

# Beyond Command and Control

## How to deliver improvement beyond imagination

### Vanguard Method 4 Day Action-Learning Masterclass

**The Vanguard Method helps organisations to go beyond command and control and achieve improvement beyond imagination.**

- Discover how services have significantly improved their levels of performance by looking differently at how work is done
- Learn why traditional methods of change and improvement end up costing more whilst delivering poor service
- Find out how one organisation improved productivity by 88% with improved service outcomes and reduced costs
- 99% of delegates say they would recommend this programme to others (out of 172 delegate responses Mar 15 to Oct 17)

#### **Who should attend this programme:**

- Private, public and third sector leaders looking to improve services
- CEOs, board members, heads of service, senior managers, practitioners of change
- Manufacturers looking to improve the service aspects of their organisations

#### **On this four day Masterclass you will:**

- Identify the scope for improving service, increasing revenue and reducing costs for your organisation
- Learn how to apply the Vanguard Method to challenge conventional thinking and traditional methods of improvement
- Apply what you learn to your workplace through an action-learning approach to increase effectiveness and customer satisfaction
- Discover the opportunity to eliminate waste and its root causes
- Learn how to get buy-in from other staff and stakeholders who are resistant to change

**This Masterclass requires delegates to study their own systems for up to a full day between each of the seminars.**

Running over one month with one full seminar day per week you'll have the opportunity to learn new skills and approaches for understanding and transforming your organisation, with access to and facilitated by a Vanguard expert with detailed knowledge of redesigning public, private and third sector services.

**Vanguard's 4 Day Masterclass is designed to take organisational leaders straight into the work to learn about current performance and how and where to start improving.**

#### **About the Masterclass**

This hands-on programme is designed to teach delegates the basics behind the Vanguard Method and to challenge traditional approaches to the design and management of work.

The Vanguard Method transfers expertise to people (managers and staff) through intervention theory (how organisations apply change) and systems theory (how to analyse and design work) resulting in fast and sustainable improvements.

#### **Quotes from delegates:**

*"I realised the Vanguard Methodology and approach is what is missing for me in how we business plan and decide what the customer wants."*

**Julie Want, AQuA, NHS**

*"Knowledge to look at the system differently and understand that a problem can be solved, not just by a fix but a re-think of the problem."*

**Chris Horlick, Tintometer Group**

## What we will cover

The Masterclass will run over a four week period with one full day seminar per week.

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### Seminar Day 1 – Introduction to the Vanguard Method

Topics include:

- Traditional ways of solving organisational problems
  - Distinctions between conventional thinking and the Vanguard Method for 'systems' thinking'
  - Counter-intuitive truths and their impacts
  - The power of assumptions and unintended consequences
  - Introduction to the Vanguard Model for change
  - The importance of 'normative learning'
  - 'Back at work' learning, taking customer demand and understanding purpose from a customers' perspective
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### Seminar Day 2 – Measurement and Flow

Topics include:

- Understanding variation in demand
  - Measuring variation - how you do it
  - Turning data into information
  - Deciding what to measure
  - Introduction to building flow diagrams
  - 'Back at work' learning, building capability of service measures based on what matters to customers, mapping flow from a customers' perspective
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### Seminar Day 3 – Pulling all the Learning Together to Understand the System

Topics include:

- Interpreting capability
  - Realising the opportunity of considering the whole system
  - Tackling the fundamental causes of waste
  - Back at work' learning, discussing your findings in the workplace to your peer group
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### Seminar Day 4 – Intervention and Strategy

Topics include:

- Influencing others to challenge their thinking
- How organisations learn
- Intervening to solve problems
- Strategic opportunities based on operational learning
- Q and A on next steps

## Supporting you

To support you during this Masterclass, you will have access to a Vanguard Consultant and the opportunity to engage and discuss with managers and professionals from different organisations.

VANGUARD



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Alternatively email [pr@vanguardconsult.co.uk](mailto:pr@vanguardconsult.co.uk) to request a booking form.