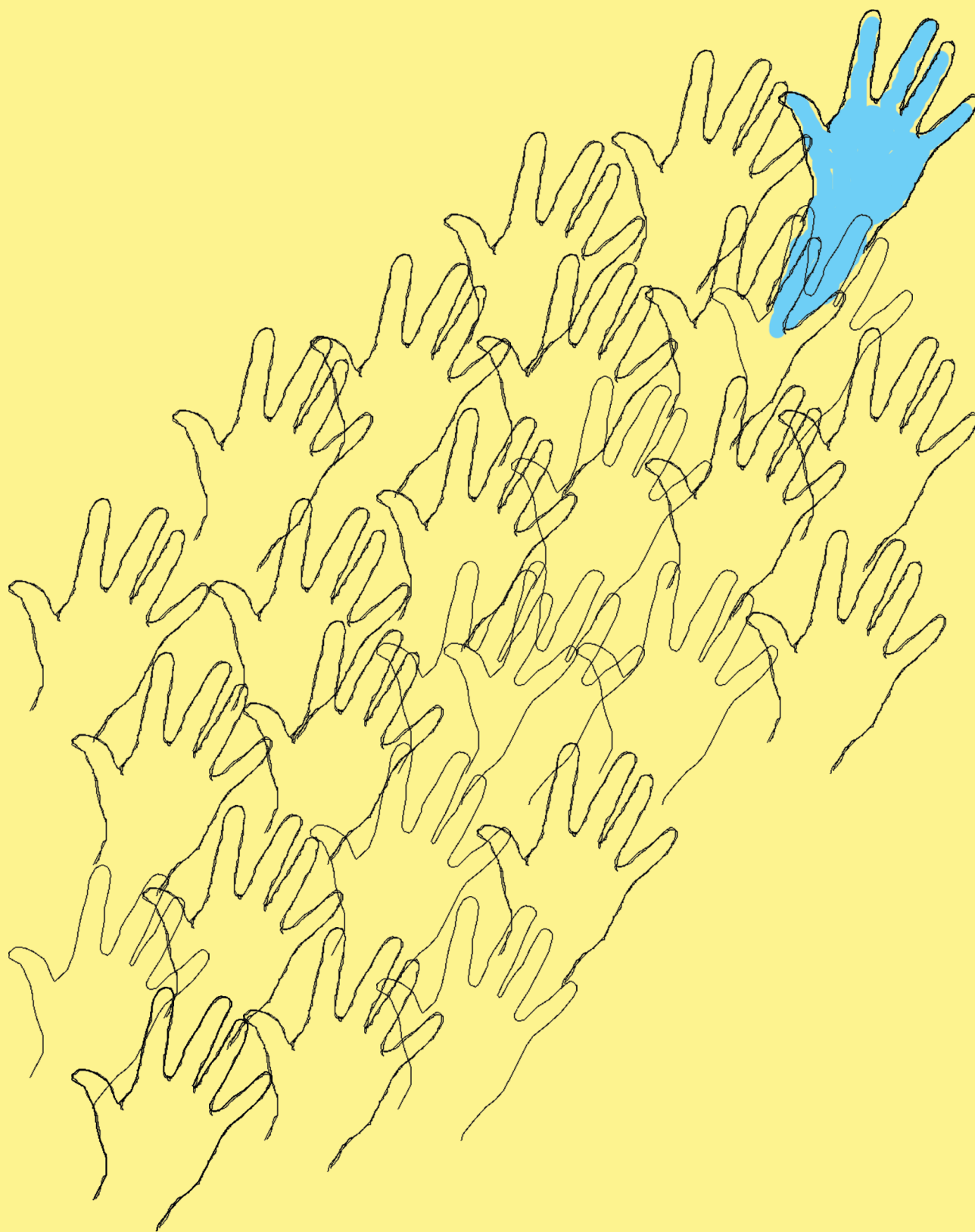


ANNUAL STAFF DEVELOPMENT
PROGRAMME 2011 - 2012



CREATIVE MINDS
INSPIRING FUTURES

University College
FALMOUTH
Incorporating Dartington College of Arts



Contents

Welcome	1
Introduction	2
Line Managers	3
The Effective Manager	3
The Effective Leader	4
Managing Performance	5
Leading through Change	6
Diversity	7
General Skills	
Agresso – Budget Holders	10
Agresso – Non Budget Holders	11
Assertiveness	12
Communication Styles - and how to make the most of them	12
Conflict Resolution/Communication Challenges	13
Creative Problem Solving	14
'Footnotes' – A Practical Session	15
How to make an Application for Funding	16
NLP Introduction - Neuro-Linguistic Programming	17
NLP and Communication	18
PDR Appraisee and Appraiser	19
Recruitment and Selection	20
Understanding Stress	21
Time Management	22
Booking Instructions	23
IT Training	24
Health and Safety Training	24
Development Event Agreement	25
Diary of workshops	26

Welcome

Dear Colleagues

Welcome to the University College Falmouth's Staff Development Programme for the Academic Year 2011-2012. We have built on the successes of last year's programme and hope to have included something of interest for everyone.

These are exciting times with many new opportunities opening for all of us. Now is the time to equip ourselves to make the most of these possibilities and the workshops listed in this booklet will help to do just that.

The Management Board totally supports full engagement with this programme and encourages you to attend any relevant courses. The full value of taking time away from your busy schedules to learn with fellow colleagues cannot be over stated. May I commend it to you.

Tony Schorah
Secretary and Registrar

Introduction

This is our third attempt to place all the training provided for staff at University College Falmouth into one programme. We have built on the success of last year's programme and have included some new and interesting workshops.

We will ensure that support for learning is given to any participant who requires it (eg dyslexia/hearing/mobility issues). If you require specific facilities or support please contact the Staff Development Officer on ext 3668 in advance of the event.

To support the workshops on offer we have invested in a range of 'Pocket Guides' which are available to all members of UCF staff via the following link:

<http://Pocket-E-library.FALMOUTH.AC.UK>

