

RSO Outline Programme 2008 to 2009: Provisional programme

Date and Times	Subject	Descriptions:	Speaker	ACTS:RSO Needs	Locations
10 th to 13 th October	'Paying It Forward in Bavaria' Team Leaders Trip to Bavaria	Team Building in an 'outward' bound activity centre.	MyPeakPotential	ACTs: Working Together RSO: Team Building; Communication; Networking; Planning; Organisational Skills	Bavaria
15 th October 2008, 10.30 to 12.00	Let's record that!	This interactive workshop outlines the importance of recording your activities at work, from meeting deadlines to going the extra mile. Your staff and personal developments, your involvement beyond your desk, your 'contribution' to Leeds Met. The workshop will show how to record and keep a record of your activities and explain why it is very important to do so. All Levels	Wyn Young	ACTs: General PDR information; RSO: General PDR information; Communication	H102 Queen Square House
20 th October, 10.00 to 12.00	Equality and Diversity: political correctness or inclusive language?	A practical workshop on how language changes and evolves in response to diversity All Levels	Ian Clarke	ACTs: Professionalism, Working Together; Courtesy and Respect RSO: Communication; Student/customer Focus	C409D Civic Quarter
22 nd October, 10.00 to 12.00	Identify Your Skills for Progression	Identify your skills and interests: know what you want to do and know yourself and what you have to offer. This interactive initial workshop will be developed	Rachel Parkes	ACTs: Professionalism RSO: Progression	C409D Civic Quarter

		by those attending and further workshops may follow by agreement.			
		Intermediate			
29th October 2008, 10.00 to 12.00	Wellbeing in the Workplace	A brief overview of how to manage wellbeing issues such as physical and mental wellbeing, work life balance and time management. All Levels	Linda Kitson	ACTs: Working Together, Professionalism, Communication RSO: Communication; People Management, Health & Safety, (Personal)	H102 Queen Square House
31st October, 2008, 9.30 to 13.30	Induction Event 1: all Staff	An Introduction to the services of RSO, meet the managers and networking with colleagues. All levels	Wyn Young and Managers	ACTs: Communication; Working Together RSO: Communication; Organisational Awareness; Networking	Cavendish 104 The Parlour
7th November, 12.00 to 14.00	Communication: Business Writing: Reports		Matthew McClelland & Julie Hudson	ACTs: Professionalism; Communicating RSO: Communication	Priestley: PRG05, Headingley Campus
12th November 10.00 to 12 noon	Mentoring for Administrators	A chance to learn about the University's formal mentoring scheme for administrative and support staff and how you can become involved to share your experience and knowledge. All Levels	Linda Kitson	ACTs: Commitment, Professionalism, Courtesy and Respect, Working Together, Communicating, Learning and Developing. RSO: People Management	H714, CQC
17th November 2008, 14.00 to	Personality at Work	Do a personality test and understand the results in the context of work, team and career.	Phil Marsland	ACTs: Professionalism RSO: Professionalism: People Management, (Self)	HG07 Queen Square House

16.00		All Levels			
18th November, 12.00 to 13.30 Lunch Provided.	Service to Students: Speed Meeting Event	An opportunity to meet the team leaders from Services to Students, headed by David Arblaster. A 'Round Robin' event to meet and talk to those who provide the services, what they deliver , who they deliver too and how they fit in with other services in RSO. All Levels	David Arblaster and team leaders	ACTs: Communication RSO: Communication; Knowledge Enhancement	H122, CQC
20th November 10.00 to 11.30	Qualifications: What the Diploma's mean to Admissions – how they will work	An insight to some of the changes in the 14-19 Curriculum focussing on the new Diplomas. What are they? Who will study them? How will we use them as entry to our courses? Intermediate	Denise Dixon-Smith	ACTs: Professionalism RSO: Knowledge enhancement	H121, Queen Square House
21st November, 10.00 to 12.00	RSO Financial Procedures	All you need to know about the finances and resources within RSO, how to order, what forms you need, where you can find them! Not to be missed. All levels.	Rob Smith	ACTs: Professionalism RSO: Financial Management	Carnegie 16 Headingley Campus
25th November, 10.30 to 12.00	Student Centredness: 'At Your Service'	Workshop designed to help all staff understand the needs and expectations of their customers. Outcomes of the session include a greater awareness of who our	Dominic Gordon and Richard Berry	ACTs: Commitment; Communicating RSO: Communication; Student/customer focus	CVG05, Cavendish Headingley Campus

