

# EPIC+ Overview

# The big questions...

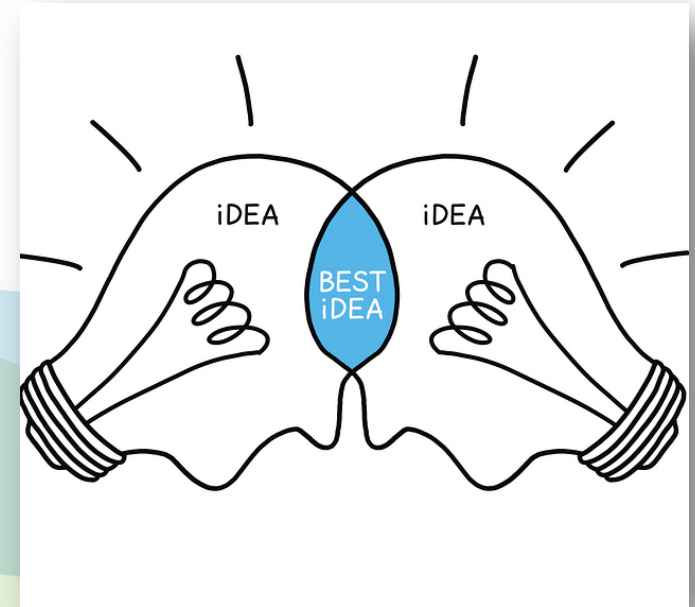
- How do we collaborate?
- What is the Business Challenge?
- What are we actually going to do?
- What happens when we leave the room?



# Collaboration

## Definition of 'The Collaboration Company'

- **Connection:** The ability to share information
- **Co-Operation:** We each contribute to achieve what we both want
- **Co-ordination:** We do this, you do that and we'll let each other know the outcomes and actions
- **Collaboration:** *Multiplying each others strengths to create something neither party could achieve alone*



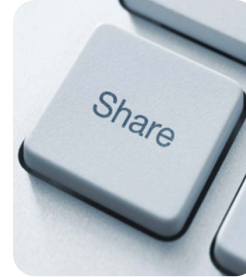
# Collaboration skills

*'The Collaboration Company'*



## **Flow**

Staying focused



## **Share ideas freely**

Express thoughts and ideas



## **Non-defensive**

Keep an open mind



## **Building ideas**

Add to other's ideas



## **Active listening**

Really hear ideas



## **Using imagination**

Look at things differently

# Where are we in the process?



## Month One

- Get EPIC+ feedback
- Coaching Conversation
- Write detailed development plan and objectives
- Discuss development options with Line Manager
- Orbis to confirm development opportunity
- Attend optional development workshop 1

## Month Two

- Development opportunity launch session with sponsor
- 'Kick-off workshop' with team
- First facilitated Action Learning Group (ALG)
- Attend optional development workshop 2

## Ongoing

- Work on defined development opportunity
- Attend optional development workshop 3 & 4

*Self facilitated learning review: Learning log; Action Learning Groups; Meetings with sponsor*

# 1. Business Challenge: “How do we build development partnerships with local universities and employers to drive innovative practices?”

## What is the intervention?

- Team of 4-6 individuals working together to develop a recommendation to answer the business challenge question
- Supported by Kevin Foster as OLT sponsor
- 3-6 months long with two phases:
  - Phase 1: Develop a recommendation
  - Phase 2: Test and implement the recommendation
- Key deliverables to:
  - Develop between 5-10 relationships with external organisations
  - Enable learning and knowledge sharing opportunities for c50 people across the Partnership to develop external insight
  - Create a new recruitment route for the Partnership to support Strategic Workforce plan
  - Increase awareness of the Orbis brand within local communities
- Supported by peer coaching and action learning groups

## What will I get from it?

- Opportunity to work on a project outside of immediate service area
- Skill development:
  - Influencing
  - Creativity and innovation
  - Networking and building relationships
  - Communication skills
  - Writing a business case
  - Personal impact
  - Coaching skills
- Exposure to Orbis senior managers
- Responsibility to implement a solution
- Build knowledge of the Partnership by working with colleagues from different services
- Develop personal insight and build external networks

## 2. “Putting the customer at the heart of everything that we do”

### What is the intervention?

- Team of up to 12 individuals working with Ernst and Young to scope what “putting the customer at the heart” would look like in practice
- Following output from scoping session, individuals to scope out 2 real business challenges themselves to solve
- Work to develop a recommendation to answer the business challenge question
- Supported by Simon Pollock and Sheila Little as OLT sponsors
- 3-6 months long with key deliverable to be determined by the group
- Supported by peer coaching and action learning groups

### What will I get from it?

- Opportunity to work on a project outside of normal scope and immediate service area
- Skill development:
  - Project scoping
  - Influencing
  - Creativity and innovation
  - Communication skills
  - Writing a business case
  - Personal impact
  - Coaching skills
- Exposure to Orbis senior managers and senior stakeholders across both authorities
- Opportunity to use strategic insight to develop a project scope to drive personal responsibility and accountability
- Build knowledge of the Partnership by working with colleagues from different services
- Increase knowledge and understanding of the sovereign authorities



# 3. “Driving EPIC performance to enhance the customer and employee experience”

## What is the intervention?

- Team of 4-6 individuals working to establish what EPIC Performance looks like for Orbis and establishing key indicators; practices and communication methods to embed across the Partnership.
- 3-6 months long with two phases:
  - Phase 1: Develop a recommendation
  - Phase 2: Test and implement the recommendation
- Key deliverables:
  - Engage Orbis colleagues and introduce consistent practices across the Partnership
  - Establish an approach that focuses on delivering value for the customer
- Supported by Sponsor TBC; peer coaching and action learning groups