We would like to draw your attention to the Development Event Agreement at the back of the programme. This outlines the facilitators' and participants' commitment when engaged in development sessions. Please read it before booking a place on a course.

We look forward to receiving your bookings (instructions for booking on page 36). In the meantime, if you have any queries, please contact Clare Manser, the Staff Development Officer on 01326 253668 or clare.manser@falmouth.ac.uk

Please note:

All courses are **FREE** of charge to College staff; however there is a **cancellation fee of £50** if you do not give notice of non-attendance, in writing, within 3 working days of the course date. This will be charged to your School or department's staff development budget code.

The Effective Manager

This workshop has been devised to create managers who are aware of themselves, how they contribute to the College and how they can get the best out of themselves and others.

Who should attend?

The workshop is an essential tool for new and aspiring managers, or experienced managers who have received little or no management training. The emphasis is on practical tools and techniques, and giving managers the confidence to start using these tools as soon as they return to the work place.

Aims/Objectives:

This programme aims to cover the following areas:

- Managing in a HE context
 - Role of the manager in HE
 - Understanding the culture
 - Mission, vision, values and plans
 - Great performance = quality, quantity and innovation
- Managing people
 - Managing downwards: Performance management techniques
 - High Performance Working
 - Managing your boss and your colleagues
- Developing relationships
 - Communication, influencing and assertiveness
- Managing self
 - Management Styles
 - Getting things done (managing limited time)
 - Emotional Intelligence

Learning Outcomes:

By the end of the session, you will have:

- An understanding of your role as a manager in HE and the elements of excellent performance
- The basic techniques for managing performance and that of others around you
- Ways to assess people's management styles (including your own)
- The key techniques for getting the most out of your time

Date:	28 th February 2012
Time:	9.00 – 4.30
Location:	Tremough Du Maurier Seminar B
Delivered by:	John Mitchell

The Effective Leader

This workshop has been devised to develop leadership awareness and skills.

