review.

Given that Board members have limited time, this approach works well because it offers the opportunity to work and learn at the same time, producing real outcomes. It offers an excellent way of kicking off your strategic planning process, engaging Board members at an early stage, and covers

- Strategic analysis – internal and external review of key achievements and main issues and environmental appraisal using a simple framework that really works
- SWOT as a tool for competitive analysis - extending its analytical power and value
- Options appraisal and strategic choice.

"I was very impressed with the way the facilitator successfully steered us through the process of strategic review in a relatively short amount of time. The event was relaxed and well paced. All the participants were comfortable with the process and methods. All felt they had made a good contribution and that we came away with good outcomes and a clear framework on which to base the strategic plan. This is the most positive and productive experience I have of this kind of exercise."

Paul Ville, Chief Executive,
Solon South West

New! Team Coaching

Marianne Skelcher has now joined us as a retained consultant, expanding her role with Central. She specialises in work with senior managers and executive teams and with boards. She is offering a new service to top teams: **team coaching**.

Individual executive coaching has become established in the sector as a tailored approach to professional development that focuses on results and outcomes; many find it an invaluable source of support and development, particularly through transitions.

However, individual performance is usually influenced by the relationships that surround it, and **team coaching** is a synthesis of executive coaching and team development.

The approach can be particularly useful for re-structured or newly forming teams, in times of turbulence, in breaking down silo working and building cross divisional relationships or when the team are facing new challenges and have to quickly develop new ways of responding to them.

Hot issues in training - what are you asking for?

Drugs and alcohol awareness

"Excellent interactive training session - very interesting content and I have a much improved knowledge of drugs. It's much needed by all housing staff and essential for anyone involved in estate management."

FACS 2010 - making the money go round

"Excellent course - I will feel much more confident next time I am confronted with these assessments."

Individual/personal budgets

"Very well presented in a difficult economic climate and I as a trainee felt respected and valued which is important."

"The trainer worked well to bring the training back into focus in the face of the negativity/concerns surrounding the IB issues for practitioners and was professional and patient."

Leadership and Management - social care

"I've been able to manage sickness and absence more effectively as well as actively research legislation by freeing up my time in the office through active delegation of tasks."

"The company restructured based on the learning and as a result staff have more autonomy and ownership of their own role. Policy is tighter and quality systems are in place across the whole service including service users, managers and staff"

"I became connected to what I was learning and how I was learning. I realised learning can be so exciting."

Welfare Rights Update

"This session really focused on our client group and the tutor used our real life examples to explain things and answer our questions. I would definitely recommend this programme."

New! Management development news...

We are now able to offer our customers bespoke Management Development, tailored to your business needs, with the added value of ILM endorsement.

You meet your business needs and participants get a recognised management certificate for their c.v. Our approach is pragmatic and adds value - without the prescriptive bureaucracy associated with many accredited programmes.

Our new associate Sue Davies has delivered ILM accredited leadership and management programmes for many years.



Recruiting Board members? If you have Board vacancies why not let us know? We are often approached by senior people looking for opportunities – so if we know about yours we can signpost. It won't cost you anything to make use of our networks, and it makes sense to use as many recruitment channels as possible.