



Flexible Resourcing

Flexible Resourcing – provides senior and middle manager expertise when, where, and how you want it.

Resourcing:

Skilled and experienced interim managers and advisers who provide:

- specialist professional expertise • problem solving skills
- change management experience • creative solutions
- honest appraisal.

Flexible:

Skilled and experienced interim managers and advisers available just when you need them:

- long term assignments managing a service or implementing service change • targeted intervention, spread over time or concentrated into a short period – service review, change management planning, ‘critical friend’ evaluation • investigation – analytical and assessment processes needing variable input over a period of time.

One or More:

Flexibility doesn't just relate to an individual interim manager. Organisational reviews and change management programmes often require a range of professional technical assessors, development specialists and problem solvers.

FR +

We believe that it is important that our interim managers add value by passing on their skills and expertise. This is part of our standard service but we also offer more.

FR+ is a package of service options which can include:

- a toolkit of tools and techniques • ‘train the trainer’

sessions to extend skills and expertise • formal coaching or mentoring for other staff or for a newly appointed full-time manager • service evaluation – monitoring the development of a new service or new way of working and providing an independent evaluation of its effectiveness.

Mediation

We know that differences between people and within teams are sometimes at the heart of a service delivery problem. Our experience of service reviews and investigations has prompted us to offer mediation as an addition to Flexible Resourcing - a range of relationship building techniques designed to help individuals and organisations achieve mutually beneficial solutions.

We know that the cost of unresolved conflict can be very high and aim to stop a situation getting out of hand by early intervention and problem identification. Whether there is a relationship breakdown between two individuals, between one person and a group – or even between two organisations – we have trained, specialist mediators who can help and who can often add further value based on their own experience as senior managers.

Mediation and neutral chairing can also be beneficial in many other settings where conflict can arise. Some examples are - ombudsman complaints, standards committees, contractual matters, reorganisations and chairing citizens' juries and appeals.

For further information please contact the Resource Centre. You can either phone on 0845 601 0649 or email resource.centre@solaceenterprises.com To find out more about SOLACE Enterprises and our full range of consultancy services see www.solaceenterprises.com