		customers are (internal and external), the design and delivery of appropriate services and consistency/quality. The session is designed in line with the new Leeds Met ACTs framework. Intermediate			
26th November, 14.30 to 16.30	Networking: How to make it work for you	Networking: Why do it? How do you do it? How do you make it work? This interactive workshop will look at the importance of networking and how it can add value to your professional and working life. Networking will begin in the workshop and you will learn how to 'keep your contacts live'. And - how you are also an asset to the network. Basic to Intermediate	Sue North & Wyn Young	ACTs: Working Together RSO: Networking; Working Together; Communication	LSB104 Civic Quarter
	Communication Skills: General – From Team Leaders Meeting – Codes of Practice			ACTs: Communication; Professionalism; Embracing Change RSO: Communication; Student/customer Focus	
3rd December 10.00 to 12.00	Smarter Work-Life Balance	Tired staff do not offer the best performance so this session aims to demonstrate how to work smarter – not	Linda Kitson	ACTs: Commitment, Professionalism, Working Together, Communication, Learning	CQ D501 Civic Quarter

noon		longer. All Levels		and Developing. RSO: People Management;	
4 th December 2008, 10.00 to 13.00	Advanced Outlook	To look at areas Outlook that you may rarely use that can improve how you use the tools available in the software. Intermediate	Pam Sunter	ACTs: Professionalism; Communication RSO: Communication	
9 th December 2008, 14.00 to 16.00	Communication: House Styles for Leaflets, the web and other forms of information	What you need to do to get things right for branding, What is the 'house style' in RSO? Intermediate	Richard Berry & Duncan Worth	ACTs: Communication; Creativity & Innovation RSO: Communication; Student/customer focus	H508, CQC
12 th December 2008, 14.00 to 16.00	Future Focus Creativity & Innovation	Do a personality test and understand the results in the context of work, team and beyond. All levels	Phil Marsland Richard Berry	ACTS: Professionalism; Communication; Embracing Change RSO: Communication	C409D, CQC
15 th December, 10.00 to 12.00	Equality and Diversity: Mediation	An opportunity to observe a mediation session in progress. All levels	Mediators	ACTs: Professionalism, Working Together; Courtesy and Respect RSO: Communication; Student/customer Focus	Carnegie 106 Headingley Campus
TBC	Communication: Body Language	What is body language, why should we understand it? We all communicate 'silently' with our faces and bodies and give out 'different' messages as we do so. Learn how this can be to your disadvantage/advantage in you daily communications. Intermediate.	Will Clement	ACTs: Communication; Professionalism RSO: Communication	

21st January 2009: 10.30 to 12.30	Anger Management and Dealing with Aggression	A short session to help staff handle day-to-day conflicts, misunderstandings and tensions that happen at work. It will include the importance of building rapport and challenging people's behaviour constructively and defusing aggression. Services offered at Leeds Met such as Mediation and Dignity and Respect will also be considered. All Levels	Pam Braithwaite and Ian Clarke	ACTs: Working Together; Communication; Courtesy & Respect RSO: People Management; Customer/Student Focus/Communication	HC: TBC
14th January 2009 10.00 to 12.00 noon	Healthy Working Relationships	You can choose your friends but not your work colleagues! This session aims to explore what causes conflict at work and how it can be prevented or resolved. All Levels	Linda Kitson	ACTs: Courtesy and Respect, Working Together, Communicating, Learning and Developing. RSO: People Management, Health & Safety & Wellbeing	CQC: TBC
20th January, 10.00 to 12.00	Equality and Diversity: Dignity and Respect	An interactive workshop which focus on the themes of Dignity and Respect linking them to Leeds Met Acts. It is also an opportunity to find out about the Dignity and Respect network All levels	Lynne Wilson and network member(s)	ACTs: Professionalism, Working Together; Courtesy and Respect RSO: Communication; Student/customer Focus	
22nd January, 12.00 to 14.00	Governance in the University		Matthew McClelland or other Speaker	ACTs: Commitment; Professionalism; Communication RSO: Strategic Planning; Communication; Bench Marking	HC: TBC

