

EPR STRATEGIC WORKSHOP FOR DIRECTORS 2017

Fit for the future – co-creating the EPR of tomorrow

28-29 September 2017

IRCCS Fondazione Don Carlo Gnocchi Via Capecelatro 66, 20148 Milan, Italy

Introduction

EPR's current strategic plan comes to an end in 2018 so in 2017 a number of actions have been launched to gather members' input for developing new strategic objectives and ways of work for the coming years in order to meet members' needs, challenges, wishes and expectations, and ensure the EPR network engages members, enthuses them because of its impact, and is therefore also attractive for new members.

In February 2017 a meeting for members was organised and then an online survey was launched. Following a discussion on first results of the consultation at the June General Assembly the Board agreed that the 2017 Workshop for Directors would take this input and go deeper into developing the strategy, whilst also ensuring a learning dimension for the participants. The meeting will help uncover what needs to change and how in order for EPR to achieve its mission and vision. More information on the content of the workshop is found below.

On the second day of the event in Milan, Raheem Esmail, experienced EQUASS and ISO auditor, will present the new EQUASS 2018 system, which will replace the 2012 version by January 1st 2018. By providing extensive information on how EQUASS system compares to other established quality systems, and how it can support the growth of a social service organisation in its performance, in order to better serve its users, the aim of this session is to further the understanding of members of EQUASS and equip them to promote EQUASS in the coming years.

Following this presentation and discussion, a General Assembly will take place. In addition to statutory business the focus of this meeting will be a session where all members will exchange key developments in their own organisations and/or countries of potential interest to others. Participants' understanding of other members will be deepened, facilitating cooperation and learning from others' experiences. Information shared will be recorded by the secretariat and used to identify synergies and shape future activities to benefit the whole network.

Objectives of the workshop

Adopt a common understanding of EPR's mission and vision starting from feedback already received. Identify where changes/improvements are needed to reach the mission and vision, relating to:

- Types of activity, working methods, governance, external expertise
- The secretariat

Develop solutions/ideas of concrete actions to take to make these changes and a roadmap/strategy for further change. Participants will engage with new concepts and methods through the workshop in a way that they can be used back in their own organisations for strategic improvement, or to help tackle challenges their organisation is experiencing or may in the future. Directors and Managers are strongly encouraged to join the event in order to contribute to ensuring that EPR's future strategy meets the needs of their organisation, and to take away strategic tools for further use.

Much of the discussion will take place in groups to ensure maximum participation.

Draft agenda overview

Thursday 28 September	
Time	Item
9.15	<i>Arrivals and coffee</i>
9.30	Welcome and introduction to FDG Short video Father Vincenzo Barbante, FDG President Dr. Roberto Costantini - Director of FDG IRCCS S.Maria Nascente Ing. Marco Campari - FDG CEO
9.50	Welcome and aims of workshop - EPR President, Frits Wichers
9.55	Agenda and ground rules
10.05	Introductions
10.20	Start with WHY? <i>To check, consolidate, and capture participants' common understanding of the network's vision, mission and call to action.</i>
11.20	<i>Break for refreshments</i>
11.40	What members are saying: EPR Secretary General Laura Jones Discussion to identify and prioritise key strategic themes
13:10	<i>Lunch break</i>
14.00	Human Systems Dynamics
14.15	Drill Down Thinking 1
15.45	<i>Break for refreshments</i>
16.00	Polarity Thinking
16.30	Drill Down Thinking 2
17.15	Reflections
17.30	Close of day 1 workshop session
19.30	<i>Dinner – Carlsberg Ol – see below</i>
Friday 29 September	
8.45	<i>Gather and coffee</i>
9.00	Check-in
9.10	Polarity Thinking - application
10.30	Developing Solutions; the action plan for next steps.
11.00	<i>Break</i>
11.15	Developing Solutions
12.15	Reflections
12.25	Evaluation
12.30	<i>Lunch</i>
13.30	Understanding EQUASS 2018 – how it compares to ISO 9001:2015 EQUASS Consultant Raheem Esmail
14.30	General Assembly including exchange among members
15.45	<i>End and departures</i>

