



London Culture & Sport Improvement Programme

Working Together Towards Excellence

'Peer-Led Challenge' Course

Overall Aim

To ensure that people have the base level skills to conduct robust, challenging and valuable Peer-led Challenge (and to play a lead role in their organisation's Self-Assessment workshops), and to trigger future development in these areas.

Goals of the Course

The delegates will leave the course with the following:

- a. Enhanced insight to – and passion for - Excellence and continuous improvement
- b. A clear perspective on the goals of the London Culture & Sport Improvement Programme
- c. Clarity in relation to conducting effective Self-Assessment
- d. Enhanced insight relating to the CSIT Benchmark
- e. A clear understanding of the Peer-Led Challenge process and techniques
- f. The skills to conduct effective and robust Peer-Led Challenge

Prior Knowledge

This course focuses on giving people the knowledge and skills to conduct Peer-Led Challenge of each other's CSIT Self-Assessments as part of a Peer-Supported Improvement programme. It assumes that delegates have an understanding of Peer-Supported Improvement and at least a basic knowledge of CSIT. As delegates develop their Peer-Led Challenge knowledge and skills, their understanding of CSIT and Peer-Supported Improvement will also develop. Delegates should therefore attend this course equipped with the following:

- an understanding of the London Culture & Sport Improvement Programme (although there will be an opportunity in the morning to develop this knowledge if required)
- an understanding of CSIT and Self-Assessment methodology (again there will be an opportunity in the morning to develop this knowledge if required)
- a copy of the CSIT Benchmark

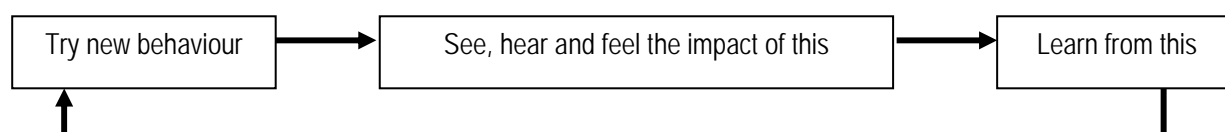
Before the course, delegates should consider the scope and plans for their Self-Assessment. There will be an opportunity on the first morning to develop these plans.

Style and Techniques

This course focuses on ensuring that everyone has the necessary skills to conduct robust Peer-Led Challenge, at the same time building and maintaining a strong working partnership with the peer organisations. To achieve this we use a fusion of coaching, learning & behaviour change methods and theatre / improvisation techniques and pass on our knowledge of best practice relating to organisational assessment and Self-Assessment.

The course comprises a mixture of short presentations, group discussion, group working and a case study (involving professional actors). Group interaction will be encouraged throughout the course, enabling the knowledge of delegates to be used to its greatest effect across the network.

During the course we give people the opportunity to....



.....all within a safe 'bubble' (there really is a rehearsal for life!).

What we require from delegates during the course

Delegates completing this course will have the opportunity to conduct Peer-Led Challenge as part of the London Culture & Sport Improvement Programme (as long as the London Improvement Manager and peer authorities are happy with this prospect!). Delegates will also have the opportunity (completely optional) to joint the reserve list of accredited IDeA Accredited Officer Peers (the accredited Peer-Led Challenge Course Tutor will identify if further learning and development is required before a person is recommended to IDeA). Experience tells us that the Peer-led Challenge Course delegates also play a significant role in their organisation's CSIT self-Assessments.

It is therefore very important that delegates leave the course with the right knowledge and competencies for the above roles and that they use this as a springboard for future development in these areas.

