



Course Guide

2010 - 2011



"...very enjoyable and informative course and would recommend the 'Excellence Programme' to other staff."



"I would like to recommend you use the broad services offered by Staff Development..."

**reserve
your place
now!**

see inside for
details on...

- Excellence and Change Programmes
- Working with Departments
- Performance and Development Review
- Management and Leadership

and many more...

bookings and enquiries:

web: www.lboro.ac.uk/staffdevelopment

tel: 01509 222381

email: sd@lboro.ac.uk

Training you are expected to do

Data Protection Act – online information

Guidance available via the website:

<http://www.lboro.ac.uk/admin/ar/policy/dpact/> – Data Protection
<http://www.lboro.ac.uk/admin/ar/student/handbook/section16/index.htm> – Data Protection section of the Student Handbook

Freedom of Information – online course

There is an online FoI course for you to complete at your leisure. We think it's essential that everyone knows the FoI procedures, so that if you receive a request, you know what to do with it! For general guidance on FoI see:

<http://www.lboro.ac.uk/foi> - Freedom of Information

HoDs and HoSSs – Safety Awareness

New HoDs and HoSSs are expected to complete this two hour training course which provides an introduction to the health and safety responsibilities of Heads.

Performance and Development Review (PDR) for Reviewers

This is a practical 3 hour session to familiarise you with Loughborough's new PDR framework and help you develop the skills required to get the most from the ongoing PDR process. The session focuses on the skills you will need as a reviewer to make the most of all your PDR's, as well as offering best practise tips and ideas.

'I didn't know what to expect from the day but I knew it would contain the inevitable (but necessary) health and safety briefing and outline of the hierarchy and strategic planning, however, I didn't expect the historical tour of the Uni nor the obvious enthusiasm of all speakers and organisers. On reflection last evening, I concluded that what you have achieved in a single day, is made me feel I am in an organisation which welcomes me into its midst and is prepared to recognise my efforts. I find this unique as I've not experienced this before in a work situation (and I have been in the 'world of work' for many years).

Unfortunately, as a lifelong sceptic and cynic, I shall nevertheless be looking for the spin in any of the Unis dealings with me, but I have to give full marks for the promising start to my career at Loughborough Uni.'

Jim Baker, Civil and Building Engineering



*I have to say, before I attended the session on PDR training I was already pretty confident about conducting my team PDR's, nevertheless I attended with an open mind and also went along to support my team. I actually found the session **really useful** and it raised some **interesting** and quite **powerful issues** that we as a department had not previously considered and we will be doing so over the coming days and weeks. The **session was delivered well**, it had been adapted slightly to make it bespoke for our departments needs and this allowed us time to really focus on our department and all in all we **all felt that it was time very well spent.***

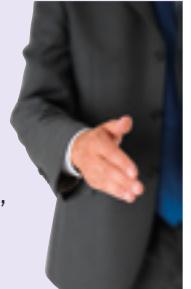
Professor Jon Binner, Head of Department and Professor of Ceramic Materials, Department of Materials

Probation Adviser Training

As the University invests in quality staff, it's vital that the probation period is used effectively to ensure new members of staff get off to the best possible start. There are two separate courses for: (i) academic probation advisers and (ii) non-academic probation advisers. Both sessions detail the requirements and operation of the University's probation processes, and clarifies the nature of the role of the probation adviser. For line managers and newly appointed academic probation advisers.

Recruitment and Selection

This course is designed for all those involved in the recruitment and selection of new staff. The session will outline the various elements of Recruiting and Selecting new members of staff. We will consider the legal framework and will consider job descriptions, person specifications, and how to test for agreed selection criteria.



Respecting Diversity

This session arises out of the University's commitment to diversity and out of a desire to respond to recent changes in legislation.

The session will look at issues such as bullying and harassment and our statutory and policy obligations in relation to all aspects of Equality and Diversity. We also consider the implications for our procedures and practices, discuss some pitfalls in the area & share examples of good practice.

Safeguarding Children Training

This event will raise awareness of the issues relating to safeguarding children and young people from significant harm and the importance of creating a safe working environment. For all staff who have regular working contact with children.

University Orientation

This is an informative and interactive introduction to Loughborough University.

Participants are given an overview of the University's history, current position and where we are heading in the future.

You will get to meet members of the Executive Leadership Team and have a guided tour of the campus. You can enjoy a free lunch with your new colleagues and share stories of your first few weeks/months on campus.