Who should attend?

The workshop is suitable for managers who are going to be moving to a position of greater responsibility, or those who are new to a management role. It will particularly benefit those who have attended 'The Effective Manager' workshop.

Aims/Objectives:

This programme will cover:

- The distinctions between management and leadership
- Action-centred leadership (environment, task, team and individual)
- Situational leadership
- Distributed leadership
- Leadership traits and skills
- Six leadership styles
- Inspiring and motivating others
- The characteristics of teams and leading a team
- Leading people through times of change.

Learning Outcomes:

By the end of the training day, you will have:

- An awareness of when to manage and when to lead
- An understanding of the foundational elements of leadership
- Some techniques for getting the most out of other people
- An awareness of the characteristics of team and team working
- Techniques for managing people through times of change

Date:	29 th March 2012
Time:	9.00 – 4.30
Location:	Tremough Peter Lanyon Seminar 4
Delivered by:	John Mitchell

Managing Performance

Excellent performance does not happen by chance. Isaac Newton's physical laws tell you that left to itself the physical world heads towards entropy and decay. Iron rusts, energy dissipates. Your unit is no different. If you are a manager you need to create order to promote performance. And in a competitive world you may need to worry about it a little – even if you don't need to become paranoid - it certainly requires your energy.

Organisations in every sector and in every part of the globe are under pressure to do more with less. Exploiting technology, developing lean systems, making full use of financial and physical assets are important; however, people are likely to be an organisation's biggest source of competitive advantage. Performance management is about using all available human capacity to its maximum in a coordinated way. Result = business success and job satisfaction.

Who should attend?

This workshop is suitable for all line managers.

Aims/Objectives:

This programme aims to cover the following areas:

- Plan for great performance
 - Exploit all 17 elements of performance management
 - Set objectives for work and development
 - Define competencies to complement the objectives
 - Know what great performance looks like
- Manage the day to day stuff
 - Manage behaviour and not the person
 - Manage the team, not just the individual
 - Deal with under-performance
- Monitor your people's performance
 - Have a systematic approach to monitoring
 - Follow the rules for monitoring
 - Monitor your team's performance
- Evaluate your people's performance
 - Look for the causes and cures, not just symptoms
 - Performance = Ability x Motivation x opportunity
 - Create interesting jobs
 - Evaluate team performance
- Create a high performance culture
 - Recognise High Performance Working
 - Create a High Performance Working culture

Date:	26 th March 2012
Time:	9.00 – 4.30
Location:	Tremough House Seminar X
Delivered by:	John Mitchell

Leading Through Change

Who Should Attend?

Anyone who is currently/likely to be leading a team during time of change and who wants to focus on various techniques and approaches to use during such times.

Aims/Objectives:

This dynamic and practical workshop will enable participants to:

- Explore the challenges and benefits of leading through change
- Recognise the range of potential different responses to change and how to handle these positively as a leader
- Recognise the stage you/your team is currently at in relation to change
- Effective and innovative leadership approaches to use in time of change
- The tools and techniques we can use to influence and lead others during change
- Harness change proactively

Learning Outcomes:

By the end of the training session you will have:

- A range of ideas to enhance/develop your ability to lead during times of change
- Techniques to deal proactively with change and to harness its benefits
- Tips that can be used to enable others around you to view change in a positive way
- Ways to enhance contribution and reduce stress during times of change

Date:	21 st February 2012
Time:	9.30 – 4.30
Location:	Tremough Du Maurier Seminar A
Delivered by:	Jan Shankar

Diversity

“Diversity: the art of thinking independently together”.

