Innovative Leadership Strategies for Shared Services Excellence Course

Venue Information

Venue: London UK

Place:

Start Date: 2025-12-22

End Date: 2025-12-26

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: MAL

Course Code: MAL-146

Syllabus

Course Syllabus

Introduction

This workshop is designed to equip executives with the knowledge and skills to lead shared services organizations effectively. It emphasizes the integral role of leadership in driving innovation and strategic change within a shared services environment. Delegates will learn how innovative leadership can inspire new services, systems, and processes that offer a distinct competitive edge, and how smart leadership brings these innovations to life.

Great leadership in shared services is not accidental; it is the result of deliberate and continuous development. Executives will understand the importance of strategic thinking, ongoing learning, and fostering a culture of innovation across the organization. This course will prepare leaders to navigate the

- Leveraging multiple intelligences for service innovation
- Creative strategy formation in shared services
- Leading with innovation in a shared services context
- Effective leadership communication in a multi-functional environment

Objectives

By the end of this workshop, participants will be able to:

- Identify the core principles of leadership in shared services
- Analyze common myths and misconceptions about innovation in shared services
- Solve complex issues with creative methodologies tailored for shared services
- Apply multiple intelligences to generate innovative service ideas
- Implement a strategic process for team innovation in shared services

Course Contents

Day One:

- Establishing a Culture of Innovation in Shared Services
- Strategic leadership for high-performing shared services
- Driving innovation and change in shared services
- Distinguishing between innovation and continuous improvement in shared services
- Creating a climate of innovation in a shared services organization
- Case Study: Innovative practices in leading shared services organizations
- Exploring current breakthroughs in shared services and business models

Day Two:

Engaging the Shared Services Workforce

- Applying the G.E. "Workout" Strategy to shared services
- Developing creative solutions for shared service challenges
- Securing workforce buy-in for shared service initiatives
- Overcoming paradigms within shared services
- Addressing organizational "drift" in a shared services context
- Case Study: Empowering teams within shared services

Day Three:

Leading on the Creative Edge in Shared Services

- Cultivating creative potential in shared services teams
- Understanding and managing creative talent within shared services
- Applying convergent and divergent thinking in service innovation
- Motivating creative individuals within a shared services framework
- Incubating and nurturing service innovation ideas
- Interacting creatively across functional teams

- The ten key elements for setting new missions in shared services
- Setting goals and targets creatively within shared services
- Creating a sense of significance in shared services teams
- Rewarding performance effectively in shared services
- Applying the Four Step "Pygmalion" theory to shared services leadership
- Motivating different generations within a shared services environment

Day Five:

Driving Strategic Change in Shared Services

- Managing the change process within a shared services context
- Applying Kotter's Change Management Techniques to shared services
- Communicating change with a sense of urgency in shared services
- Recognizing and addressing the downside of change in shared services
- Creating a climate of continuous change in shared services
- Techniques for successfully changing people and processes within shared services