The **dinner** will be held at *Carlsberg Ol*, via Bastioni di Porta Nuova 9. <https://carlsbergol.it/> (about 500 metres from metro station "Garibaldi" - Lines 5 and 2). Despite the Danish name it offers good Italian cuisine and is in a very nice area of Milano, completely rebuilt before the EXPO with beautiful architecture and nice to walk around. The menu will cost €35/pp, antipasti, primi piatti and main course with water and coffee, plus a glass of wine, beer or a soft drink. Vegetarian option available. Partners welcome. Attendance at dinner and whether coming with a guest to be indicated in the google form.

For those interested in travelling to the restaurant together, a group will leave from the Hotel San Siro at 18.45 and from the Poliziano at 19.00 (direct metro from within walking distance of both hotels).

Trainers

The workshop will be co-facilitated by **Dr Roger Greene and Mr. Nick Richmond**, who are both Directors of Tricordant. Roger is an expert facilitator and specializes in Mobilizing People for Leadership, Partnership development and Health and Social Care. He combines his Organisation Development expertise with extensive experience of front-line leadership in the public, commercial and third sectors over 25 years.



Nick is the lead Director for the Organisation Design practice and is the Co-Chair and UK country lead of the European Organisation Design Forum. He had 8 years' experience in the manufacturing and process industries, including 6 years providing technical process solutions to industrial companies and has 10 years' experience as an organisational design, development and programme management consultant with Tricordant. Experienced in strategy development, organisational transformation and project management.

Tricordant is an organisational consultancy. Our passion is enabling organisations and networks to be whole and healthy. We work with complex and networked organisations in many different sectors, including in Health and Social Care, Not-for-Profit, Local Government, Commerce, and Industry.

We design specific interventions tailored to the unique situation and needs of client organisations. We take a facilitative and co-creation approach; we believe in working with clients and stakeholders to develop the best possible outcomes through harnessing the power of their own knowledge and experience.

Practical information; Venue & Accommodation

The meeting will be hosted by EPR member Fondazione Don Carlo Gnocchi in Milan.

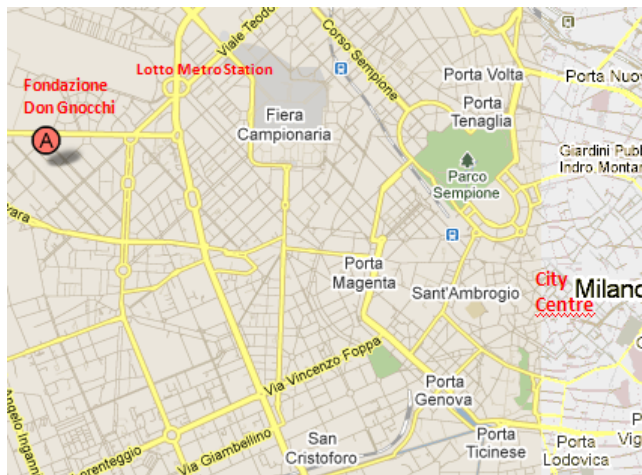
The City of Milan: Milan is the second largest municipality in Italy after Rome, and capital of the region of Lombardy. It is a leading global city, with strengths in the arts, commerce, design, education, entertainment, fashion, finance, healthcare, media, services, research, tourism. Its business district hosts Italy's Stock Exchange and the headquarters of the largest national and international banks and companies. The city is a major world fashion and design capital, well known for several international events and fairs, including Milan Fashion Week and the Milan Furniture Fair. The city hosts numerous cultural institutions, academies and universities, with 11% of the national total enrolled students. Milan's museums, theatres and landmarks (including the Milan Cathedral, Sforza Castle and Leonardo da Vinci paintings such as The Last Supper, a UNESCO World Heritage Site) attract over 8 million visitors annually. The city hosted the Universal Exposition in 1906 and 2015. For those who are keen on football, it is worth mentioning that Milan is home to two of Italy's major football teams (Milan and Inter), and the FDG premises are located very close to the famous San Siro Stadium.

