



The Barn
Carnwath Mill Farm
Kaimend
Carnwath
LANARK
ML11 8LY

Engage to Win programme

The Case for Change

Does your organisation need change? Do you need new services or just want to improve what you have?

Do you view change with initial enthusiasm and then just as you embrace it find the steering groups and sub-committees stagnate the process.

The current top down model is based on a once successful management approach, where a parallel organisation exists – the steering group or subcommittee approach - with the chosen few making decisions for the many, and then only engaging with stakeholders once the direction or initial plans have been created. While this process once worked, in today's environment it is no longer fit for purpose.

If people aren't involved from the beginning, they are more likely to resist and obstruct change, even when the ideas are good. People recognise that they are being sold something rather than being asked for their input from the start.

Where can you go for help to overcome this challenge? Where can you learn the skills for change that will ensure you overcome the outdated top down subcommittee model and deliver the outcomes you desire across all stakeholders?

We can help, and we are confident this work will save you more than it costs, and continue to deliver for you long after our direct input has ceased.

We have brought together over 40 years combined experience of working in challenging and changing environments to bring you an innovative programme that will not only help overcome present challenges but will prepare you and your colleagues for future change scenarios.

Health and Social Care is in the midst of one of its most difficult periods since it came into being. Rising patient demand and expectation, increasingly complex health and social care needs, increasing costs and falling income, financial and capacity pressures across the entire care are risking future viability.

Change is not just necessary – it is now an imperative. But are your teams equipped to deliver the required change effectively and efficiently?

By working with us, we will support you through a new change process that will give you the results and the sustainability that you need, whilst teaching you the skills to move forward in the future.

Whether it's changing an entire system or organisation, or something as specific as a pathway of care, our model will give you a successful and sustainable outcome; one you can replicate each time you deliver future change projects.

Programme Outline

Securing your organisation for the future our Engage to Win Programme is founded on principles of the engagement and inclusivity of all stakeholders involved in the process.

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Whilst challenging, this ensures that the vision created is one that has been developed by all those who have a role to play, whatever that role, leading to buy-in and ownership of what you create as a community for care and bringing about a critical mass for change. Furthermore, the process that we will support you through also ensures that your team has the capacity and resilience to meet future demands and challenges in a constantly changing world.

Following an initial meeting with those who are leading the process, we will facilitate three one-day workshops, to be held ideally 4 to 6 weeks apart. The workshops will involve as many of the stakeholders as possible and we work with you to ensure that all members have an input. Between the main workshops we hold mini-workshops, to ensure those not able to attend the main workshops have the opportunity for input and ownership.

Exploratory Meeting

We will hold an initial exploratory meeting with those leading the process, the goal of which is to:

- Gain a broad understanding of your desired outcomes
- Explain in detail the engagement model and process
- Identify and agree all stakeholders
- Agree data and information requirements

Workshop 1 – Winning Hearts and Minds

To ensure that the whole programme gains maximum effect for you, the workshop sets out the need for change to the stakeholders, and at the same time develops the relationships, ownership and commitment needed in order to create a shared vision (the “Community” approach).

As part of this session it is vital that any disagreements, resistance, issues and concerns there may be are discussed openly and honestly. When these are taken into account outcomes improve, trust is developed and a community is created.

The key result is to connect people and develop a common and compelling purpose in readiness for the second workshop. At the end of this workshop you will be primed and ready to develop your vision.

Workshop 2 – Developing the Vision

To bring the team together the goal of this workshop is to build on the relationships and trust developed in the first workshop.

We will support you to develop your vision for the project or change process. That vision will be owned and committed to by the community that created it.

Workshop 3 – Implementation

This is where learning becomes reality and success in your last two workshops will mean success in whatever you are changing or developing.



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This workshop moves to the practical implementation of the vision, the key steps that need to be taken in order to do this as well as timescales and responsibilities for action. The time, commitment, input and integrity of the approach from the first two workshops will ensure that you have the ownership, engagement and enthusiasm to deliver the shared vision for your organisation(s), as well as resilience and sustainability.

At the conclusion of the workshop your team will have the skills to deliver and implement any change process.

Mini workshops

Between the main workshops, we hold mini workshops, to ensure that those not able to participate in the main workshops have an opportunity for input; these would usually be a two-hour session, and the outputs of the mini workshops are fed into the start of the next workshop. These ensure the ownership of the vision and support the need for critical mass in acceptance and implementation of the plans by involving as many of the stakeholders as possible.

Going forward

At the end of the programme, and as the vision is turned into a plan for implementation, you have the option to have our continued support to help you deliver your vision, plans and outcomes. Furthermore, we have access to a number of organisations and individuals, who will be ideally placed to give you support should their input and expertise be necessary.

Summary

Whether you are a practice, a super practice, a GP federation, a CCG, a hospital, a local authority, a community provider, a third sector organisation, or any other entity involved in health and social care, we are confident this work will save you more than it costs, and continue to deliver for you long after our direct input has ceased.

Our combined expertise will support you to learn the skills to deliver your vision and outcomes using a model of engagement. This ensures you have a sustainable and resilient organisation or pathway going forward, and a team skilled and able to meet not just current challenges, but future challenges as well.

For more information or to set an appointment to explore this opportunity further please contact **Frances** on **0845 388 0302** or email enquiries@scottmckenzieconsultancy.com