<p>23rd January, 10.00 to 12.00</p>	<p>Managing Your Finances and Project Finances</p>	<p>An outline on how to manage your finances, how to manage project finances, what you need to do, when you need to do it! From starting out to completion, the 'why-fors' and 'why-nots' of financial management.</p> <p>Intermediate</p>	<p>Rob Smith</p>	<p>ACTs: Professionalism RSO: Financial Management</p>	
<p>January 2009 TBC</p>	<p>Team Working: Getting it right</p>	<p>A half day training session for team leaders initially. Further workshops will follow.</p> <p>Intermediate/advanced.</p>	<p>Will Clement</p>	<p>ACTs: Professionalism, Communication RSO: Strategic Planning, Communication</p>	
<p>16th January, 2009, 12.00 to 14.00</p>	<p>"Professionalism in the Workplace: toolkit or rhetoric?"</p>	<p>Are codes of professional standards genuine tools for the workplace or the rhetoric of managerialism? This interactive workshop will provide an opportunity for participants to explore how thoughtful use of professional standards can inform practice and help navigate the challenging terrain of the modern workplace.</p>	<p>AUA Speaker: Alison Robinson: AUA Executive Director: She helps devise and execute key strategies and policies for the Association, and directs and leads its key functions.</p> <p>Alison joins AUA from the University of Hull, where she has been Academic Resources and Quality Manager at the Scarborough Campus since June 2006. Alison has been an AUA member since the mid 1990s, serving as BC to the then newly formed ILT branch between 1999 and 2003. Since the launch of the PG</p>	<p>ACTs: Professionalism RSO: Professionalism and progression</p>	

Certificate in 2000
Alison has acted as a
mentor to participants,
and joined the Board of
Studies in 2004.

After working for the
Open University, in
Yorkshire and at the
headquarters in Milton
Keynes, much of
Alison's career has
focused on national
higher education
enhancement and
development
initiatives. As one of
the founding staff of
the Institute for
Learning and Teaching
she actively promoted
professional recognition
for both academics and
support staff working in
higher education, and
developed a suite of
benefits and services
for members. After a
period as Programme
Manager for the
Learning and Teaching
Support Network Alison
became Head of
Registration Services
and Professional
Recognition at the
Higher Education
Academy in York,
where she championed
the equality and
diversity agenda and
sought to raise the
profile of the
professional
contribution support
staff make to learning

			<p>and teaching.</p> <p>Alison has a long-standing interest in professional recognition and enhancement initiatives and has worked on the development of both the National Teaching Fellowship Scheme and the Centres of Excellence in Teaching and Learning initiative.</p> <p>Teenage children, dancing and hill walking provide much needed work/life balance!</p>		
9th February 2009, 15.30 to 16.30	Managing Anxiety: 5 Top Tips to get you through.	<p>This workshop offers opportunities for participants to contribute and share their experience and understanding of anxiety.</p> <p>All levels</p>	Sheila Kirkham	ACTs: RSO:	
11th February 2009 10.00 to12.00 noon	Personal Wellbeing	<p>A look at how we can all take care of our personal physical and mental wellbeing.</p> <p>All Levels</p>	Linda Kitson	ACTs: Professionalism, Communicating, Embracing Change RSO: People Management (Self and Others); Communication; Health & safety, (Self)	
18th	Communications &	An opportunity to meet the	Dennis Kelly and	ACTs: Communication	

<p>February 2009, 12.30 to 14.00.00</p>	<p>Marketing: Speed Meeting Event</p>	<p>team leaders from Marketing and Communications, headed by Dennis Kelly. A 'Round Robin' event to meet and talk to those who provide the services, what they deliver, who they deliver too and how they fit in with other services in RSO. All Levels</p>	<p>Team Leaders</p>	<p>RSO: Communication; Knowledge Enhancement</p>	
	<p>Personal & Professional Skills: Being SMART at Work</p>		<p>Paul Abbott: TBC</p>	<p>ACTs: Professionalism RSO: Communication</p>	
<p>20th February 2009, 10.00 to 13.00</p>	<p>Change the Big Picture and the Leadership/Management Required at All Levels Session 1, please also book session 2</p> <p>Maximum of 15 per session Intermediate to advanced</p>	<p>Patterns of Change Model (Fox) A model that highlights the pattern of changes taking place beyond the H.E. sector and across the university. Explaining amongst other things why different groups within Leeds Met need to have change agendas that are in opposite directions to apply the same 'Vision and Character'. A look at the leadership required at all levels and the link with Performance Management. Leadership and Management Models for Change (Maxwell) A look at the responsibility and tensions for managers when managing change and what a key role they have. SDI® Theory and Change (Elias Porter/Personal Strengths</p>	<p>Chris Fox</p>	<p>ACTs: Embracing Change RSO: Strategic Planning; Project Management; Change Management</p>	

