

COACHING

WHAT IT IS

Coaching is a collaborative, creative approach that provides you with the time and structure to learn, develop and find your own solutions to the challenges you face in your work.

WHY YOU MIGHT NEED IT

Changing systems and cultures is difficult. If you're a leader, manager or practitioner working on change and innovation in social work and social care, you'll experience a range of challenges. Coaching can provide a supportive, safe space to help you navigate these and lead change, no matter what your role is.

HOW IRISS CAN HELP

- **DEDICATED TEAM:** Our accredited coaches can provide in-person, and/or online, individual support.
- **BESPOKE SOLUTIONS:** We will work with you to create a flexible and bespoke plan for what you want to focus on.
- **PERSONAL GROWTH:** We will start with where you are, what strengths and assets are in place and support you to imagine what could be different.



For more information on Iriss's services in this area and how we could help you, please visit www.iriss.org.uk/services or contact us at:

services@iriss.org.uk

DESIGN

WHAT IT IS

At Iriss we view design as an innovative problem solving process which can be used to address challenges in services, systems and processes, in addition to more familiar areas like communications, branding and look-and-feel.

WHY YOU MIGHT NEED IT

It can be hard sometimes to break with the familiar or to see a way forward with a challenge. We can help you to understand what you're really trying to solve by working with you to better frame your problem and to explore possible solutions.

HOW IRISS CAN HELP

- **BESPOKE SOLUTIONS:** Our team uses design thinking to research and fully understand the problem, explore a wide range of possible solutions, and then iterate through a programme of prototyping and testing to identify and implement the most sustainable final design.
- **EXPERIENCED TEAM:** With specific skills and experience in the areas of service design, data and systems development, user experience and visual design, across web, print, audio and video, Iriss can be your digital problem solver.



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INNOVATION SUPPORT

WHAT IT IS

Our bespoke innovation support programme enables you and your organisation to understand the challenges you are facing, identify and take practical action, and stays alongside you to get those actions embedded into practice.

WHY YOU MIGHT NEED IT

What is innovation anyway? How does it relate to improvement? Are they the same and does it matter? Innovation is often heralded as the solution to addressing challenges but how to go about 'innovating' can be daunting. It can be difficult to know where to start, who to involve and what kind of innovation is needed.

HOW IRISS CAN HELP

- **BESPOKE SUPPORT:** Drawing on our expertise in service redesign, co-production, co-design, coaching and research, we can provide tailored innovation support.
- **PROVIDE DIRECTION:** Using our *innovation model*, we can help you explore what the root issues are to make sure you're developing the right innovation.
- **PREPARATION:** We can work with you to consider what readiness there is in your team and organisation, supporting you to build capacity and confidence where needed.



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TRAINING

WHAT IT IS

We offer bespoke and off-the-peg training in core aspects of social work and social care support including supervision, reflective practice, creating innovation cultures and streamlining systems.

WHY YOU MIGHT NEED IT

Perhaps you are a dedicated worker, or a learning and development professional, seeking to elevate your impact in the ever-evolving landscape of training. Maybe you aspire to support your team to lead change. Our training will help you to refine your practice, learn from others, and deepen your understanding of the unique challenges individuals, organisations and families face.

HOW IRISS CAN HELP

- **EXPERIENCED FACILITATORS:** Our team of experts brings a wealth of experience in social work and social care, systems change, and peer learning.
- **INTERACTIVE WORKSHOPS:** Engage in dynamic, hands-on workshops that foster real-world problem-solving skills.
- **PRACTICAL TOOLS:** Receive practical strategies and tools that can be applied immediately in your practice.
- **PERSONAL GROWTH:** Our training will enhance your professional skills, foster personal growth and resilience, and help ignite your love of learning.



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RESEARCH IMPACT & ENGAGEMENT SUPPORT

WHAT IT IS

We help academics and researchers to increase the impact of their work.

We do this by producing accessible, engaging and trusted resources aimed at busy practitioners and policy-makers, and by brokering relationships and engagement to help end siloed working.

WHY YOU MIGHT NEED IT

It can be hard sometimes to break with the familiar or to see a way forward with a challenge. We can help you to understand what you're really trying to solve by working with you to better frame your problem and to explore possible solutions.

HOW IRISS CAN HELP

- **EXPERIENCED TEAM:** Our team of excellent researchers and facilitators has specialisms in communication and design helping you to creatively promote your research through the use of imagery/audio/video.
- **PARTICIPATORY APPROACHES:** We use approaches like co-production and systems change that involve people from across the system, including those with lived experience.
- **TAILORED PRODUCT:** Our team can help set up and run engagement events/webinars, broker relationships with different stakeholders, create teaching and learning materials or write shortened policy briefs for research findings.



