


Monday	Time	Tuesday	Time	Wednesday	Time	Thursday	Time	Friday	Time
BT Roadshow visits Inverurie DLO Depot	8am – 8.30am	BT Roadshow hits the foyer at Woodhill House , Aberdeen	ALL DAY	BT Roadshow goes to Albert Street Housing Depot, Fraserburgh	8am – 8.30am	BT Roadshow visits Stonehaven Spurryhilllock Depot	8am – 8.30am	BT Roadshow gets to Peterhead Maintenance Depot	8am – 8.30am
BT Roadshow hits Gordon House, Inverurie (find us in the Dining Hall and at the Ury Room)	9.30am – 3.30pm	Take part in Transformation 2014 , a one-day conference for employees at the Council Chambers, Woodhill House	9.30am – 4pm	BT Roadshow visits Fraserburgh Council Chambers	9.30am – 3.30pm	BT Roadshow heads to Stonehaven Town Hall	9.30am – 3.30pm	BT Roadshow goes to the Council Chambers in Arbutnot House, Peterhead	9.30am – 3.30pm
'What Big Data means for Aberdeenshire Council ' – a presentation and workshop at the Ury Room, Gordon House	11am – 12noon	Antiques Mode Show on display in the foyer at Woodhill House , Aberdeen	ALL DAY	Wisdom Captured , an invite-only employee feedback exercise culminates at Inverurie Academy	9.30am – 4pm	Lunch 'n' Learn with Infosmart at Stonehaven Town Hall (upstairs)	12.30pm – 1.30pm	On The Spot Webinar by Christine Gore 'What's so transformational about business transformation?' Online	12.30pm – 1.30pm
Put yourself in customers' shoes , at Huntly and Turriff Service Points	10.30am – 12.30pm	Put yourself in customers' shoes , at Huntly and Turriff Service Points	10.30am – 12.30pm	'Are improvements making a difference for customers?' workshop Peterhead Council Chambers	10.30am – 12pm	Antiques Mode Show on display at Stonehaven Town Hall	ALL DAY		

Monday	Time	Tuesday	Time	Thursday	Time	Friday	Time
Improvement workshops showcasing case studies from services... how they did it, why they did it and how you can do it. Council Chambers, Gordon House, Inverurie	10am – Measuring A Process 11am – Improvement As A Life Line 12pm – Identifying and Achieving Improvement 1pm – Improvement Strategy and Framework	'Lync up with colleagues' webinar workshop Online	2pm – 3pm	Improvement workshops showcasing case studies from services... how they did it, why they did it and how you can do it. Stonehaven Town Hall	10am – Improvement Strategy and Framework 11am – Improvement As A Life Line 12pm – Identifying and Achieving Improvement 1pm – Measuring A Process	Improvement workshops showcasing case studies from services... how they did it, why they did it and how you can do it. Meeting Room, Peterhead	10am – Measuring A Process 11am – Improvement As A Life Line 12pm – Identifying and Achieving Improvement 1pm – Improvement Strategy and Framework

Events: At a glance

BT Roadshow – cuppas are on us!

With the input of a variety of business transformation project teams as well senior managers from the Business Transformation Board, this travelling event promises to be an interesting and engaging opportunity for employees to find out what becoming tomorrow's council today is all about, how you can be part of it and pick up some useful hints and tips you can take back to your day-to-day work.

See what the new HR website will look like, try out the Arcadia team's photo booth, collect a

prize for taking part in the workSPACE quiz, get some help and advice on improving your information management and take the challenge: 'How commercially aware are you?' You can even arrange a practical one-to-one session on the benefits of looking more closely at how you manage paper files, shared drives and emails.

Have you ever thought it would be useful to make improvements to the way your team works but not really sure how to go about making changes? Finding that the conveyor belt that brings work in your direction just keeps getting quicker? Meet members of the Council's Improvement teams and get some ideas on simple improvement tools and techniques.

And don't forget, take along your 'Tomorrow's Council Competition' entry to be photographed for your chance to win a top prize, and pick up some free goodies by taking part in some of the other live challenges! There will even be free tea and coffee on offer for everyone. Just go along to find out more, or email business.transformation@aberdeenshire.gov.uk

Put yourself in a customer's shoes at Huntly and Turriff Service Points

Employees are invited to join groups of six colleagues for an opportunity to see, hear and feel what the new Service Points being rolled out across

Aberdeenshire have to offer. See how the service you're part of is supported at the front line, hear about technologies customers will be able to use to access Council services, find out what's behind the Service Point Strategy and even hear some anecdotes about the types of queries Service Point Advisors receive. Can you guess which service receives the highest number of questions?

To register for a slot email michelle.milne@aberdeenshire.gov.uk or caroline.o'shaughnessy@aberdeenshire.gov.uk, or phone 01224 664841 stating your preferred date and time.

