



The North West *Shared Services Forum*

to lead and encourage the evolution of Shared Services

Forum Session Leader Guidelines

Thank you very much indeed for agreeing to run a session for us at our forthcoming Forum meeting.

The Session Guidelines also follow and are designed to provide you with a suggested format and framework for delivering a great interactive session. The advice is founded on member feedback and previous successful sessions. This information will be passed on to a member of the Forum's Steering Group who will be in contact with you to briefly discuss the content and ensure you feel fully briefed on the event and answer any questions you may have.

Previous feedback has indicated that members do like to be able to view presentations and post-session notes on our website and your co-operation in this matter would be most helpful. They also appreciate printed hand-outs should you be able to supply these in advance in order for us to print out.

The goal of the Forum is 'to lead and encourage the evolution of Shared Services' and the quarterly meetings aim to be at strategic level: as participative as possible, bringing sessions to life, delivering practical hints and tips as well as take away ideas and solutions to take away.

With this in mind, we have put together a set of brief guidelines on how we would like these sessions to run, to reflect the spirit of the Forum. Please note that these are guidelines only, not instructions on how to run your session: one of the key aspects is injecting the spirit and enthusiasm of the presenters on the subject you have chosen to lead the session on. We want you to run this in the way that works best for you, with the guide points below aimed at giving ideas on methods and techniques for getting the message across most effectively.

General guidelines on the session

- Each session will run for around an hour. As a general guideline, we would expect most sessions to be led by the presenter for around 50% of the time (which can be a presentation or a more unstructured format), followed by group discussion/ interaction for the remainder of the session.
- We would also encourage the capture of ideas from the session – in this way the material you have presented will be enriched with session contributions from participants who will have their own experiences to add.

Below is an indicative outline of how you may wish to run this session, but feel free to adjust this within the overall time for the session and the guidelines here.

Duration:	1 Hour	
Format:	Introductions from host / Steering Group member	2 min.
	Set Objectives for Session	5 min.
	Main Topic Content	20/30 min.
	'Sharing Task'/Discussion	15/25 min.
	Round-Up	5/10 min.

Specific presentation suggestions

- Presentation format is flexible – from PowerPoint presentations, to free format “slide free” discussions. Where PowerPoint slides (or similar) are being used, it is preferable to use the slides as a point of reference to discuss around, rather than to present the content of. Experience shows that session participants engage most actively with a combination of strong focused messages on the slides, supported by real-life examples given by the session leader.
- Encourage debate during the session – although you are the session lead, there are generally insights that audience members have that will enrich the session content (e.g. from taking a different approach to resolving a similar issue). Invite observations from the session attendees – the body language of those who have something to say is normally a clue on who is keen to say something.
- Ask open questions – e.g. at the start of the session ask things like “to help me get a feel for how I lead this session, how many of you have (insert topic issue)...”
- Capture points made – and use the energy and participation of the audience in this – e.g. ask participants to write the point on a post it or flipchart.
- Make use of any steering group members in the session – feel free to use them to get the discussion started. They normally have an opinion, and will be happy to give it! One of them will be contacting you to talk through your session and if you want to run through any points from your session, they will be willing to do so again before the Forum meeting.

Once again thank you for your valued input in to the North West Shared Services Forum.