## What will I get from it?

- Opportunity to work on a project outside of normal scope and immediate service area
- Skill development:
  - Influencing
  - Creativity and innovation
  - Communication skills
  - Writing a business case
  - Personal impact
- Exposure to Orbis senior managers and senior stakeholders across both authorities
- Build knowledge of the Partnership by working with colleagues from different services
- Increase knowledge and understanding of the sovereign authorities



## 4. Orbis Shadow board

### What is the intervention?

- Team of 6 individuals operating as a shadow Orbis board
- The shadow board would receive the same papers and challenges as the OLT and would work as a collective group to make appropriate recommendations and decisions
- Shadow board would present their output to OLT and attend the OLT meeting
- Supported by Leatham Green as OLT sponsor
- 3 months cycle of attendance

### What will I get from it?

- Opportunity to work topics at a more senior and strategic level and outside of normal scope and immediate service area
- Skill development:
  - Influencing
  - Creativity and innovation
  - Communication skills
  - Personal impact
  - Resilience
  - Strategic decision making
- Develop insight of strategic and financial challenges
- Exposure to Orbis senior managers
- Exposure to making difficult decisions
- Build knowledge of the Partnership

## 6. Mentor

### What is the intervention?

- Individual given a senior manager mentor to provide them with career and development support, guidance and coaching

### What will I get from it?

- Opportunity to gain feedback and advice from a senior member of Orbis
- Personal development focus
- Opportunity to concentrate on specific career aspirations and development needs
- Exposure to Orbis senior manager
- Increase knowledge and understanding of the Partnership and sovereign authorities



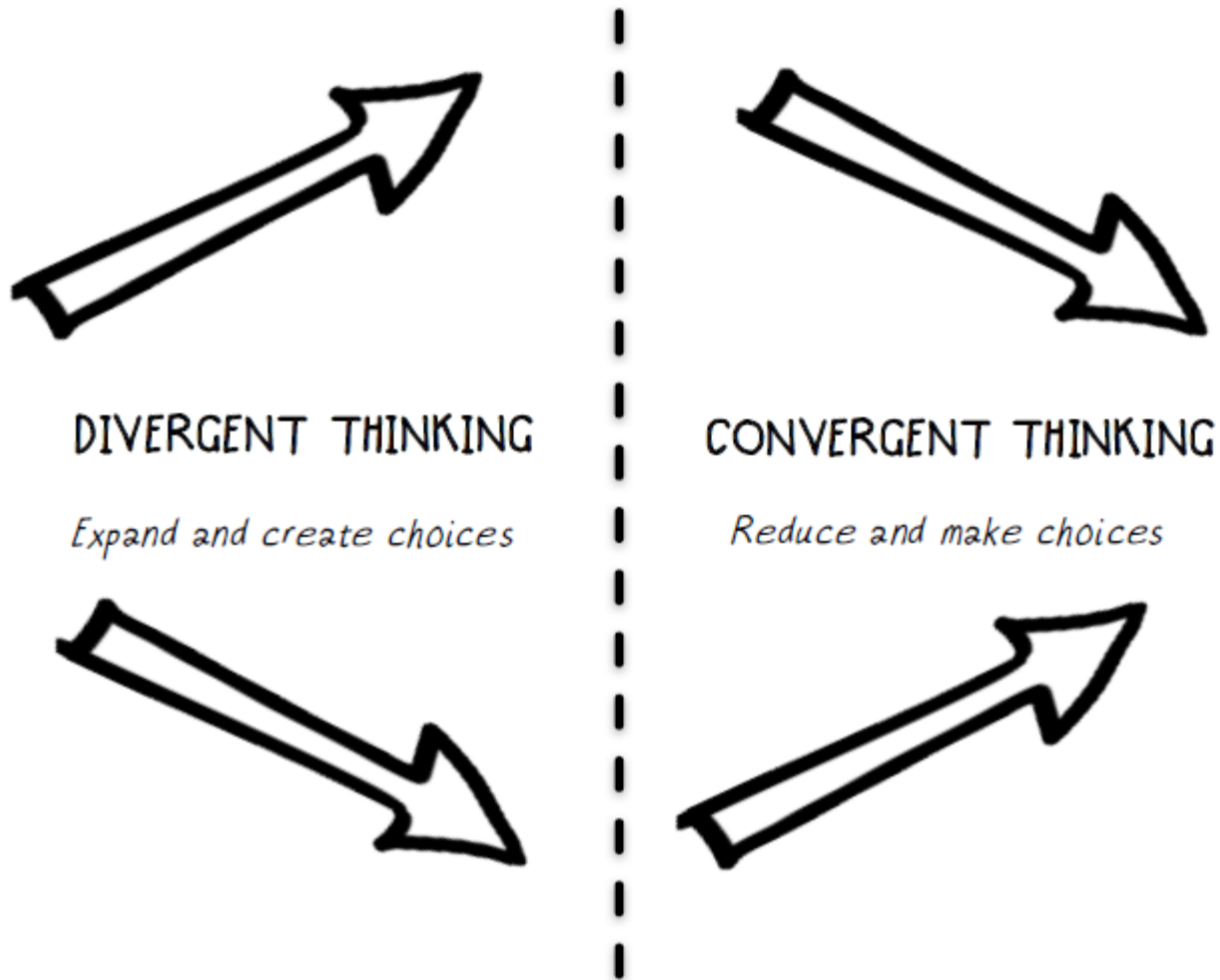
**FIRST BURST**

The current  
reality





**Key Questions**



WHAT IF



# **FILTER & HARVEST**





**Build & crystallize ideas**

ACTION PLAN

