

## How should archive leaders respond to the prospect of service reviews?

*“Work with a passion on what is within your sphere of influence; what is outside, forget about!”*

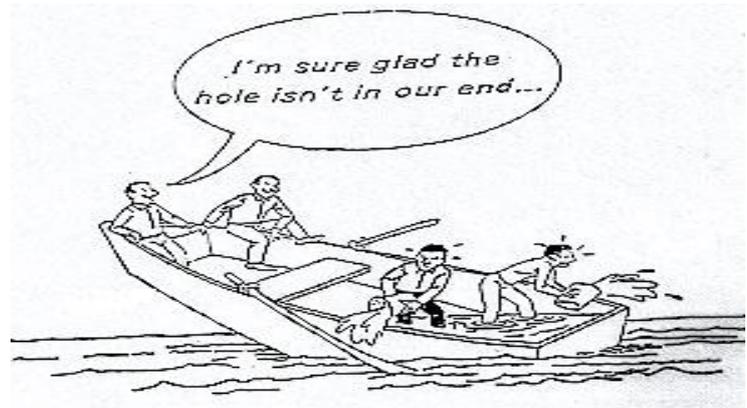
(Dr Stephen Covey)

You might be faced with an imminent service review, the prospect of one in the future or simply want to introduce review and improvement cycles to help you to improve and prove the value of the service, thereby enhancing the long-term resilience of your service. Whichever scenario you find yourself in, the key is to **avoid stress! Instead, take action!** Here are some tips....



- a. Fully engage with any review being conducted by the wider organisation or department. Make it clear that you believe it is a good way forward. Avoid communicating any negativity. Attempt to be a part of the review teams (so that the organisation can make use of your expertise in this area!).
- b. Take a proactive approach. Implement service review cycles without waiting for a broader review. Develop your skills and knowledge in this area – even become an expert! If you discover that there is to be a review of the wider organisation or department, find out the methods that the review team will use and implement them before you have to! (e.g. scenario planning – see page 16).

- c. Avoid trying to ‘fight your corner’ – even if you win, you will still only have a corner!....and this will gradually become smaller. Develop excellent relationships and collaborations with other departments. Recognise that you are all interdependent.



- d. Be open and supportive of innovation and change – make it clear that the archive service can and will innovate and change – better still, prove that you are currently doing it!

- e. Develop clear strategic outcomes, which link directly to the vision, mission and strategy of your parent body.



- f. Collect, collate, analyse and make use of performance data to improve the value of the service. Understand the performance and value of the service in terms of data and communicate this with stakeholders.

- g. Engage with and influence stakeholders, so that they are effective advocates for the service.