

Case study

Client: Environment Agency

Project: Flood Risk Management workshops

Dates: October 2005 – June 2006

Carried out by: Peter Hyde

Requirement

This series of separate workshops addressed a number of management and technical issues concerning the Environment Agency's large programme of Flood Risk Management (FRM) work. They were seen as needing facilitation so that key managers could freely contribute to discussions rather than try to both facilitate and contribute and so that complex issues and multiple stakeholder viewpoints could be explored in a managed and productive way.

What we did

The various workshops covered consideration of the policy on FRM investment appraisal, exploration of alternative funding sources, management information requirements, and team development for two management teams.

Each workshop involved essentially the same process:

- Interviews with key (or in some cases all) participants to identify issues, clarify required outcomes and establish an initial working relationship.
- Design of the event.
- Facilitation of the event.
- Reporting of key products and outcomes.

Outcomes

The workshops were seen to have advanced a number of complex policy issues and improved the ability of the two management teams to discharge their roles.