Orientation is offered each month and new staff members are automatically assigned a place on the next available course and only need to contact us if they need to change the date they have been allocated.

Change Programme

Coaching through Change

If you manage people and want to engage more effectively with them to improve confidence, commitment and performance, particularly during times of change, this workshop will help you develop the key skills required. The session explores what coaching is, and is not, and also explores how powerful coaching can be through periods of change. Although 'change' is the key focus here, the wider coaching principles can also be applied to wider management practice.

Dealing with Change

This pragmatic half day workshop is for any member of staff affected by change in the University. The workshop invites you talk about what's changing in your area of the University, and why. The workshop also invites you to consider how and why you respond to change in the way you do. You'll leave having learnt how to choose your response to change in order to deal with it positively and enjoy less stress in the process.

Managing Change

This workshop is for all members of staff who are driving big or small changes in the University, and for those responsible for implementing changes. In addition, those who wish to refresh their skills, knowledge or understanding of how they lead change will find this course a useful investment of their time.

Working in Open Plan Spaces

This is a bespoke session offered to teams who are moving to buildings with open plan working layouts. It covers an overview of why changes are being made to locations of services and departments on campus, an update on your new offices, advice about making open plan working successful and stress free, and an opportunity to discuss how you want to work together.

Excellence Programme

Building Relationships to Improve Outcomes

The overall aim of this course is to look at the service improvements that can be made within your departments. Part of this process includes giving consideration to the things that are holding you back from making improvements and identify ways around these. We will also be looking at the importance of fostering good relationships within (and outside) your department to improve the service you offer.

If you would like to know more about running this session within your department please contact us directly.

Dealing with Difficult Customers

Most of us will at some time or another experience difficult situations with certain people or certain types of behaviour in others, be this aggression, sarcasm, put-downs, threatening or abusive behaviour. This course will help to build confidence and skills in dealing with these situations in a positive and effective way.

How to Drive Continuous Improvement

This course assumes that anyone attending will have a basic understanding of the principles involved with communicating and dealing with students/staff/visitors. The aim of the session is to look at the university on a wider basis and consider how we can improve and simplify services between departments/teams. We will be discussing the impact that departments have on each other and trying to identify ways to create the best overall experience for everyone that visits Loughborough University. It is not a pre requisite of the course, but it may be useful to attend the Excellence Programme – Building Relationships to Improve Outcomes before attending this course, as there is a natural progression.

Improving the Experience

This course is aimed at giving participants the opportunity to reflect on the levels of service they offer to colleagues, students and customers. We look into creating good impressions, choosing the right attitude and understanding basic communication.

Japan and the Japanese

This course is designed to make Japanese visitors and students feel welcome and comfortable. You can learn how to speak a few words and get an overview of Japanese culture.



The International Experience

This is a course for all staff with the aim of sharing experiences and good practices. Whether you are a member of staff who wishes they had paid more attention at school to their geography lessons or someone who has travelled the world and experienced lots of cultures, it doesn't matter; it is all about creating an International Experience for everyone at Loughborough University.

"I have supported this project from the initial concept. I would encourage staff to find out more about the Excellence Programme and how it could both help them develop and support their departments in delivering the University's strategy."

Will Spinks, Chief Operating Officer

Action Learning Sets – Regional

These sessions are powerful development opportunities that allow you: to explore critical professional issues with senior colleagues, to generate actions, and to review the impact of those actions. Dates for these full day sessions are available via our website. Suitable for: HoDs, HoSS and other senior staff. Participants will be drawn from universities across the region.

Are you Managing or Leading?

This course is about developing your leadership skills and making sure that you are leading as well as managing. The big question is – what is the difference? So in this session we explore the differences between managing and leading, getting you to think about your own style and possible areas for development.

Chairing Meetings

Ever been to a meeting that dragged on and didn't seem to achieve anything? Where people came with their own agendas and hijacked the real meeting? This course is designed to give you the skills and knowledge you need to chair effective meetings and as a result, make better use of everyone's time.

Coaching Programme (ILM Level 3)

You MUST attend the Coaching Programme Briefing workshop before attending this programme.

Coaching, used properly, is a highly effective way of helping individuals to develop their performance to a very high standard. Staff Development at Loughborough University are offering this exciting opportunity for team leaders and managers to gain practical coaching skills and gain a qualification at the same time, under a new joint initiative in partnership with Aspire at Loughborough College – our local ILM Centre of Excellence.