		<p>Publishing)</p> <p>The typical culture and pattern of managing within academic and non-academic areas and how they need to develop to lead and manage change effectively.</p> <p>Changing Habits (Lewin)</p> <p>A series of very quick light hearted activities that highlight habitual patterns. Followed up by exploring Lewin's (Unfreezing-Transition-Refreezing) model.</p>			
<p>24th February 2009, 10.00 to 13.00</p>	<p>Change, the Typical Reactions and Practical Management Techniques</p> <p>Session 2 please also book session 1</p> <p>Maximum of 15 per session</p>	<p>General Management of Change (Kotter)</p> <p>A model that looks at five key ingredients for change and the typical symptoms when each ingredient is poorly managed. Showing what further communication can be used to overcome the problems.</p> <p>Reactions to Change – four stage model (Plant)</p> <p>A model that highlights four key stages people go through when experiencing change. A look at the ways to help people move from one stage to another.</p> <p>Reactions to Change – perceptions of change (Unknown)</p> <p>A four box model that looks at the typical perceptions of change based on two key influencing factors. Exploring the type of communication and involvement required to assist people in making positive changes.</p> <p>Managing a Distribution of</p>	<p>Chris Fox</p>	<p>ACTs: Embracing Change</p> <p>RSO: Strategic Planning; Project Management; Change Management</p>	

		<p>Responses (Fox) A look at practical ways to manage a typical distribution of responses by individuals across a group.</p> <p>Change Agents and Victims of Change (Frankl) A model that shows the difference between change agents who have positive influence on the change process and victims of change that all too often turn negative during the change process. Highlighting the need for everyone to become leaders during change.</p>			
March 2009	'Paying it Forward in Bavaria' 2ndTeam Leader Event in Bavaria	For those who were unable to attend the first event.	MyPeakPotential	ACTs: Working Together RSO: Team Building; Communication; Networking; Planning; Organisational Skills	Bavaria
Friday 6th March, 12.00 to 14.00 Lunch provided	Project Management: A RSO Experience	<p>An overview of how the Graduation Festival is planned from the building of the Festival Village to the staging of the ceremonies, and how this could be applied to other projects large or small.</p> <p>Intermediate</p>	Sue Bradley & Pam Fearnley	ACTs: Professionalism; Working Together RSO: Project Management; Communication	
10th March 2009,	Professional Skills: Why Join AUA?	A outline of the benefits of become a member of AUA	Wyn Young and AUA members	ACTs: Professionalism RSO: Communication;	

12.00 to 14.00		and how being a member can build your profile in the wider world of Higher Education. All Levels		Student/customer focus	
13 th March, 12.00 to 14.00	Getting Things Done	Getting Things Done' by David Allen is acknowledged as one of the most influential productivity books ever written. The GTD methodology advocates identifying explicitly every project you are undertaking, and reviewing weekly for 'next actions'. When new work shows up, it's either done immediately or written down in a trusted system for processing later. This frees the mind from having to remember every task to concentrate on actually getting on with doing things. The session will explore the methodology, consider the tasks, and set participants on a path to getting things done. It will also explore some of the many websites, plug-ins and gadgets that might help! Intermediate	Stewart Harper	ACTs: Professionalism RSO: Professionalism; Knowledge Enhancement; Self-management	
18 th March	Managing Business		Matthew McClelland	ACTs:	

2009, 12.00 to 14.00	Risks			RSO:	
1 st April 2009, 10.00 to 12.00	Equality and Diversity: The Law	An overview of equality and diversity law and its application. All levels	Ian Clarke, Lynne Wilson	ACTs: Professionalism, Working Together; Courtesy and Respect RSO: Communication; Student/customer Focus	
3 rd April 2009, 13.00 to 16.00	Managing People: Team Dynamics	Managing People - Team Dynamics The most important skill for a project manager is the ability to manage people. This workshop will consider and discuss how project managers communicate, motivate and lead their team to deliver successful projects. It will raise and explore a few of the following questions: How well do you relate to your team? Do you use your interpersonal skills to build rapport with your team members? Do you relate to and empower your team? Are you micromanaging? Do you avoid conflict or resolve it? Do your team members know	Jan Barber	ACTs: Commitment; Communication; Working with Others RSO: People Management; Communication, Customer Focus	

		and understand their roles and their impact on a successful team performance?			
6th to 8th April	AUA National Conference	The largest 'National Conference' for Administrators, Managers and Support Staff. The Conference programme covers all aspects of Higher Education and is a great opportunity to network with colleagues both from Leeds Met but also from across the whole HE sector. All Levels Ask Wyn Young for details.	Wyn Young: AUA Coordinator.	ACTs: All Aspects RSO: All Aspects	
14th April 2009, 15.00 to 16.30	Planning and Registry: Speed 14th Meeting Event	An opportunity to meet the team leaders from Registry and Planning, headed by Julie Hudson. A 'Round Robin' event to meet and talk to those who provide the services, what they deliver, who they deliver too and how they fit in with other services in RSO. All Levels	Julie Hudson & Team Leaders	ACTs: Communication RSO: Communication; Knowledge Enhancement	
23rd April 2009, 14.00 to 16.00	Building Customer Care	<i>Is the Customer always right? No, but they are always the customer!</i> A workshop to discover what our customers think about us,	Jan Barber	ACTs: Working Together; Commitment; Communication RSO: People Management; Customer/Student Focus	

