



States of Jersey

November 2011 to Date



The States of Jersey required a product to meet varying needs; a tailored blend of Consultancy and Business Process Improvement was designed, which also satisfied the CMI framework and can lead to the Certificate in Management Consultancy.

The aim was to equip ICT Technical team with consultancy skills to work better with colleagues across government, enabling them to offer and provide support to improve business and customer service, and not to limit themselves to provision of just technical knowledge.

A series of three day courses, delivered to groups of six to eight delegates which included a mixture of theory and practical examples based on their organisation's work. Topics included:

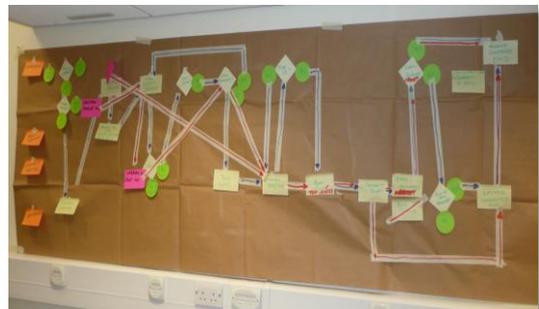
- ✦ The consultancy cycle.
- ✦ Change management.
- ✦ Facilitation skills.
- ✦ BPI tools & techniques.
- ✦ Lean processing tools & techniques.



By the end of the event participants are able to establish rapport with their client; scope the piece of work; gather appropriate information and data; analyse their findings; and develop options and recommendations to take forward. A few delegates from a different department within States of Jersey attended the course. They immediately saw the benefits of a Continuous Improvement culture and in particular the benefits of regular, focused team meetings – we call these '10 at 10' meetings as they start at 10am and last for 10 minutes. By the end of the first week many of their expectations had been met. They were working more as a team, they knew what each member was working on, they had reduced outstanding enquiries from over 100 to just a handful, they identified priority cases and their performance indicators made sense.

Efforts are now being made internally to spread all this good practice across more parts of the department. This is evidence of A3's desire to help organisations become self-sufficient and to grow their own consultancy teams.

Facilitated 'learning sets' were also included in order to identify good practice and further training needs such as advanced facilitation skills, coaching, project management and team building.



Realising that Prince2 is not always necessary, a tailored programme leading to a CMI Award in Project Management has been designed and delivered to support the States of Jersey 'Project Management Framework'. This was designed to ensure governance across the delivery of programmes and projects and a number of delegates have successfully completed their CMI Award.