Transformation 2014

Are you in? Transformation 2014, the Business Transformation Week one-day conference is for any employee who wants to be part of becoming tomorrow's council today. Whether you're comfortable with change or apprehensive about what the future might bring, whether you're based in an office, school, care home or depot, if you're on board to help see lasting improvements this is an opportunity to learn more about business transformation and have the opportunity to develop new skills and knowledge.

Workshops will include a chance to work with the workSPACE and Microsoft Programme teams on making the most of new Microsoft technologies, an exploration of plans to improve the experiences

our customers have in dealing with the Council, 'Writing for the web' with the help of the Arcadia and Website project teams, and 'Making improvement part of the day job'.

An Antiques Mode Show will give delegates a chance to explore some of the technologies of old at work as well as some exciting examples of what the future may hold. Presentations will include 'What Big Data means for Aberdeenshire Council' by Joe Chapman from Infosmart; a keynote speech by Professor Patrick Dawson, an expert on organisational change from the University of Aberdeen; and 'Creating a customer-centred website' by James McIntosh and Chris Leonard from the Website Team.

Email business.transformation@aberdeenshire.gov.uk or call 01224 665519 to register your interest.

What big data means for Aberdeenshire Council

This presentation by the Infosmart team which will be delivered as part of Transformation 2014 will also be delivered as a separate presentation and workshop opportunity at Gordon House. Big data refers to a collection of data that is large and complex and many large companies are already using the big data they have on customers to develop clever business strategies. What does the

Council know about its customers? What might the future hold for us? The sky is not the limit with this one – it's in the 'cloud', satellites and beyond...

Email joe.chapman@aberdeenshire.gov.uk or ola.adeyemi@aberdeenshire.gov.uk or call 01224 664933 or 01224 664837.

Lunch 'n' Learn with Infosmart

An informal workshop led by the Infosmart team aimed at sharing ideas and tips for good information management, and discovering how small changes can go a long way towards more effective ways of working. A great chance to ask questions, work together and learn something new... and lunch is on us!

Email joe.chapman@aberdeenshire.gov.uk or ola.adeyemi@aberdeenshire.gov.uk or call 01224 664933 or 01224 664837.

Wisdom Captured

This invite-only event marks the culmination of an appreciative inquiry exercise through which dozens of randomly selected members of staff are giving their feedback on what's good about working for Aberdeenshire Council. This is all about engaging employees in a meaningful way to help develop a council fit for the future. The thoughts and opinions received will be used to generate ideas

for positive change and engagement which will be put to the Council's Senior Management Team for consideration and live feedback during the event.

For more information, email **business.transformation@aberdeenshire.gov.uk**

Improvement workshops

On the Monday, Thursday and Friday of Business Transformation Week, the Improvement teams will follow the BT Roadshow around Aberdeenshire providing four workshops each day, each focusing on a different topic. The aim of these workshops is to provide a brief overview of improvement case studies and to highlight aspects of the Improvement Strategy and Framework, how it fits into the organisation and to demonstrate how employees can dip into the framework to guide them through improvement activity.

To sign up to the Measuring A Process workshop email **Tim.Curtis@aberdeenshire.gov.uk** or call 01224 665127, for Identifying and Achieving Improvement email **Sharon.VanDeRuit@aberdeenshire.gov.uk** or phone 01224 665126, for Improvement as a Lifeline email **Gillian.Strachan@aberdeenshire.gov.uk** or call 01467 628237 and to register for the Improvement Strategy and Framework workshop email **Sharon.Nicholson@aberdeenshire.gov.uk** or phone 01224 664556.

Antiques Mode Show

This show will follow the BT Roadshow to Stonehaven Town Hall as well as being delivered as part of Transformation 2014. It's a chance to explore some of the technologies of old at work as well as some exciting examples of what the future may hold. Pick up a free tea or coffee and ask any questions you may have about any of the business transformation projects.

There's no need to book – just go along and see for yourself.

On The Spot Webinar

The On the Spot webinar series returns in conjunction with Business Transformation Week for a Business Transformation special. We talk to Business Services Director and Chair of the Business Transformation Board Christine Gore on why it is important for both the Council's staff and residents and how we, as an organisation and as individuals, need to embrace change. Following the initial discussion, Christine will be fielding live questions from staff submitted before and during the broadcast.

Sign up for the event online or email **business.transformation@aberdeenshire.gov.uk** for more information.

Are improvements making a difference for customers?

Look into the role of business transformation and how the iCE (Improving the Customer Experience) project can help improve service delivery and prepare the Council for future challenges. Learn about the Council's plans for customer improvement, discover successes to date and the benefits of digital channel shift, and help inform the project from a staff / customer perspective in an interactive session.

Email **craig.howell@aberdeenshire.gov.uk** or call 01224 664178 to register for this event.

Lync up with colleagues webinar

Sign up to join your ICT and Worksmart colleagues on a virtual journey to find out more about the technology you have available and how you can use it to do things differently. As part of this experience you will have the opportunity to help shape the future direction of these tools to meet the needs of the service you provide! Interested? Please **register online** or email **worksmart@aberdeenshire.gov.uk** for more information.