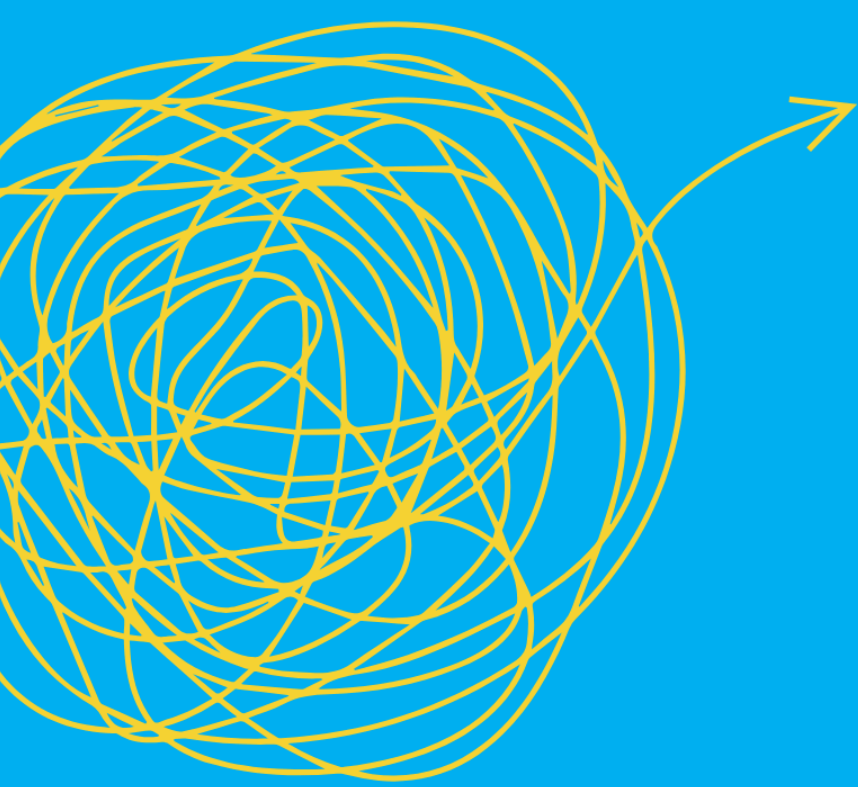


Relational Service Design Training for Cloud-Based Services

G-Cloud 15



We help public services
make progress on messy
problems using agile
approaches that improve
services quickly



Basis.
changing the change

Service Description

Organisations that deliver cloud-based services are increasingly facing complex challenges. People rarely come with single issues that can be solved through a simple, linear journey. Yet much of the conventional wisdom in service design and improvement science is geared towards complicated problems with fixed answers.

Relational services put residents front and centre. Solving their problems swiftly, simply and respectfully. Designing services in a relational way is powerful for increasing organisational effectiveness, saving money and delivering more meaningful outcomes for residents. Achieving this is essential for complex, cloud-based services.

Drawing on 15 years of work in homelessness, social care, and frontline services, we have built an approach tailored to designing relational Services. These are hands-on “doing approaches”, best learned through practice. The training is experiential. Participants learn the theory and immediately apply it to real challenges.

We recommend delivering the training in person over two days. Working together in the same room allows participants to build stronger relationships and establish the psychological safety they will need when tackling the challenges of scaling the Coventry model. The shared experience will help the team practise new approaches in a supportive environment and create the trust that will sustain them when the work gets tough

The training can be delivered online if required, but our preference is to work face-to-face, with up to 18 participants and two facilitators.

Features

- 2-day interactive workshop in-person or online
- An introduction to complexity and why linear solutions fail in complex contexts
- Tools and frameworks to decide whether a service, or which elements of a service, need a transactional or relational design
- Core practices of relational service design, including rapid prototyping and the roles of facilitators, teams, and leaders
- Simulated and real-life challenges to apply the approaches in practice, not just in theory

Benefits

- More effective delivery of cloud-based services
- Outputs that can be implemented straight away
- Shared language for designing and delivering cloud-based services
- Patterns that can be adapted to help scale relational services in cloud-based environments

What people say about our training

As founding members of the Public Service Transformation Academy, established by the Cabinet Office, we have trained thousands of people across the public, voluntary, community and faith sectors in designing services for people with complex needs.

We've included just a couple of quotes from previous clients who have attended our training sessions.

“

Basis have been more impactful on our practice than anyone else. Without question.

Ben Plant

Director of People & Organisational Development

“

The training was interactive, engaging and energising. With plenty of space to think and learn together.”

Elaine Pope

Head of Engagement, Culture & Organisational Development

Brief description

This experiential two-day training helps organisations design relational, cloud-based services for complex challenges. Using fifteen years of frontline expertise, we move beyond linear problem-solving to put residents first. Participants apply theory to real tasks, building trust and psychological safety to deliver meaningful, cost-effective outcomes.

Introduction to Basis Ltd

We help public services tackle messy problems. We pioneered the use of Agile as a means of transforming services in the public sector. In the last 10 years, we've helped hundreds of services to improve outcomes for real people, quickly. Our peers and clients have recognised our approach and results. For seven years running (2019-2025) we have been identified as a leading management consultancy working in the Public and Social Sector by the Financial Times.

Our services have a wide range of applications for cloud-based services. We help our customers to understand service user needs, to design services that meet those needs using an Agile approach, and to support teams and leaders to embed those services beyond our intervention. We recognise that many public services, particularly in health and social care, continue to require relational interactions, as not all service needs can be met through digital solutions. We help customers to design coherent, end-to-end services that encompass both the relational and digital components.

Effective 'click and mortar' public services meet the needs of the many and not just the few. These public services promote the adoption of cloud-based services; a small amount of support during early interactions can empower service users to transact online in the future.

Online delivery and facilitation

All of our services can be provided in person, or online; we are experts in virtual facilitation. Working online we have:

- Facilitated over 10 online Impact Sprints with social impact organisations and local authorities to understand the impact of COVID-19 on their communities and coordinate their response quickly

- Supported people and organisations to turn their events and training into online engagement ranging from – REN21 a Think Tank focussed on global renewable energy policy, Stockholm School of Economics EMBA programme, a coaching programme in Virginia (US), and youth engagement for Generations for Peace (Amman, Jordan)
- Designed and facilitated a global conference for the Alliance for Child Protection in Humanitarian Action attended by over 500 delegates
- Built the capacity of teams in local government, UNESCO, Unicef and the UN Disarmament Directorate to run virtual events with international participation



Get in touch

All of this is probably best talked through and we are keen to do so. Let us know when works for you, and we'll book in a call.

E-mail: comms@basis.co.uk

Call: 0203 239 2407