As part of the programme, and to gain the ILM level 3 award in Coaching, you will be expected to complete at least 6 hours of coaching, so you do need to ensure you have willing 'volunteers' from either the teams you manage, or poach someone from another team if you wish! You will be asked to keep a 'coaching diary' to chart your development in coaching skills. The tutors will give you more information on day 1.

This programme is open to; team leaders and managers who are interested in developing practical coaching skills and gain a qualification at the same time.

Giving Effective Team Briefings

This focuses on the skills that you will need to communicate messages through team briefings. Focusing on a combination of presentation skills, influencing/persuading skills we will first look at the benefits and purposes of team briefings, followed by key tips on how to make them more successful. The overall purpose for this session is to create a culture of open communication, with clarity of direction and information.



Leadership Award (ILM Level 3) Programme

You MUST attend the Leadership Award Briefing workshop before attending this programme.

The ILM Level 3 Award in Leadership is a professional management qualification, that's internationally recognised and demonstrates that you can practise good leadership and management. It is delivered on campus by an external provider over 5 separate days. This programme is most suitable for: Management and Specialist, Administrative, Technical and Operational job family staff who have first line management or supervisory responsibilities – aspiring managers who are interested in developing their leadership skills and capability and who have scope within their role for putting into practice what they learn – managers with experience but who may not have had opportunity for formal development – those wanting a vocational programme and award.

Leadership Development Programme with Action Learning Sets (MSDP)

This is a regional programme for colleagues in Midland HEIs and is intended for both academic leaders (such as Heads of Department) and senior professional services staff. It is anticipated that each participant will be working on at least one major project for which they have responsibility. The programme will provide facilitation, psychometric assessment and feedback, networking opportunities, Action Learning Sets, coaching (if required), opportunities for reflection and a unique opportunity for participants to consider their own future development and continuing professional and personal development with colleagues from outside of their own HEI

*"I wasn't sure what to expect from the **Leadership Development Programme** but found the **experience enjoyable** and a selfish opportunity to reflect on individual leadership styles and theories. Initially,*

*I recognised the class as being more Senior to my role but found the discussions very similar scenarios to those I have encountered and most relevant. I was surprised at how well the **mix of staff interacted with each other** and how powerful talking to a manager from a completely different background **helped to overcome any personal blind spots.***

*I am confident to say that I took something away from each session that will in time **enhance my ability to lead.** Our 'Learning Sets' remain a positive experience and has **strengthened relationships** with key people that I trust to confide in. It's very satisfying to know that I have contributed to helping others over an obstacle – and appreciative of their continued support to me."*

Managing Performance

A one day course covering reward of exceptional performance, motivating your good performers, and dealing with underperformance. Two separate courses will be offered for those managing academics and those managing staff in other job families.

Making your Case

Many of us need to make cases to committees or individuals to get their support for something that we want to do. The way in which this is done will have a critical impact on the outcome. This session will look at the preparation needed to make your case, in writing or face to face successful.

Managing Internal Projects

This course is aimed at staff who have a responsibility for managing successful projects as part of their role. This session will examine the planning that needs to go into successful project management and the skills that project managers need to have if they are to implement their plans.

Managing Sickness Absence

This new 4 hour course gives you an overview of the new sickness policy, but also gives you practical ideas and ways to use it. You will work in groups to suggest ways to handle particular situations, and then be given feedback on your ideas from HR Advisors. This course is essential for people who have responsibility for managing others.

Motivating your Team

The session has been designed on the premise that staff who are well-motivated enjoy their work more and perform better at work than those who are not. The session provides an overview of several theories of work motivation drawn from management theory and explores how these can be applied to motivate others at work.

Project Management in the Real World

A full day introduction to the process of managing projects and the tools to assist in planning and tracking progress; this course is intended to be immediately applicable to planning and managing academic and research projects as well as commercial or internal projects. It covers the theory and principles of project management within the context of any project management methodology. Suitable for everyone – research students, academics, research staff, managers and administrative staff.

The Emotionally Intelligent Manager

A developed emotional intelligence has been recognised as essential for operating effectively as a manager. The ability to recognise and handle emotions in yourself and others lies at the heart of responding to challenges such as dealing with stress, coping with change, acting assertively or dealing with difficult behaviour. This half day session will allow you to explore how the use of emotional intelligence can help you in your role as a manager.