Venue address

IRCCS Santa Maria Nascente
Fondazione Don Carlo Gnocchi
Via Capecelatro 66, 20148 Milan, Italy

Nearest Metro Station

San Siro Ippodromo (M5): 10 minutes' walk



Accommodation

1) B&B Hotel Milano San Siro*** ([website](#))

Price for two nights: 160.20€ (wifi included, €7.20 breakfast)

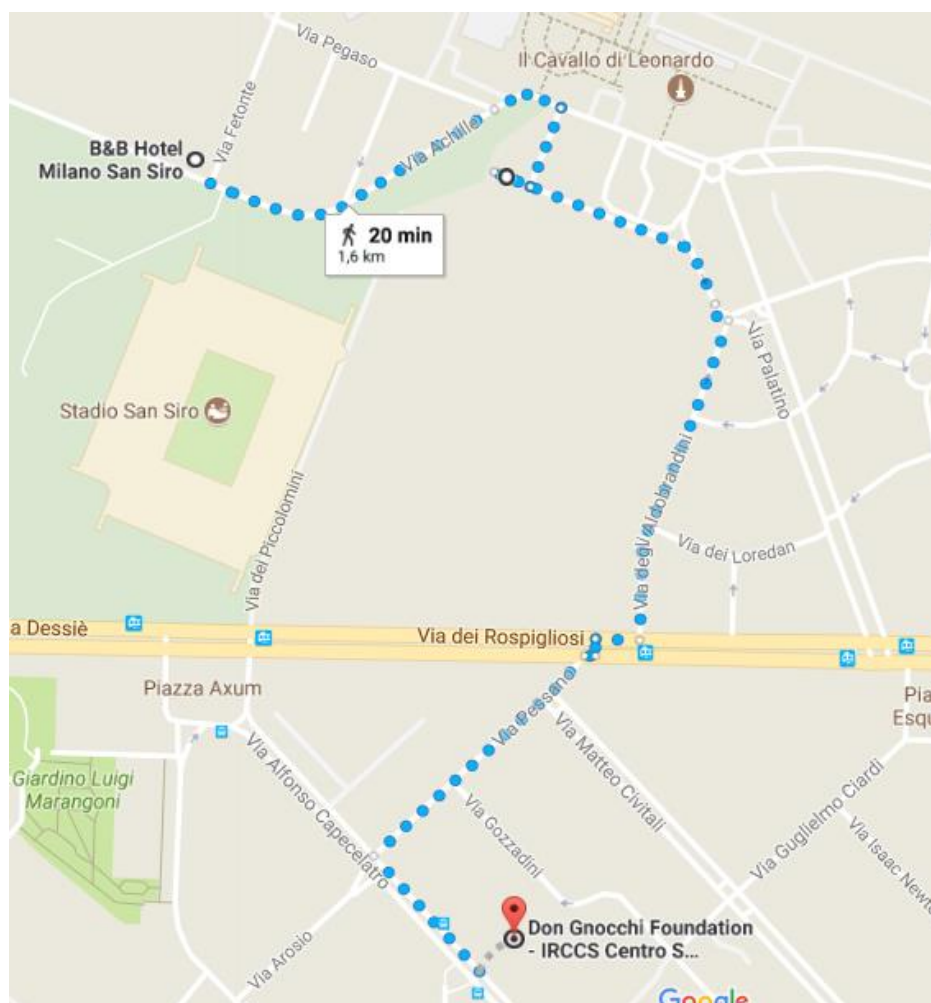
How to get to Saint Siro hotel from the airport

- **From Linate Airport:** Take the X73 bus from the airport and get off at the last stop in Piazza San Babila; then take the subway MMI towards Fair / Rho Fiera and get off at Lotto stop. Transfer to line M5 towards San Siro and get off at San Siro Stadium stop. The hotel is located on the opposite side of the stadium.