Malcolm Stevenson Forbes (Founder of Forbes Magazine)

We believe that a diverse community makes for a more creative, vibrant and interesting place to work and study. We want to build a more diverse and inclusive workplace that has an atmosphere of respect for all, where we feel valued as individuals and have full access to all that the College has to offer, irrespective of age, disability, gender, ethnicity, cultural or geographic background, sexual orientation, religion, belief, health or marital status, family circumstances, caring responsibilities or socio-economic background.

The College seeks to promote diversity issues, as well as diverse arts practice, and to engage with positive approaches to diversity through a commitment to our Equality Schemes and Policies. We will aim to provide equal access for all to a safe working and learning space free from discrimination and prejudice, where there are equal opportunities for all to realise their creative and intellectual potential.

We also all have a right to a safe, supportive and welcoming environment in which to work and study. We know that bullying, harassment and discrimination causes distress and undermines our belief in treating all individuals fairly and with dignity and respect.

Therefore the Diversity Office has teamed up with many voluntary sector organisations to provide a range of Equality and Diversity Training to meet the needs of the organisation.

Training offered by the UCF Diversity Office:

- **On line training**, there is an e-learning Equality and Diversity software package which has been designed by the Diversity Office and will be available on the Learning Space and emailed to all staff shortly. All staff are encouraged to complete this interactive, informative training, which is also a condition of completing probation for new employees.
- **Equality and Diversity Awareness Training** (half day) Explores requirements under the Equality Act 2010 and the different forms of discrimination which may affect people with ‘Protected Characteristics’.
- **Equality/People Impact Assessment Training** (half day) Training for staff who may be required to complete Equality/People Impact Assessments on Policies, Procedures and Functions etc.
- **Bullying, Harassment and Discrimination** (half day) Considers the legal protections offered to staff and students, and what staff/managers should do in accordance with UCF policies and procedures if they believe they are a victim of, or witness to workplace bullying, harassment or discrimination.
- **Domestic Violence Awareness Training** (half day) This training recognises that Cornwall has the highest rate of Domestic Abuse of any rural county. Therefore the College Student Counselling department have very kindly offered to provide training which will look at recognising patterns of behaviour in victims and perpetrators, and how to support colleagues or students who you think may be victims or perpetrators of domestic abuse.

Awareness Training

To help raise awareness we have arranged the following visitors to provide training:

Disability Cornwall is a user led, disabled peoples' organisation who provide a range of services to empower, assist and facilitate independent living.

According to the 2001 Census there are around 106,000 disabled people in Cornwall (this includes long term limiting health conditions such as physical, sensory and neurological impairments, mental health issues and learning difficulties). This equates to almost one quarter of our county's population.

Disability Cornwall training:

- Disability equality awareness training for staff (half day)
- Training for managers to help them understand and support staff with disabilities in compliance with the two tick criteria (half day)

Trainer: Dr Theo Blackmore

Pentreath Industries Ltd is an award winning mental health charity that strives to encourage improved awareness, health and wellbeing throughout Cornwall and the Isles of Scilly.

Mental health issues affect 1 in 4 people in the course of our lives, therefore UCF understand that a supportive and understanding environment will benefit both our students and staff, improving motivation, efficiency and effectiveness.

Pentreath training:

- Understanding Stress and Stress Management Techniques (half day)
- Understanding Mental Health (half day)

Trainer: Mike Reeves

Council for Race Equality in Cornwall (CREC) is a small charity working to promote race equality in a County which is considered by many to lack cultural diversity. However at UCF we have a significant number of both international and culturally diverse students and staff, and therefore consider cultural awareness a high priority towards UCF's long term goal to be a world renowned Art, Design, Media and Performance institution.

CREC training:

- Race Equality and Cultural Capability Training (half day)

Trainer: Dean Harvey

Intercom Trust who support lesbian, gay, bisexual, & transsexual (LGBT) people & communities in the South West. They also provide training and support to organisations in understanding the effects of sexual orientation discrimination on staff and customers (students). UCF is currently unaware of the number of staff and students who are LGBT but wish to work towards a more inclusive environment for all.

