



# Consultative Strategic Planning

Case Study of our strategy planning service for  
Creativity@Home Retrofit 2050 Cardiff University

“This was an opportunity for the team to step back from their immediate commitments and to critically reflect on their achievements and future challenges in a constructive and supportive environment”

**Professor Malcolm Eames, Low Carbon Research Institute**

# The Challenge

Bring together 20 researchers from six Universities, who had worked on the project for 2 years and about to enter final year of project

## What was wanted

1. Review what is working well / could be better

2. Share a big picture of current status + clarify future potential

3. Summarise way forward including how to share outputs

4. Build on facilitation and problem solving skills

### What we did:

Collaboratively designed the two day event with the team - this enabled knowledge transfer to the team and learning as we designed their event.

# STEP ONE: DESIGN

It was important to support the team to develop practical skills in facilitation so we engaged the team throughout in the design process.

We began by clarifying the purpose of the event and then worked with the client to develop a “storybook” for the event.

We attended the team’s quarterly review meeting to present the early design iterations and get some feedback.



# STEP TWO: FACILITATION OF EVENT

The workshop was conducted at a brisk pace, but included adequate time for reflection and individual thought.

The process required a high degree of interaction and afforded the opportunity to 'stand-back' and look at the work done and the emerging outputs from the perspective of 'external' stakeholders.



# IMMEDIATE BENEFITS

- The process proved to be very enlightening and enabled clear priorities and deliverables to be defined and agreed by everyone.
- The sharing of ideas and plans reinforced the sense of collective vision and has helped the whole team to look forward to delivering a coherent output which can be truly described as being greater than the sum of the individual parts.

# The Results: Final Year Success



## The Results

The team felt that the careful design and high quality facilitation of the workshop significantly improved communication and mutual understanding across a large and dispersed interdisciplinary research team, allowing the development of a strong shared commitment around a revised work plan for the final stages of the project.

# WHAT THEY SAID:

Nigel did an excellent job on maintaining momentum and energy in the group. As a result we came away with very positive results

Nigel was very easy to work with and the whole event was well catered to help us understand where we are in our work.

Extremely well thought out, which made it both useful and enjoyable as a result

The facilitation challenged us and helped us to set achievable and realistic targets so that we can reduce uncertainty and complete the programme of research more effectively and efficiently

Nigel's calm, insightful and relaxed approach brought out the team in the team

Lots of food for  
thought – in a  
good way!

## Comments

*“ Nigel was a pleasure to work with, efficient, professional and keen to understand our needs. The workshop itself was extremely productive. I was particularly impressed with his willingness to assist the team in developing our own facilitation skills throughout the process”*

**Professor Malcolm Eames, Low Carbon Research Institute, Welsh School of Architecture**

[More Information on THE PROJECT](#)

Thanks for an  
excellent  
workshop!



If you would like us to work with your team on strategy and planning, or to develop your facilitation skills please give us a call

Ring: 08456 210008

(this will take you to a voice mail box if we are all out at an event so please just leave a message and we will respond in 24 hours)

Email: [christinebell@centreforfacilitation.co.uk](mailto:christinebell@centreforfacilitation.co.uk)