



**54 Degrees
Project Training and Consultancy
North West Employers**



Improving Project Management Methodology

Project Client

On behalf of North West Employers (NWE), Sarah from 54 degrees and Lois Burton, a North West Employers' Associate, worked in partnership to offer a highly flexible and tailored programme of coaching in response to a tender opportunity from CWIP (Cheshire and Warrington Improvement Partnership).

Project Aim

The programme was required to offer support to Customer Service Managers (CSMs) from Local Authorities (LA) across the region with the development of their skills in Project and Programme Management. The programme was developed in order to ensure that there would be a group of officers with the skills and knowledge to apply project and programme management effectively in the future and to leave a sustainable network of Programme Managers across the region.

The programme began with a two day skills development workshop designed to introduce the delegates quickly to all the new ideas and skills they would need to be effective Programme Managers. The content of this session was based on the Managing Successful Programmes (MSP) methods, and also included supporting skills such as project management, transition management and influencing skills.

The skills introduced during this workshop were then embedded during a programme of six half day action learning events. During these the CSMs brought real issues to the session to discuss and develop solutions to, including input into a full toolkit of templates.

Project Result

It was important as part of this programme that a sustainable network of skilled Programme Managers was developed. The sessions were each organised by one of the delegates in a venue at their LA, which not only kept the costs of the programme down, but enabled the group to gel more quickly and effectively.

As part of a requirement to create a sustainable approach, which could be offered more widely across the region, this programme was used to develop a full toolkit of templates and documents. The tools were developed in response to issues introduced by each delegate, and were then tested as part of a group solution to that issue.



Feedback on the toolkit and solutions was then offered by the delegate at the next session.

"Very good! I never learn anything if I just sit and listen and don't participate. This was different and very useful."

"I found these sessions most useful as we came in with practical issues and problems, and the group plus expert help from the facilitators helped to resolve issues using the tools."

"Fantastic group – great trust and camaraderie was built up in a very short time. Thanks for a great 'landscape' for my self-development."

"We MUST keep this group going – we planned our future sessions at the last CWIP meeting."

"Excellent, great idea, very useful and concise to use in the workplace."

"I love the mini PID (project initiation document). It is really easy to fill in and gives you a good understanding of what you are trying to achieve. My boss loves it!"

"Sarah and Lois worked brilliantly together on this programme to offer a fantastic solution to a team of people with wide ranging skills and experiences. All of the requirements from the programme were met in an original and highly successful approach."

Kelly Pickford, North West Employers

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