- **From Malpensa Airport:** Take the shuttle train "Malpensa Express" and get off at Milan Cadorna railway station. Take the metro line MI towards Rho Fiera and get off at the Lotto Fiera stop, then change with line M5 towards San Siro and get off at San Siro Stadium. The hotel is located on the opposite side of the stadium.

How to get to venue from hotel (20 mins by foot)

A group will leave from the hotel at 8.45am on day one and 8.30 on day 2 to walk together.



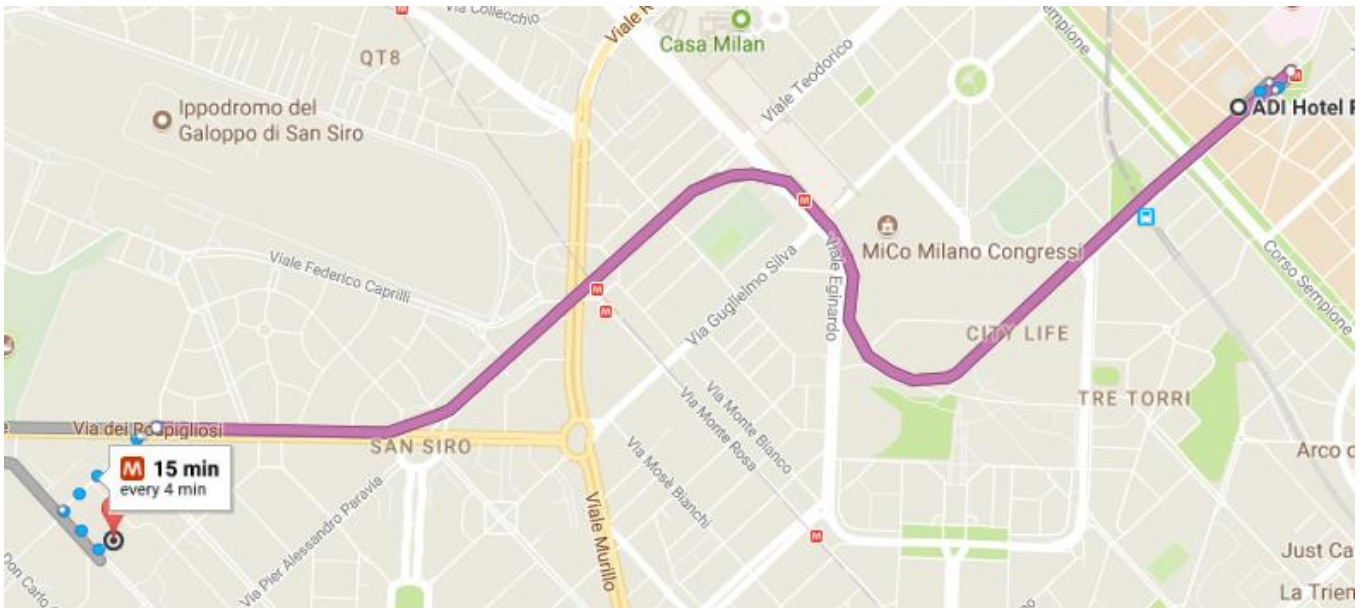
2) Hotel Poliziano Fiera**** (website)

How to get to Hotel Poliziano Fiera from the airport

- **From Linate Airport:** Take the X73 bus from the airport and get off at the last stop in Piazza San Babila; then take the subway MMI towards Fair / Rho Fiera and get off at Lotto stop. Transfer to line M5 towards San Siro and get off at Gerusalemme stop. From there is only a two-minute walk to the hotel.

- **From Malpensa Airport:** Take the shuttle train "Malpensa Express" and get off at Milan Cadorna railway station. Take the metro line M1 towards Rho Fiera and get off at the Lotto Fiera stop, then change with line M5 towards San Siro and get off at Gerusalemme stop. The hotel is situated a 2-minute walk from the metro-stop.

How to get to venue from hotel (20 mins by foot)



A group will leave from the hotel at 8.50am on day one and 8.30 on day 2 to take the metro together.

Contact Details

Should you have any questions, please feel free to contact Laura Jones at ljones@epr.eu mobile +32 485 213 896.