

# Communication GAME E

## IC Practice Governance

### 4 Sessions

### Course outline

Each session contains 90 minutes of learning, and we top and tail them with 10 minute segments to aid the learning continuity between sessions.

#### Session 1

##### The ICPG system

In this session we explore

- The purpose of IC Governance,
- The different roles that need to be fulfilled to run ICPG effectively
- How the ICPG feedback process works. And how it dovetails with the Outcome feedback system
- The ICPG Standards themselves

This enables you to understand what it will take to run the system, so you can know what you'll need to plan for logistically.

- Business systems, policies and procedures
- Staffing
- IT Support

#### Session 2:

##### The role of an IC Practice Coach

Here we look at three different types of meeting IC Practice coaches will be having with their clients:

- Contracting
- Ad-hoc support
- Scheduled reviews

You'll understand the purpose of each, and work through the essentials of how to prep, run and follow up each type, so the role comes to life for everyone.

## Session 3

### Analysis and influence

Here we move beyond the procedural aspects of the coaching role and look at the soft skills needed to deliver the goods

- How to carry out a TRACELACE analysis of feedback from employees and/or clients so you can identify where a client needs help
- How to influence reluctant or 'stuck' clients so their perspective expands to include what they need to see.

## Session 4

### Planning

Now you know what will be involved, we use this final session to start mapping out how you're going to introduce ICPG.

- Setting up your business systems
- Establishing the feedback systems – both online and offline
- Coming up with a resourcing plan
- Timetabling the rollout
- Communicating the advent of ICPG to the organisation

Inevitably this planning will take time, and require input from other key decision-makers. The outcome from this session will be a route map for putting together a formal business proposal for the leadership team so ICPG becomes formally adopted as a properly resourced, key function of your organisation's overall governance.