



## People Centred Services Course

Vanguard Consulting and Kingston and St George's University of London  
Six-month course starting 22nd, 23rd and 24th January 2019

### Overview

This six-month action learning programme teaches the practical steps you need to take to improve people centred services and dramatically reduce costs. Students will study and understand the 'what and why' of their current system – how it works from the citizen perspective and why it works the way it does. You will learn the skills and tactics of an interventionist – how to work with disparate groups and conflicting interests in order to achieve a successful outcome.

The course is delivered jointly by Vanguard Consulting and the Department of Social Work and Social Care at Kingston and St George's University of London.

The course carries 30 academic credits at Level 7 (postgraduate).

At the end of the course, you will be awarded a Practitioner Certificate of Competence in the Vanguard Method. There will be opportunities to further advance your knowledge and application of the Vanguard Method after completing the course.

### Dates and Venue

The first module of the next cohort begins on 22nd, 23rd and 24th January 2019. The venue is Kingston University's Kingston Hill campus (Kingston upon Thames, Surrey KT2 7LB). Subsequent sessions will be held on student sites in students' workplaces, approximately once every two to three months, on dates and locations to be confirmed by the group on the first module. During the intervening period you will have access to the course tutors via email, Skype and phone as well as access to Vanguard Method e- learning website.

### Entry requirements

- The ability to work with a group of colleagues in your own organisation or partner organisations to apply the Vanguard Method
- The ability to engage with senior leaders in your workplace
- A willingness to host one of the modules, if appropriate, in your own organisation.

## **Method of learning**

The approach to learning will be normative (i.e. action learning in the work) with theory input as appropriate.

In order that we can do this we will need at least 3 of the students/organisations represented on the course to host the modules, 2, 3 and 4.

## **Syllabus**

### **Module 1**

#### **Introduction to the Vanguard Method (tVM) and people centred services**

- Creating systems which can act effectively on the needs of individuals in their own context

#### **Systems theory**

- Introduction to the basics of tVM: the core relationships between Check-Plan-Do, Thinking-System-Performance, Purpose-Measures-Method, and the difference between Command & Control logic and Systems Thinking logic
- Argyris' concepts of single and double loop learning
- Understanding the purpose of a people centred services system and discovering 'what matters' to service users
- Systems Thinkers – history of systems thinking

#### **Intervention theory**

- Chin and Benne's work on coercive, rational and normative approaches to change
- Changing norms, assumptions, logics and thinking
- Approaches to engage leaders in the work
- Understanding and applying Egan skills - normative

### **Module 2**

#### **Analysing demand data to understand more about 'what matters'**

- System archetypes: recognising and understanding the best place to learn quickly about the essence of a system
- Practically applying 'what matters' questions in a service
- Interpersonal skills for an interventionist – the Egan framework
- How to map the flow of a process

### **Module 3**

#### **Mapping flow**

- How to map historic cases from our records – genograms, eco-map, timeline
- How to understand the capability of a system
- Using measures specifically in people centred services

## **Module 4**

### **Better measures and system conditions**

- How to use capability charts
- The relationship between purpose, 'what matters' and measures
- Deriving systemic measures from individual qualitative measures
- The role of leaders
- Development of Egan skills
- Introduction of system conditions
- The role of IT
- Gaining a picture of the thinking at the various levels of the system
- Capturing some of the economic consequences of system failure and the potential for change
- The Clinic scenario

## **Module 5**

### **Student presentations of what has been learnt from 'Check' plus thinking about redesigning the system**

- Presentation of what has been learned through application of the method to own organisation
- Feedback from Check – what students have learnt about the system they and their Cohort have been studying
- Linking Thinking-System-Performance in the student's own organisational context
- Revisiting the Purpose, identifying the Value Work, establishing new Operating Principles based on 'what matters'
- Problem Solving, Implications for Roles and Structure, System Economics

### **How to apply**

Reserve your place at [office@vanguardconsult.co.uk](mailto:office@vanguardconsult.co.uk)

### **Fees**

Fees are £2500.00 per person plus VAT. We will confirm payment details in further communication once you have confirmed attendance.