Intercom Trust Training:

- LGBT Awareness Training (half day)

Trainer: Andy Hunt

Traveller Space is charity supporting Gypsies, Irish Travellers and New Travellers in Cornwall and the South West to access the services and opportunities available to the wider community and to have a voice in decision and policy making process.

Traveller Space Training:

- Working with Gypsy and Traveller Communities

Trainer: Caroline Dann

Bespoke training

The Diversity Office can arrange diversity programmes to address specific diversity issues and/or tailor training relevant to a particular group of staff or students.

They can also advise on designing diversity training for your teams, departments, conferences and away-days.

To take advantage of any of the above training and development opportunities please contact: Lindsey Haydock-Clemon, Interim Equality Engagement & Development Manager; Lindsey.haydockclemon@falmouth.ac.uk or 01326 213843.

Agresso – Budget Holders

Who should attend?

Budget holders with access to Agresso. This should be a useful refresher session for those who already use Agresso. It would be helpful to those who have picked up bad habits, as well as staff who are new budget holders.

Aims/Objectives:

This programme will cover:

- A full step by step guide on how to raise requisitions
- When and how to authorise tasks
- How to view workflows
- When and how to authorise invoices
- Setting delegates
- How and where to check Purchase Order balances
- Home page
- Full overview of reports available
- How to read reports.
- How to drill down to details.
- How to view invoices
- How and when items appear on the reports.
- Downloading Reports

There will be an opportunity to ask questions and request specific report styles etc at the end.

Run time – Approx 3 hours.

Date:	13 th March 2012 and 15 th May 2012	
Time:	1.30 – 4.30	9.30 – 12.30
Location:	Tremough IT Training Suite	
Delivered by:	Maxine Ackford - Assistant Management Accountant (Courses)	

Agresso – Non Budget Holders

Who should attend?

Non budget holders who use Agresso. This should be a useful refresher session for those who already use Agresso. It would be helpful to those who have picked up bad habits, as well as staff who are new to Agresso

Aims/Objectives:

This programme will cover:

- A full step by step guide on how to raise requisitions
- How to view workflows
- How to authorise invoices
- How and where to check Purchase Order balances
- Setting delegates
- Home Page

There will be an opportunity to ask questions at the end.

Run time – Approx 2 hours

Date:	15 th March 2012 and 17 th May 2012
Time:	9.30 – 11.30
Location:	Tremough IT Training Suite
Delivered by:	Maxine Ackford - Assistant Management Accountant (Courses)

Assertiveness

This workshop will help you to develop and practise practical assertiveness techniques, designed to help you to stay calm, feel in control and make your point with confidence. The style will be informal, practical and fun. It will include plenty of practical tips that can easily be applied to every-day situations, both inside and outside the workplace.

Objectives:

This workshop will enable participants to:

- Identify situations and triggers which may make you feel less assertive/less confident
- Share ideas and tips on assertiveness – including some ‘quick fixes’
- Focus on a range of practical techniques which may be used in the above situations
- Identify ways to put your point across clearly and confidently, whilst still respecting the other person’s viewpoint
- Put the techniques into practise and develop a more assertive style
- Focus on how to maintain and use a more assertive approach in the long term

Date:	5 th July 2012
Time:	9.30 – 4.30
Location:	Tremough House Boardroom
Delivered by:	Jan Shankar

Communication Styles (...and how to make the most them)

This workshop is for anyone who is interested in learning more about various communication styles and how to make the most of their own style. It is a fun and stimulating way to reflect on one of our key interpersonal skills.