Understanding your Management Style

Research suggests that those who invest time in discovering their own management styles are more easily able to adapt to changing situations, get the best from individuals in their team and recognise why people issues sometimes 'go wrong'. This short course will help you understand key management styles, where your personal strengths lie, and which styles you may wish to develop.



Administrative Skills

Conference Planning and Organisation

Are you the person who needs to make things happen, once a decision to run an event has been made? This half day practical workshop considers the main operational aspects of event planning and organisation.

Suitable for Staff and postgraduates involved in the operational aspects of conference planning.

Confident and Stress-free Minute Taking

This workshop will help those who need to write minutes and extract salient points from meetings, talks or discussions. It includes planning for the meeting, and preparing an agenda, listening and recall techniques and practice in note-taking.

Suitable for Administrative staff.

Grammar, Punctuation and Proofreading

Do you write in clear, straightforward English? Do you know how to construct a clear, comprehensive sentence? Are some of the rules and conventions of punctuation and grammar a bit hazy? Then this workshop is for you.

Suitable for staff who would like to improve their grammar and punctuation.

Learn to Touch Type: an Online Course

Using the KAZ typing tutor software, which runs over the internet, you can learn to touch type effortlessly! KAZ provides interactive keyboard training to teach you essential keyboarding skills – the system will record your progress.

Suitable for all Staff and Postgraduate Students.

Mind Mapping

Mind Maps are powerful tools for absorbing information and organising large volumes of facts. This session aims to help you to create Mind Maps for collecting, organising, analysing and recalling information. Many people have found that this simple technique has revitalised their whole approach to thinking and note-taking.

Suitable for all staff.

Speed Reading

In this age of information overload, speed reading skills will help you to conquer those stacks of unread memos, reports, manuals, newspapers and journals. This technique is more than just reading fast, it's about reading efficiently.

Suitable for all staff.

Teeline Shorthand (Beginners)

The Teeline system of shorthand is easier and faster to learn than many shorthand systems. It is based on the alphabet, as opposed to phonetics, and speeds in excess of 100 wpm can be achieved. It is thought that Teeline takes just a quarter of the time it takes to learn other methods of shorthand.

Workshop is primarily for secretarial, clerical and administrative staff, but other staff groups are welcome if there is space.

Teeline Shorthand (Advanced)

You've mastered Teeline now it's time to increase your vocabulary and in the process your speed.

Suitable for any member of staff who has Teeline speed of 70wpm.



'I am an administrator at Loughborough College and am using my shorthand when I can during meetings or telephone calls. I think that shorthand is a dying skill in administrative job roles especially as there is equipment available for recording conversations. Doing the course has helped me gain a new skill that I am still using and practicing!'



Blood Born Viruses and other Pathogens

If your job may expose you to unscreened blood, a risk of needlestick injury or any specific work related infections, you should attend this course. Based on the University's policies on biological safety and blood borne viruses and other pathogens, it provides a summary of how infectious agents get into the body and how this can be avoided.

Control of Substances Hazardous to Health (COSHH)

For DSOs, Biological Safety Officers and other staff responsible for carrying out COSHH risk assessments.

Fire Extinguisher User

Designed for all staff who have fire safety responsibility who may need to operate fire extinguishers safely, this is a practical course, using fire extinguisher equipment on a real fire. On completion, you will have a clear understanding of fire safety in the context of your workplace.



Fire Marshall/Fire Coordinator Awareness

A practical course for all Fire Marshalls/Fire Coordinators, who need their initial or refresher training.

Hydrogen Safety Awareness

If you need this training, because of your job or work plans, then please contact your DSO who will arrange a 1 hour briefing for you.

Management and Risk Assessment of Manual Handling Operations

This course will provide DSOs and other staff who have responsibility for managing manual handling, or carrying out risk assessments, with a basic knowledge of anatomy, mechanics of movement and the causes of most manual handling injuries so that these can be prevented in the workplace.

Manual Handling – user training

A practical one hour course which will be run in your department or section, if you request it from your DSO. Even the lightest or smallest of loads have the potential to cause injury if you're not lifting safely!

Noise at Work

If you work with noise of more than 80dB, it's your responsibility to ensure you know how to protect your hearing from damage while you're at work.



Noise Risk Assessment

This course will be run for DSOs and others who are required to carry out noise risk assessments. You'll learn how to measure noise, control risk and conduct health surveillance.

