



ROLE PLAY EXERCISES - SHOWN AGAINST BEHAVIOURS ASSESSED

BEHAVIOURAL AREA ASSESSED	Managing Resources, Programmes & Projects	Working With People & Driving Performance	Collaboration	Problem Solving, Analysis & Decision Making	Leading People, Giving Purpose and Direction	Managing Information & Achieving Results	Communicating, Influencing & Making a Personal Impact	Service Provision & Delivery Focus	Strategic Thinking	Developing and Applying Expertise & Learning Continuously
Caratna										

The participant operates as a manager for the World Agency Tackling Poverty through Transport (WATPT). A recent meeting between WATPT officials and Caratna ministers led to very frank discussions regarding a need to improve the economy and manage any factors that are likely to impact economic growth. The participant has been given the task of working with satellite departments within the Caratna region, with a view to improving transport access for woman. The participant meets Robyn Right, who recently came under fire from a number of stakeholder organisations. It was decided that support and arbitration was needed to get the situation back on track, and they have been sent by a senior WATPT official to resolve the crisis Robyn is facing.

Community Regeneration										
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The participant operates as a Senior Local Government Liaison Officer (SLGLO), working for the Commission for Community Regeneration (CCR). A formal request has already been sent to the CCR from Northwart City Council from a broad range of senior members including the Head of the Department for Community Improvement (Robyn Asbowing). Robyn has compiled a wide range of social issues that need to be tackled, based on confidential Local Authority reports, letters from constituents, press cuttings, reports from pressure groups and key statistics. The participant's task is to meet with Robyn with a view to formulating effective strategies around the issues s/he is facing. It is critical they understand all of the issues and make decisions surrounding further action, justifying their emphasis.

CultureFEST										
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The participant operates as a manager for the Independent Review Board, set up to improve the CultureFEST Festival of Culture. They have been given the task of working with Dr Courtney Rayne from the Parade Committee. The participant assists Dr Rayne in relation to: maintaining a collaborative approach, increasing community tolerance and acceptance of diverse cultures, and encouraging the community to take an active role in creating tolerance through artistic expression.

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Department of Property Registration										

The participant acts as a recently appointed manager in the Transaction Processing Unit (TPU) of the Department of Property Registration. This department was established in response to government legislation introduced to curb profit from crime. The legislation made it essential for proof of ownership and/or purchase to be clearly and unequivocally proven for any single item with a purchase value or insured value of £1000 or more. The participant meets Chris Davis, a Shift Leader, in relation to some quality issues surrounding print production within the TPU. It is evident that Chris's shift team are underperforming and the participant has to discuss the performance issues with Chris.

Environmental Crime Prevention										
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The participant acts as a newly appointed manager in the Interdepartmental Crime Prevention Unit (ICPU). Their key strategic responsibility involves reducing a fear of crime on public transport in the city of Holmesborough, which is disproportionate to the actual reality of crime incidence. Historically, they have been working with a range of stakeholders, including emergency services for the past three years in relation to social crime interventions. However, they have only recently been tasked with constructing a fear reduction strategy in relation to use of public transport. Political infighting within the ICPU has lessened the credibility of advice in recent months and this issue is no exception. In particular, a rift has arisen between a member of staff and the rest of the department, which is seriously impacting the dynamic of the department. Robyn Price has clear opinions in relation to the strategy that should be adopted to reduce fear on public transport. The participant been called upon by the head of IPCU to iron out the issues and find a way forward.

Flood Evacuation										
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The participant acts as a manager working for the Environmental Control Agency (ECA). They have been given the task of working with key stakeholders in the Canteth region in relation to reducing the impact of a recent flood, and developing sustainable solutions for the future. A recent meeting of Environment Control Agency governors in relation to the Canteth flood led to very frank discussions between the ECA and the Water Resources Council CEO. During that time it was also brought to the CEO's attention that the Head of Communications (Alexis Broadwater – who is an expert in building flood resilient cultures), came under fire from a number of stakeholder organisations. It was decided that support and arbitration was needed to get the situation back on track, and the participant is sent by the ECA to resolve the crisis through direct action. Alexis Broadwater's focus includes: warning methods and the diverse population at risk, public awareness and education initiatives and individual action and local flood protection.

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Not for Profit Redevelopment Intervention Initiative (NPRII)										

In the days after the flood, a relatively small not for profit British organisation, the Not for Profit Redevelopment Intervention Initiative (NPRII), began to work with leaders around the Canta region. The opportunities for effective collaboration increased when relief appeals doubled the NPRII's funds, which gave rise to a much more ambitious strategy. The NPRII saw an opening to affect change well beyond emergency relief or short-term recovery. The NPRII wanted to take on the pre-flood landscape of poverty and deprivation in the Canta Region. The most recent flood thrust both the NPRII and *Desing Jahmah* (a local supporting the relief effort) onto a larger stage. The participant acts as a manager in the NPRII. They are being sent as part of a small team to the Canta Region. As part of their visit they will be required to meet with Desing Jahmah, and assist him/her with finding a way forward in relation to any identified priorities. They operate in an advisory capacity, evaluating and supporting the key issues that have been identified in relation to rebuilding the communities devastated by the flood.

Managing Infrastructure Change										
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As part of a drive to improve railway performance in the county of Southbarn a Public Private Partnership (PPP) was set up between *RailMove*, the rail operating company and a civil engineering company, Southbarn Civil Engineering (SCE). SCE was tasked with a number of enhancements to the local infrastructure (track, stations, bridges, etc.) in order to improve rail services. Duplication of effort began to creep into the project leading to time slippage. This led to consequent impacts on budgets and return on investment. The participant acts as a Senior Project Liaison Managers working for *RailMove*. They are to meet with Chris White, the team manager at SCE with a view to formulating effective strategies around the issues s/he is facing on the infrastructure project. On arrival at the SCE offices, and upon further investigation prior to meeting Chris, they also find out that finger pointing and accusations were rife and this was having a noticeable affect on the team motivation and performance. The *RailMove* Directors have sent the participant to SCE to agree with Chris White corrective actions and refreshed strategies relating to the infrastructure project.

Southbarn Housing										
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The background to this role play revolves around a city in the South of England (Southbarn). The city has a number of sociological issues that cut across crime, housing, education, local democracy and multi-cultural inclusion. Nationally, community regeneration is a key domestic policy issue for the government, which has led to the creation of the Commission for Community Regeneration (CCR). The CCR has been approached by senior council officials from Southbarn City Council for help in resolving issues related to the nine month old initiative to provide housing for migrant and ethnic minority families, which is way behind schedule. The participant acts as a Senior Local Government Liaison Officer (SLGLO), working for the Commission for Community Regeneration. They are tasked with meeting Chris White, a Director of SureHomes, who are a supplier of housing services to the Council, with a view to formulating effective strategies around the issues s/he is facing on the re-housing project.