



## London Culture & Sport Improvement Programme

### 'Implementing CSIT' Workshop

#### Overall Aim

To ensure that the organisations have a clear understanding of the London Culture & Sport Improvement Programme and are able to plan and carry out effective Self-Assessment using the Culture & Sport Improvement Toolkit (CSIT)

#### Goals of the Workshop

The delegates will leave the workshop with:

- a. A clear understanding of the London Culture & Sport Improvement Programme
- b. Enhanced understanding of - and commitment to - Excellence and continuous improvement
- c. A view of what they want to achieve through the Improvement Programme
- d. An understanding of the CSIT Benchmark
- e. Knowledge of the Self Assessment process and methods
- f. An initial scope and plan for their organisation's Self-Assessment and knowledge of how to develop this
- g. Self-Assessment skills

#### The Trainer

Steve Wood will lead the training workshops and will provide advice and coaching throughout the Improvement Programme. Steve is a popular and respected Professional Coach and NLP Practitioner with an extensive 12 year track record and recognised expertise in performance improvement, change and healthy lifestyle. He also works as professional actor and theatre writer and is a co-founder of the **Gallimaufry Partnership**: an organisation established to develop and deliver innovative entertainment, personal development and corporate improvement programmes using performance and improvisation techniques.

Over the last 12 years, Steve has played a major role in piloting, developing and implementing formal continuous improvement / Excellence initiatives for culture & sport services, including CSIT / TAES, Quest, Active, Aquamark, a number of interpretations of the EFQM Excellence Model and 'Peer-Supported Improvement'. He is the IDeA Accredited Trainer for the Peer-Supported Improvement training and support programmes.

## Outline of the Workshop

Timings	Topic	Type of session
09:15 – 09:30	<i>Arrive, coffee and networking</i>	
09:30 – 09:45	<b>Introduction</b> <ul style="list-style-type: none"> <li>• Tutor introduction</li> <li>• Housekeeping</li> <li>• Delegate introductions</li> <li>• The goals of the Workshop</li> </ul>	
09:45 – 10:15	<b>The London Culture &amp; Sport Improvement Programme...</b> <b>A Summary</b> Steve Wood, IDeA approved trainer Sue Thiedeman, London Cultural Services Improvement Manager	Presentation
10:15 – 11:00	<b>The Goals for the Improvement Programme</b> <ul style="list-style-type: none"> <li>• Excellence &amp; Continuous Improvement?</li> <li>• What do you want to achieve?</li> </ul>	Group exercise 1 and plenary
11:00 – 11:15	<i>Break and refreshments</i>	Group discussion
11:15 – 11:45	<b>The Culture &amp; Sport Improvement Benchmark</b> <ul style="list-style-type: none"> <li>• What is the Benchmark?</li> <li>• The 8 Themes</li> <li>• The Criteria</li> <li>• The key features of excellent organisations</li> <li>• 'Red Threads'</li> </ul>	Presentation
11:45 – 12:30	<b>Understanding the Benchmark</b>	Group exercise 2 and plenary
12:30 – 13:15	<i>Lunch</i>	

Timings	Topic	Type of session
13:15 – 14:00	<b>Self-Assessment Scoping and Planning</b> <ul style="list-style-type: none"> <li>• Scoping</li> <li>• Self-Assessment Teams</li> <li>• 360 degree feedback</li> <li>• Project planning</li> </ul>	Presentation
14:00 – 14.45	<b>Scoping and Planning Your Self-Assessment</b>	Group exercise 3 and plenary
14:45 – 15:00	<i>Break</i>	
15:00 – 15:30	<b>Self-Assessment Method</b> <ul style="list-style-type: none"> <li>• Self-assessment – what and why</li> <li>• Recommended self-assessment process</li> <li>• The evaluation system</li> <li>• Tips for effective Self-assessment</li> </ul>	Presentation
15:30 – 16:15	<b>Conducting a Self Assessment</b>	Group exercise 4 and plenary
16:15 – 16:30	<b>Questions on the Improvement Programme</b>	Questions and group discussion
16:15 – 16:30	<b>The next steps....</b>	Group discussion
16:45	<i>Close</i>	
16:45 – 17:00	<i>Optional: Individual questions and answers</i>	One-to-one discussions