Radiation – general

Training for new radiation protection supervisors, or assistance for any member of staff working with radiation, is available on request from the Radiation Protection Officer when required.

Radiation Protection Update

This on demand session provides an update on legislation and implications for the university; changes to local rules; update on current registrations and authorisations. Feel free to register an interest.

Risk Assessment

A workshop which provides information on the principles of risk assessment and an overview of their practical application in departments. For any member of staff involved in carrying out risk assessments at work; DSOs; Small works coordinators; Biological safety supervisors; Technical and maintenance staff.

Vibration – user training

For any member of staff whose job requires them to use vibrating tools above a nominal level to learn about the health effects of hand-arm vibration and how to minimise associated risks.



Access 2007 Databases

This 5 part course will introduce you to the Access 2007 database design and development tool, and covers the vital area of database design.

Please NOTE that the course will use Microsoft Office Access 2007 and NOT Access 2003. The products are SIGNIFICANTLY different, and have a completely different user interface. Some of the skills such as database design are transferrable, but you will need to re-learn things before you can apply them directly to Office 2003. Please ENSURE that if you have Access 2003 at present, do NOT come on the course unless you understand the significance of this statement.

Dreamweaver

This two-day essential guide will show you how to create, format, manage and update web page content using Dreamweaver, the leading web-development tool for budding web developers. This course is an excellent practical introduction for anyone wanting to create their own web pages and web sites.

Emailogic

Following a successful pilot this year, we're pleased to announce the roll-out of training to help you work with email more effectively and with less stress! In just 90 minutes you will learn how to adopt new habits so that you manage your email, rather than your email managing you, and it will cover practical tips such as how to file messages. Chris Earle, Director of Sport and pilot participant said: "The sooner this is rolled out across the University the better...it saves so much time! There is excessive use of email in the university, and some very bad practise in its use. If 10% of staff improved the way they use email that would lead to a massive increase in productivity".

Excel 2007 Advanced – Tables and Lookup Functions

You can format worksheet data as a table so that you can more easily manage and manipulate the information. Tables are a great way of organising your data and you can apply different formats to enhance their appearance. Once created into a table, you can filter and sort the data quickly and easily too. We look at formatting tables and lookup tables to perform tasks such as returning the building name using a building code from a table of buildings.

Finally we finish with a practical example: We will use a list of students on a module generated from LUSI and a list of scores students achieved in an electronic test from CAA Question Mark Perception. We will look up the student's score using the student id.

Excel 2007 Intermediate – Pivot Tables and Pivot Charts

We look at analysing data with PivotTables and PivotCharts, including using Totals and Sub Totals, Calculated Fields. PivotTable reports and PivotCharts are a quick and easy way to summarise, analyse, investigate and present data. They are particularly useful if you are working with large amounts of list data.

Excel 2007 – An Introduction

A 3 part course. We introduce you to spreadsheets, entering and formatting data, and simple formulas and functions. We also look at formula referencing, labels and names to help ensure that your spreadsheets are readable and maintainable. We cover creating and formatting Graphs, Bar Charts, etc. And finding the best line through a series of data points (the mathematicians call this Regression Analysis). We will also look further at conditional formatting.

Expression Web for web pages and web sites

A 2 part course. In the past many staff used Microsoft FrontPage to build and maintain web sites. With Office 2007 Microsoft have replaced FrontPage with Expression Web. This course will familiarise you with the new look software, provide a refresh on some areas (such as accessibility), and may increase your knowledge of others (such as styles).

Mail Merge with Word 2007

This course is designed for users who are keen to extend their understanding and knowledge of the software. A basic understanding of Word 2007 is required for the course. The course will be instructor led with demonstrations of key features. A useful course booklet will be available with exercises for the participants to gain hands on knowledge of features of Mail Merge. The opportunity to ask questions will also be available.

Outlook 2007 for Emails and Calendar

A short course to help you control your email and calendar, rather than your email and calendar controlling you!

PASW Statistics

A two part course for staff and research students. The first part of this double-header will introduce you to efficient methods of data collection and data entry, particularly for surveys. Then, following a review of learning from the first part, the second session will explore statistical techniques appropriate to various data.

PowerPoint 2007

A course to help familiarise staff and research students with the key features of using PowerPoint to create and deliver presentations, plus information about designing and producing posters.



Remote Working: an Introduction to the VPN

In this course you will learn about the options available for using campus based resources from off-campus, for example from home or from other educational institutions. The course will include a live demonstration and a chance to ask questions. For staff and research students.

