

## *Change Champions Programme*

### What our client wanted

The Strategic Health Authority wanted to equip local level change managers with the competencies to deliver their strategic priorities using a development programme that was relevant to the participants, their organisations and the wider health community. The objective of the initiative was to support service modernisation across health and social care.

### What Frontline did

Frontline was asked to design, deliver and evaluate an internal Change Champions Programme. The programme prepared and supported change managers in this work by enhancing and fine tuning their change management capabilities.

Participants were required to be leading modernisation projects in their organisations and this was a key focus for the development programme. They were provided with a practical framework of skills and knowledge, and an action learning set approach was adopted in order to support this. The programme included facilitated workshops aimed at providing participants with advanced skills in internal consulting. These included facilitated support in the areas of: organisational development; redesign tools and techniques; effective coaching; facilitation; influencing; and conflict resolution skills.

### What difference we made

The Change Champions Programme has been evaluated positively with all participants reporting having gained the necessary advanced skills, knowledge and confidence to deliver service modernisation projects within a complex health system.

### What our client said

*"Frontline delivered a well crafted mix of theory, evidence and practical application and their facilitators excelled at responding creatively and flexibly to participants' needs as the programme progressed. Frontline's approach was insightful, stimulating and pragmatic with a brilliant 'toolkit! Participants hailed the programme as a big success and their feedback included recommendation to make this programme available to more people."*

Hilary Shand, Director of Organisation Development & Learning