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FACILITATION

WHAT IT IS

Facilitation is the act of helping other people to deal with an activity or reach an agreement or solution without getting directly involved in the process or discussion. High quality facilitation is key in supporting teams to work well together, to explore specific pieces of work or goals, and to identify and overcome challenges to shared objectives.

WHY YOU MIGHT NEED IT

There are many reasons a team might seek a facilitator: you might be starting a new piece of work, you might want to tackle a long standing challenge, you might want to explore an aspect of your work more deeply. When there are many voices in the room, these sessions can benefit from being supported by someone outside of your team. As well as bringing their objectivity, facilitators take the management and organisation of the discussion out of your hands, and allow you to focus on participating. Whether you are planning a one off team conversation, or a set of exploratory sessions, a facilitator can support you to stay on track and to reach key conclusions.

HOW IRISS CAN HELP

- **EXPERIENCED FACILITATORS:** Having worked with a range of diverse teams we have an understanding of the typical challenges you might face and the conversations you might want to have.
- **INTERACTIVE WORKSHOPS:** We can help plan and design facilitation sessions online or in person, with you and your team.
- **INCLUSIVE STRUCTURE:** Our facilitators guide your team through conversations and tasks, focusing discussion around the topic or challenge you want to tackle while mediating and welcoming different opinions.
- **AN OUTSIDE VIEW:** Our team can ask key questions to move you forward in your work and identify what else you need to think about or understand.



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EVIDENCE, KNOWLEDGE & DATA

WHAT IT IS

We can help you gather and make better use of information, knowledge and evidence in your practice.

WHY YOU MIGHT NEED IT

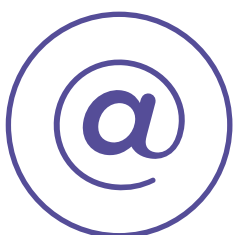
There is an appetite to improve knowledge sharing, use evidence of all types in decision making, and to embed this in practice.

You might need support in accessing, identifying and applying evidence to decisions around frontline practice, service design, development and delivery. You might need help in identifying or filling gaps in knowledge and evidence. You might need support around evidence literacy, evidence-informed decisions, and to enhance skills and build confidence in using knowledge and evidence in practice.

This can be useful in a number of areas including funding bids, policy, practice, guidelines, and learning and training.

HOW IRISS CAN HELP

- **ACCESSIBILITY:** We can help make knowledge, research and evidence easier to understand, whether you're interested in impact, success, good practice, or trends.
- **BESPOKE PRODUCTS:** Our team can produce scoping reviews of evidence, literature searches, summaries of topics, lists of key resources and reading, all tailored to your needs. These would provide a rapid map of key concepts underpinning a research topic and the main sources and types of evidence available.
- **SUPPORT YOUR GROWTH:** Providing advice and support to build your confidence and skills around the hows and whys of knowledge and evidence, how to find and use information, evidence and research to inform practice, service improvement and learning.
- **KNOWLEDGE AND UNDERSTANDING:** We can provide you with basic understanding of information retrieval, evidence searching and summarising, using a variety of sources, and techniques for synthesising and evaluating evidence.



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RESEARCH & EVALUATION

WHAT IT IS

We do external evaluation and research to help you to explore the evidence or understand the impact of your work.

WHY YOU MIGHT NEED IT

If you're applying for funding you may need to show you have an evaluation plan that you'll use to measure and demonstrate impact.

You might need to demonstrate the thread that connects the personal outcomes of the people you support or work with, through your organisational outcomes to wider local or national outcomes.

Perhaps you could do with some extra capacity to find out more about what people need or interest in a new idea for a service? You really need to know something but don't have enough people in your team with the time or research confidence to take it forward.

HOW IRISS CAN HELP

- **NOT TOO SMALL, NOT TOO BIG:** We can help you create an evaluation or impact plan that has the right scope and uses the right tools to collect useful qualitative and quantitative data to show the difference your work makes.
- **THEORY OF CHANGE:** We can also assist you with data analysis and a strategy for communication of the learning and impact messages that emerge.
- **UNEXPECTED CHANGES:** Working collaboratively with you at all steps along the way, we ensure your needs are met and the work is on focus and schedule.
- **EXPERIENCED TEAM:** Our team know the ins and outs of running an effective research project – honing the scope and focus, getting research ethics in place, working respectfully with participants and asking the right questions, storing data safely and then crunching the data and presenting the findings in an accessible and engaging way.



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