Safe Surfing

Suitable for all staff and research students, this course will explain the background to many common aspects of computer security. Terminology and concepts will be explained in easy to understand terms and there will be plenty of time for questions and practical advice.

Writing your Thesis with Word 2007

A 3 part course. For postgraduate researchers using Word on a PC to produce their Thesis.

This course will provide hands-on practice in some of the major features of Word such as Styles, Headers and Footers, Pagination, Autotext/Autocorrect etc.

This does NOT cover citations and bibliography. The Library offers courses on Refworks: see <http://www.lboro.ac.uk/library/skills/ssworkshops.html> for further details.

Applying for an Internal Post

This workshop will help internal applicants present themselves as effectively as possible when they apply for an internal post. The workshop covers good practice in writing applications and interview skills, and particular issues for internal candidates are also highlighted.

Assertiveness Skills

Assertiveness is about valuing ourselves, knowing our rights, and being able to speak up clearly and respectfully on our own behalf. You will learn and practise some skills in situations where assertiveness is often difficult. Also look at constructive ways of dealing with criticism and anger.

Any member of administrative staff looking for practical tips on how to be assertive.

Boost your Self-Confidence

Lack of confidence can affect us in all sorts of ways, and often results in us doubting our opinions, needs and skills, and then either hold back and feeling frustrated, or act in a way that does not bring a satisfactory outcome. This session will suggest safe, practical and effective ways to restore confidence and self-esteem.

Any member of staff who feels they would benefit from learning some practical and tangible confidence tips.

Fresh Steps Programme

Anyone interested **MUST** first attend a briefing session.

Fresh Steps is a personal development programme. Potential outcomes from attending the programme are; improved self confidence, communicate more effectively and assertively, having a more positive attitude to work/life, renewed motivation and interest in your work. The course will also help you set future goals.

This course is for any member of staff who has life experience and is open to reassessing your life and setting new goals.



Making the most of your money from the CFEB (formerly FSA)

Would you like to manage your personal finances better and avoid financial pitfalls? Then these one hour presentations, with specially trained facilitators, are for you. The session covers everything from the basics of financial planning, borrowing, saving for a rainy day to saving for retirement.

Any member of staff.

Meditation and Relaxation

The regular practice of meditation is known to release stress and tension, mentally, emotionally and physically. A calmer mind has the potential of greater focus, concentration and clarity. Learn some simple techniques that calm emotions.

For all staff. Each workshop is slightly different and staff are welcome to attend each workshop.

Online Courses

This two hour drop in session (delivered over the internet) provides an excellent medium to gain knowledge and learn new skills. Others find online courses a useful supplement to the delivered training that is offered internally. Staff from our supplier of bought-in online courses will be available to help you. Booking is essential.

Suitable for all staff and postgraduate research students.

Performance and Development Review (PDR) Briefing for Reviewees

This one hour session aims to familiarise you with Loughborough's new PDR framework and help you get the most from the annual review process.

Pre-Retirement Course

It's never too early to prepare for retirement, don't leave it until the last minute! Are you really prepared for it? What will you do all day when you don't have to spend your time working? How will your relationships adapt to the change? Can you maintain an active mind and healthy body? Can you manage financially? These are some of the questions, which this workshop will address.

Staff and their partners.

Springboard

Anyone interested **MUST** first attend a briefing session.



Springboard is a personal development programme. Potential outcomes are; have more confidence, communicate more effectively and assertively, have a more positive attitude to work/life, improve your work life balance, be able to set your own goals and achieve them, and how to reach your potential.

The Springboard programme is designed specifically for non management women, but can be suitable for more senior women if they wish to take stock of their lives and take time out to consider their own goals and aspirations.

Spring Forward

Anyone interested **MUST** first attend a briefing session.



Spring Forward is a personal development programme. Would you like to; feel more positive about yourself, be more effective in your work, be able to initiate solutions and set the specific goals you want to achieve, then this programme could be for you.

For men and women members of staff who are either considering a move into a management or leadership role, or are eager to progress further in their management or leadership role.

Taking Control of your Continuing Professional Development (CPD)

This course is aimed at staff who want to focus on their professional development. Those unfamiliar with CPD will find this especially beneficial.

The Art of Being Brilliant

Would you like; inspiration to change the way you think about work, life and relationships and to create a positive climate around you, tangible ideas which will have an immediate and positive impact at work and at home. Come on this workshop and achieve more, get better results from the people around you and understand how to be yourself, brilliantly.