However there is no pass or fail on the course! We do not ask the delegates to demonstrate competence to us during the course. **We do ask the delegates to demonstrate that they are willing to practice the techniques and behaviours, become aware of the extent to which these work (using the various forms of direct and indirect feedback provided) and refine these in the light of this experience.**

Workshop Content

Day One:

Timings	Topic	Type of session
09:00 – 09:15	<i>Arrive, refreshments and delegate introductions</i>	
09:15 – 09:30	The London Culture and Sport Improvement Programme.... a reminder	Presentation
09:30 – 09:45	Introduction <ul style="list-style-type: none"> • The course tutors • Goals of the course • Values and behaviours • Competencies 	Presentation
09:45 – 10:30	Your goals and plans so far... <ul style="list-style-type: none"> • Your goals for this improvement programme • Your Self-Assessment scope and plans Introduction to CSIT (optional)	Group exercise 1 Small group discussion
10:30 – 10:45	Self-Assessment – creating clarity	Group discussion and Q & A
10:45 – 11:00	<i>Break and refreshments</i>	
11:00 – 11:45	Introduction to Peer-Led Challenge <ul style="list-style-type: none"> • What is Peer Challenge? • The role and value of Peer-Led Challenge • The Peer-Led Challenge style and technique • The Peer-Led Challenge process • The Peer-Led Challenge challenge? 	Presentation
11:45 – 12:30	The CSIT Benchmark – enhanced understanding	Group exercise 2 and group discussion
12:30 – 13:15	<i>Lunch</i>	

Timings	Topic	Type of session
13:15 – 13:30	Planning a Peer-Led Challenge	Presentation
13:30 – 14:45	Planning a Peer-Led Challenge	Case study (1)
14:45 – 15:00	<i>Break and refreshments</i>	
15:00 – 15:15	Preparing for a Peer-Led Challenge	Presentation
15:15 – 16:30	Preparing for a Peer-Led Challenge Opening meetings	Case study (2) Case study (3)
16:30 – 16:40	Conducting a Peer Challenge	Presentation
16:40 – 16:45	Questions and plan for day 2	Group discussion
16:45	<i>Close</i>	

Day Two:

Timings	Topic	Type of session
09:15 – 12:30	Conducting a Peer-Led Challenge	Case study (3)
12:30 – 13:15	<i>Lunch</i>	
13:15 – 13:30	Analysing the findings	Presentation
13:30 – 14:45	Analysing the findings Feedback to each group	Case study (4) Feedback to each group
14:45 – 15:00	<i>Break and refreshments</i>	
15:00 - 15:15	Feedback and reporting	Presentation
15:15 – 16:30	Feedback and reporting Key learning points	Case study (5) Group discussion
16:30 – 16:45	Support resources The next steps.....	Group discussion

The Course Tutors

Steve Wood

Steve is accredited by IDeA as a Peer-Supported Improvement trainer. He leads the Peer-Led Challenge training course and provides advice & coaching throughout the improvement programme.

Steve is a popular and respected Professional Coach and NLP Practitioner with an extensive 13-year track record and recognised expertise in performance improvement, change, communications 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 13 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* and various interpretations of the EFQM Excellence Model. He led the development & piloting of 'Peer-Supported Improvement', produced the guidance documentation & has delivered all the Peer-Led Challenge training so far.

Graham Wyles

After leaving drama school Graham had a long career in theatre and television with acting experience ranging from theatre in education to the West End. He has also written and directed for the theatre and is currently developing new projects for both TV and theatre.

Graham also specialises in using theatre and performance to support behaviour change and skill development, especially in the corporate environment. He has an MA in philosophy and has developed a particular interest in the role of the imagination and creativity, drawing on his extensive experience of improvisation. He has worked on Peer-Led Challenge programmes for the Essex, London, Suffolk and Lancashire and Cumbria culture & sport networks and the London regional cultural agencies. He has co-developed the Gallimaufry Partnership's unique 'Art of Charisma' Course

Kim Hicks

A professional actress of 25 years, Kim trained at the famous Bristol Old Vic Theatre School. Since then she has worked continually, largely thanks to developing and establishing a repertoire of highly acclaimed one-woman shows which have toured at home and abroad. Kim's has performed various roles in theatre, on television and in numerous radio dramas. She reads poems and short stories for various programmes on Radio 4 and regularly records unabridged short stories for BBC Audiobooks in Bath.

Kim regularly works on assessment centres and on courses such as "Coaching Skills", "Influencing People", "Influencing Organisations", "Handling Difficult Customers", "Handling Aggression", "Counselling Skills", "Assertiveness Training", "Team Building" and "Leadership Skills". Kim has worked on Peer-Led Challenge programmes for the London culture & sport networks, the London regional cultural agencies and the London Parks network.