



G-Cloud 15 service description:

**Digital leaders coaching and advisory
assistance**

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Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy. We support executive-level leaders and senior digital managers to establish and maintain conditions for effective digital working across organisations and programmes. Our coaching approach equips senior leaders to enable the conditions of high quality delivery of cloud-based products and services across their life cycles.

Planning

We draw on Public Digital's expertise, practical experience and knowledge to effectively coach and advise leaders, establishing lasting understanding, confidence and capability. We empower leaders to achieve organisational outcomes and deliver lasting change.

Our leaders and specialists engage clients to define, scope and design the support required, collectively agreeing coaching and advisory programmes aligned to individual and collective leaders' starting point and organisational objectives. We measure the impact on wider digital teams, digital delivery and wider knowledge transfer within the organisation.

Our services are underpinned by decades of collective experience leading the design and delivery of cloud-based products and services in complex policy contexts within central government and the wider public sector.

Our approach includes:

- Understanding and benchmarking leaders and teams' starting point in their understanding of digital delivery and effective conditions for success
- Reviewing governance and decision-making around digital
- Co-designing and delivering bespoke training, coaching and mentoring programme plans for leaders and teams
- Recommending and advising on wider changes to the wider environment for digital delivery, to better achieve organisational and product outcomes
- Supporting longer-term knowledge transfer through advising on changes in communication, disseminating knowledge in the organisation, and train the trainer approaches

Service features:

- Assessment of leaders' learning needs to better support digital teams

- Agree coaching and advisory outcomes, objectives and success criteria
- Leadership development programme for agreed roles, professions and domain areas
- Schedule of activities aligned to organisational goals and delivery plans
- Scalable programmes reflecting needs and preferences, e.g. mentoring, coaching, workshops
- Practical support to leaders on successful cloud services design/delivery
- Delivery formats reflecting individual, including face-to-face, remote, hybrid
- Addressing leadership styles, behaviours team design and dynamics
- Qualitative and quantitative progress assessment against defined criteria
- Sustainable knowledge transfer through reusable resources and train-the-trainer

Service benefits

- Leaders equipped to support conditions for good digital delivery
- Widely understood agile approaches, with empowered teams and servant leadership
- Continuous development of leadership understanding and capability
- Coaching and guidance tailored to organisation/individual needs and objectives
- Long-term capacity building through knowledge sharing, communication and dissemination
- Increased confidence to guide cloud-based products/service delivery teams
- Measured impact via qualitative assessment and digital delivery metrics

Training

Public Digital works closely with senior leaders and digital/operational teams, both on a one-to-one and group basis, offering coaching, training and advice. This includes guidance on how to effectively use cloud-hosted systems, manage change, and create an integrated, digital environment.

Our flexible training offer helps public sector organisations to introduce digital ways of working, through co-developed, bespoke training plans. Training delivery formats include training module programmes, immersive digital ‘masterclasses’, and one-to-one coaching/mentoring for digital leaders.

We build engagement through a range of educational activities that apply the extensive, real-world experience of our consultants, prioritising activities that support digital sustainability, e.g. delivering train-the-trainer sessions; providing training toolkits and resources; and building communities of practice to encourage in-house knowledge exchange.

As part of our approach, we support organisations to break down silos and encourage multidisciplinary working, adopting a more unified and integrated approach to digital delivery. This encourages teams to share resources, ideas, and best practices, allowing for more efficient and collaborative solutions, while facilitating agile, user-led and open working practices.

Thank you
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