Suitable for all staff.



The Art of Staying Brilliant

Build on the excellent habits you learned at "The Art of Being Brilliant". Review your progress and take the next steps. The aim is to stop the slide back to mediocrity and instil permanent change. Being an occasional 2%er is OK. Living there permanently is life-changing!
Staff who have already attended "The Art of being Brilliant".

Training Skills for the Occasional Trainer

This programme is aimed at anyone who needs to train others as part of their role on a one to one or group basis. We will look at some of the key issues involved when trying to train a single person or group. The programme is spread over 2 days to allow people the chance to practise their skills.



Time Management

This workshop will help you; identify your time wasters and learn how to overcome them, focus on things that are important, prioritise and plan your time more effectively, identify the obstacles that stop you achieving your goals and create solutions to get around them.

Particularly for administrative, clerical and secretarial staff who work in offices but open to anyone who would like to improve their time management skills.

*"The session was **well paced and presented**. The mix of attendees was interesting, as we found that there were many **common time-management problems**, regardless of the type and level of job (although I have to admit, I probably won't need the 'effective delegation' strategies anytime soon!). I found the **time-management grid** particularly useful, as well as the requirement that I identify a starting goal and plan a strategy for tackling it. **I recommend the course.**"*

Karen McCormick, LU Library

Working with your Department

Staff Development offer bespoke and tailored programmes, workshops, team building and development and facilitation of awaydays. Contact us to find out how we can help.



"I have used Staff Development when working through strategic School matters. We normally try something a little different to encourage free flowing ideas.

One example was a review of UG programmes and what we should offer over the next 5 to 10 years. We worked with two staff from each category (academic, admin, technical) brainstorming and refining ideas over two away days. We came away with a prioritised list of 9 programme refinements/new ideas. Two are now implemented and have resulted in 50% more students on the first year of two programmes. Another is leading the Professoriate on strategic planning days. The most recent was "what will the School look like in 2016 (Teaching, Research, Enterprise).

The big advantage is that, once we have discussed the theme and agenda with SD, they arrange all the details and report back. I can participate without having to lead or steer the event. The staff then focus on new ideas and take ownership of issues as self selected stakeholders (rather than me having to decide what to do and allocate tasks).

Professor Robert Parkin, Head of Wolfson School of Mechanical & Manufacturing Engineering

*"I would like to **recommend you use** the broad services offered by Staff Development; their **experience and knowledge** will provide invaluable guidance in **shaping your teams and improving your service**. Last year Staff Development assisted me in developing my leadership team with a **bespoke programme** and this has proved to be a transformational experience."*

Andrew Burgess, Facilities Management

Equality and Diversity

Asperger Syndrome – Awareness

In recent years the University has seen a substantial increase in the numbers of students with Asperger Syndrome and other Autistic Spectrum Conditions who need additional support and consideration in all areas of their University life.

This introductory 2 hour session aims to clarify what Asperger Syndrome is and look at the main characteristics of it. There will also be a talk from an adult living with AS which should give you an opportunity to explore how AS can affect an individual.

There will then be an opportunity in a follow up workshop to look at practical strategies you can employ in your day to day role.

For all Staff who regularly have contact with students, including academic and administrative staff, support services, imago.

Asperger Syndrome – Strategies for Working with Students

In recent years the University has seen a substantial increase in the numbers of students with Asperger Syndrome and other Autistic Spectrum Conditions who need additional support and consideration in all areas of their University life.

Building on the introductory awareness session this workshop aims to explore what practical support we can offer as individuals and as a University. Through case studies based on students who are currently supported through DANS we will explore what strategies and approaches you can employ in your role within the University.

For all Staff who regularly have contact with students, including academic and administrative staff, support services, imago.

Equality Impact Assessment (EIAs): Briefings

These short half-day briefings equip participants with the knowledge and skills required to complete EIAs. EIAs are a legal requirement and must be conducted on major moves, changes to a service or on any new and existing policies and major projects. EIAs are about the impact on people, whether students, staff or visitors. Actions may arise where people from other services might need to get involved to help improve access for some or all.

Disability Awareness – Mental Health Awareness – Equality Act 2010 Briefings

All half-day sessions on employment and service delivery.



Technicians Training

The Technicians Training Officer, ensures that you are informed of upcoming training that will help you do your job more effectively and keep you up-to-date with specialist knowledge or new health and safety information.