		<p>what we think about them, and how to meet (even exceed) their expectations.</p> <p>Discover how to:</p> <ul style="list-style-type: none"> ❖ Define good customer care ❖ Identify the customer skills you already have ❖ Deal with difficult customers and situations ❖ Improve your active listening skills ❖ Handle complaints effectively and efficiently ❖ Build confidence in your customer care skills <p><i>Spend a couple of hours finding out what makes your customers tick, how to make them happy, and make your working life a little less stressful.</i></p>			
May 2009	Coaching and Mentoring: what are they – which should I use!		Sue North	ACTs: Professionalism; Working Together; Embracing Change RSO: Communication; Professionalism; Ownership of Progression	
TBC	Induction Event 2: all Staff		Wyn Young & Managers	ACTs: Communication; Working Together RSO: Communication; Organisational Awareness; Networking	

13 th May, 2009, 10.00 to 12.00	Wellbeing in the Workplace	A brief overview of how to manage wellbeing issues such as physical and mental wellbeing, work life balance and time management. All Levels	Linda Kitson	ACTs: Working Together, Professionalism, Communication RSO: Communication; People Management, Health & Safety, (Personal)	
29 th May 2009, 10.00 to 12.00	Future Focus Creativity & Innovation	To enable staff to bring out their own ideas to help them recognise their own creative abilities. To show that innovation and creativity can be shared and made to work within the context of the workplace. All Levels Guest speakers may be invited. Lunchtime workshops. Watch for announcements.	Richard Berry and Phil Marsland	ACTs: Creativity & Innovation RSO: Creativity & Innovation, Communication; Project Management	
8 th June 2009, 10.00 to 12.00	Equality and Diversity: Beyond difference: let's laugh together	Behaviours, attitudes and language in relation to disability. All levels	Angi Marsden	ACTs: Professionalism, Working Together; Courtesy and Respect RSO: Communication; Student/customer Focus	
June 2009	Communications: Review of Workshops and Code of Practice		Joint Presenters	ACTs: Communication; Professionalism; Working Together	

				RSO: Communication; Code of Practice; benchmarking; Planning: Strategic & SMART	
TBC	RSOT: Speed Meeting Event		Rob Smith; Matthew McClelland; Sue North; Marie Stinson and Martin Rushall	ACTs: Communication RSO: Communication; Knowledge Enhancement	
July 2009 September 2009	No Workshops Planned for these Months or September: Other events can be added.				
August 2009	Some team activities may be planned.				
	Health and Safety	There are workshops available to all via the HR Training Web pages. All staff should check the content and book on workshops that meet their needs.		<u>http://hosted.safetylearning.co.uk/leedsmet</u>	

Additions:

To be added as dates become available: Lunchtime meetings with Deans to explain what is happening out in the Faculties and how it affects RSO.

RSO Road Show: To take out a 'Road Show' of what RSO does and why we need good communications with staff from the Faculties: Consultation required.

Speed Meeting: To have the Manager and Team Leaders on the 'inside' of tables and for staff to circulate around the tables to discover more about the functions of each are of RSO. See schedule.

Ideas Factory: Lunchtime 'Creativity and Innovation' Guest Speakers: watch for announcements.

Services to do voluntary work at Herd Farm: Dates to be announced after the 29th October 2008.

Timetable of dates for Learning Lunches with the Deans:

All dates to be confirmed:

Dean:	Faculty	Date & Time	Location
Elspeth Jones	Lesley Silver International Faculty	Wednesday 21 st January:12.00 noon	HC
Marie-Odille Leconte	Carnegie Faculty of Sport and Education	Thursday 19 th February:12.00 noon	HC
Chris Bailey	Faculty of Arts and Society	Thursday 12th March:12.00 noon	CQC
Brian Whittington	Faculty of Business and Law	Tuesday 21 st April: 12.00 noon	CHC/HC
		Wednesday 13 th May: 12.00 noon	
		Wednesday 17 th June: 12.00 noon	