

‘THE IGNITE PROGRAMME’: LEADERSHIP AND MANAGEMENT TRAINING

at RUTLAND COUNTY COUNCIL By Nicola Fowler, Managing Director of Maze – 8th June 2010

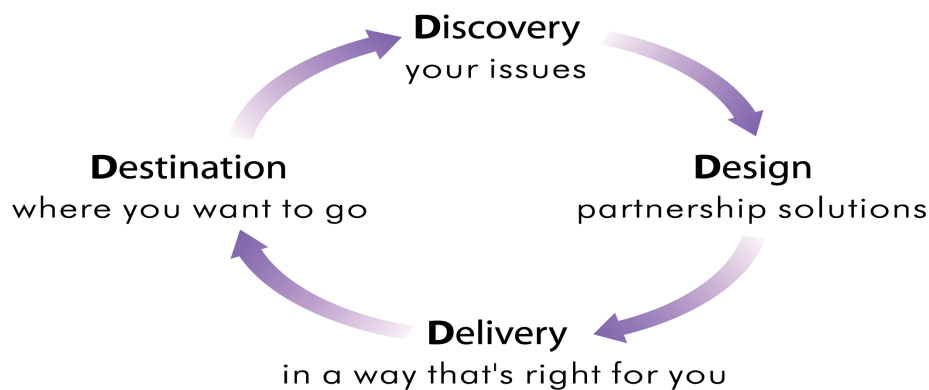
Maze specialises in the design and delivery of Leadership, Management and Personal Development training to the public and private sectors, our aim at all times being to increase the productivity, performance and profitability through bespoke solutions to your issues, as a result of our successes, we have delivered training and coaching throughout the UK, Europe, South and North America.

We have developed mazeROI®, an innovative online way of evaluating the financial return on investment for training, reinforcing our desire to demonstrate to our customers and other learning and development departments and organisations, that evaluating training outcomes, results in better informed future decisions by colleagues, managers, leaders and organisations.

In August 2009, Maze were invited to tender for the design and delivery of a Leadership and Management programme for 27 delegates from the Senior Leadership team of Rutland County Council (RCC). The objectives of the programme were to level skills within the leadership team, leading to greater cohesion within the team and improve strategic thinking & planning.

The team at RCC had already considered that this would be a modular approach and cover a variety of topics that they had already identified as there being a need for, they also had a desire for the programme to be delivered over a year.

Maze used our Director lead 4D approach from the point of receiving the tender invitation and this continues as we are now almost six months into the delivery of the ‘Ignite programme’



WHAT DOES 4D MEAN FOR RUTLAND COUNTY COUNCIL?

DISCOVERY

We invested time talking to HR, observing the culture first hand, using this and our knowledge of Councils and Public Sector Bodies in making a proposal that was truly ‘fit for purpose.’ The proposal was inspirational, current, relevant and we demonstrated how it would be practical to apply our intentions being to always exceed expectations.

DESIGN

Our investment in spending time with RCC, asking pertinent questions, listening and working in partnership was essential in making exercises ‘workplace relevant’ and ensuring that learning could be applied immediately. We gained further clarity by designing and delivering a ‘360 Feedback Exercise’ which gave us what was needed to ‘make a difference’ to colleagues and the Council, making it creative and innovative, and providing tools and techniques to ignite a positive change and a new way of working!

DELIVERY

Exceeding RCC colleagues’ expectations, relying on the knowledge, skills and the attitude of our trainers and coaches, we are experts in Leadership and Management and so are our people. We have delivered training in a way that is relevant to colleagues. We respond to training room feedback and have facilitated the days to create new ‘Best Practice’. The Leadership team are also benefiting from ‘one to one’ Coaching to support them through change and embed the learning.

DESTINATION

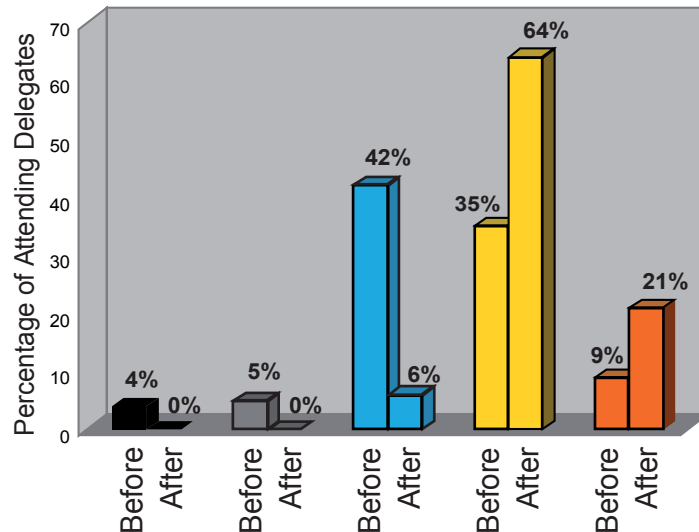
We will get RCC closer to their vision – A great place to Live, Work and Play, in a way that is highly sustainable and gives the highest return for their investment.

THE PROGRAMME INCLUDES

Personal Awareness • Presenting with Impact • Leadership and Management • Followership • Planning and Managing your Budgets • Getting the Most out of Meetings • Problem Solving • Better Serving the Community • Focus on the Future • Learning in Action

THE RESULTS SO FAR... IN NUMBERS

Delegates were asked to rate from 1 (poor) to 10 (excellent) 1 to 2 3 to 4 5 to 6 7 to 8 9 to 10



The average improvement over the programme is from a **6.1** to **7.7** which is a **26%** overall improvement within what was already a highly competent group.

'Personal Awareness' and 'Presenting with Impact' seeing the highest improvement gains at **39%** and **43%** respectively.



Thoroughly enlightening

Very interesting and informative

I have re-focussed on my strengths!

Feedback from the trainer was invaluable

Absolutely superb ...full of learning and fun

I have generated some best practise for myself

Makes me think more cleverly about objectives

It was focussed on own experiences in the Council

There is nothing we could do to improve the course!

Several simple tools that can be easily applied straight away

Team Dynamix® tracker makes it all very clear – REALLY useful

Articulating aspects of behaviour that I have not considered consciously



You and your colleagues have made an immense contribution in the transformation of the RCC leadership