For current information please check our website: <http://www.lboro.ac.uk/service/sd/you/technical>



**NEW
website!**

University Orientation is changing...

The current University Orientation course is being reviewed and in 2011 we will be launching the new version – Welcome to Loughborough. As a result of your feedback we have decided to reduce this from a one day programme to a half day, in order to make it accessible to more people across the university. The focus of the session is looking forward, understanding the strategy and hearing about future plans for the university.

The history tours will now be run separately and will be opened up to all staff, as well as planned walking tours of the campus during the summer months.

At a glance...

Training you are expected to do

- Data Protection Act – online information
- Freedom of Information – online course
- HoDs and HoSSs – Safety Awareness
- Performance and Development Review (PDR) for Reviewers
- Probation Adviser Training
- Recruitment and Selection
- Respecting Diversity
- Safeguarding Children Training
- University Orientation

page 1

Change Programme

- Coaching through Change
- Dealing with Change
- Managing Change
- Working in Open Plan Spaces

page 2

Excellence Programme

- Building Relationships to Improve Outcome
- Dealing with Difficult Customers
- How to Drive Continuous Improvement
- Improving the Experience
- Japan and the Japanese
- The International Experience

page 2

Management and Leadership

- Action Learning Sets – Regional
- Are you Managing or Leading?
- Chairing Meetings
- Coaching Programme (ILM Level 3)
- Giving Effective Team Briefings
- Leadership Award (ILM Level 3)
- Leadership Development Programme with Action Learning Sets (MSDP)
- Managing Performance
- Making your Case
- Managing Internal Projects
- Managing Sickness Absence
- Motivating your Team
- Project Management in the Real World
- The Emotionally Intelligent Manager
- Understanding your Management Style

page 3

... also see 'Training you are expected to do';
'Change Programme' and 'Excellence Programme'

Administrative Skills

- Conference Planning and Organisation
- Confident and Stress-free Minute Taking
- Grammar, Punctuation and Proofreading
- Learn to Touch Type: an Online Course
- Mind Mapping
- Speed Reading
- Teeline Shorthand (Advanced)
- Teeline Shorthand (Beginners)

page 5

Health, Safety and Environment

- Blood Borne Viruses and other Pathogens
- Control of Substances Hazardous to Health (COSHH)
- Fire Extinguisher User
- Fire Marshal/Fire Coordinator Awareness
- Hydrogen Safety Awareness
- Management and Risk Assessment of Manual Handling Operations
- Manual Handling – user training
- Noise at Work
- Noise Risk Assessment
- Radiation – general
- Radiation Protection Update
- Risk Assessment
- Vibration – user training

page 6

IT and University Systems

- Access 2007 Databases
- Dreamweaver
- Emailogic
- Excel 2007 Advanced – Tables and Lookup Functions
- Excel 2007 Intermediate – Pivot Tables and Pivot Charts
- Excel 2007 – An Introduction
- Expression Web for web pages and web sites
- Mail Merge with Word 2007
- Outlook 2007 for Emails and Calendar
- PASW Statistics
- PowerPoint 2007
- Remote Working: an Introduction to the VPN
- Safe Surfing
- Writing your Thesis with Word 2007

page 7

Personal and Career Development

- Applying for an Internal Post
- Assertiveness Skills
- Boost your Self-Confidence
- Fresh Steps Programme
- Making the most of your money from the CFEB (formerly FSA)
- Meditation and Relaxation
- Online Courses – enrolment and drop in centre
- Performance and Development Review (PDR) Briefing for Reviewees
- Pre-Retirement Course
- Springboard
- Spring Forward
- Taking Control of your Continuing Professional Development (CPD)
- The Art of Being Brilliant
- The Art of Staying Brilliant
- Time Management
- Training Skills for the Occasional Trainer

page 8

Equality and Diversity

- Asperger Syndrome – Awareness
- Asperger Syndrome – Strategies for Working with Students
- Disability Awareness
- Equality Act 2010 Briefings
- Equality Impact Assessment (EIAs): Briefings
- Mental Health Awareness
- Respecting Diversity

page 1 and 10

...also see 'Training you are expected to do'.

Technicians Training

page 10

We also administer
all programmes
delivered by:
Graduate School
Teaching Centre
Research Office

Courses and titles are subject to change so please
check our web site for current details

www.lboro.ac.uk/staffdevelopment