Objectives:

This workshop focuses on:

- Exploring and learning more about your own communication style/approach
- Completing and reviewing a “Communication Styles” profile - to take away with you as a reference tool
- Reviewing and discussing different types of communication style
- Sharing ideas on the strengths and pitfalls of various communication styles
- Discussing how to identify the communication styles of others around you and how to interact effectively with those who have different styles
- Sharing practical communication tips to apply in the workplace

Date:	29 th February 2012
Time:	9.30 – 4.30
Location:	Tremough House Seminar V
Delivered by:	Jan Shankar

Conflict Resolution and Communication Challenges

This dynamic and practical workshop will be delivered in a positive and interactive style, including the opportunity to work in small groups and to share ideas and challenges. It will be a discussion based event, based around tangible examples and practical tips that can be used on a day-to-day basis.

Who should attend?

Anyone who wants to develop their ability to communicate effectively with others especially in challenging situations/situations which may lead to conflict. The workshop will include a range of communication tips and techniques which can be used inside and outside the workplace.

Objectives:

This workshop will enable participants to:

- Recognise the range of situations that may trigger communication challenges and/or conflict
- Understand more about the way our own behaviour and habits can impact on our communications with others
- Recognise the blocks/"walls" we can put up to avoid tackling challenging/potentially difficult situations
- Discuss the benefits of different approaches when seeking to deal with conflict/challenge
- Understand the different communication styles people use and how to best adapt our own style according to who we are communicating with
- Try out some of the techniques and tips shared and discuss these further at the follow-up event

Learning Outcomes:

By the end of this session you will have:

- Range of ideas to enhance/develop your communications with others
- Techniques to deal proactively with potential conflict and challenges and to resolve such situations positively
- Tips that can be used to develop better working relationships/reduce misunderstandings

Date:	1 st March 2012
Time:	9.30 – 4.30
Location:	Woodlane Rosehill Boardroom
Delivered by:	Jan Shankar

Creative Problem Solving

This workshop focuses on creative ways to generate solutions and tackle challenges. It will highlight creative, novel, fun, unusual and effective ways to resolve problems/challenges. In addition, it will look at how we can use our creative side to good effect at work. This has been proven to generate a wider range of potential solutions and can be applied to situations inside and outside work.

Creative problem-solving approaches have been proven to be motivational, interesting, engaging and to be particularly useful during times of organisational change. They have also been proven to reduce stress in individuals, as they encourage the use of humour and positive thinking.

In teams, creative problem-solving helps to develop strong team relationships/communication, since it encourages a fresh, new approach to traditional methods of holding meetings. Plus, it can make meetings more productive and fun.

Objectives:

This workshop aims to enable you to:

- Share and discuss ideas/ways of creative thinking/problem-solving
- Try out these different creative approaches and explore the benefits of these.
- Develop confidence in using creative thinking/problem solving after the workshop.

Date:	4 th July 2012
Time:	9.30 – 4.30
Location:	Tremough Peter Lanyon Seminar 10
Delivered by:	Jan Shankar

'Footnotes' – A Practical Session

Oliver West is a successful artist, print-maker, university lecturer and visual thinking specialist based in Cornwall. Over the last ten years, Oliver has created Footnotes ©, a unique portfolio of visual thinking techniques for learning and personal development, which he teaches throughout the U.K. These techniques enable learners who think predominantly in visual terms to develop their own personalised strategies for learning, and are particularly beneficial for learners and practitioners who have dyslexic tendencies.

Footnotes visual thinking techniques offer visual and holistic thinkers a way of processing and expressing information that naturally fits their learning and thinking style. Instead of struggling with sequencing letters, words and sentences in order to communicate, the techniques allow learners to express their thoughts visually, before translating into words when necessary. This relieves the pressure of having to think in words. Many visual thinkers speak of pictures being their 'first language' and words being their second; Footnotes techniques give these learners tools to express themselves in their first language. The techniques are simple to use, and often facilitate dramatic learning breakthroughs for students who have consistently struggled with traditional classroom teaching and learning methods.

Who should attend?

Any member of staff who is interested in exploring how using the Footnotes visual thinking techniques might help them.

Aims/Objectives

By the end of the session you will have a greater practical awareness of this alternative learning method.

Date:	15 th May 2012
Time:	1.30 – 4.30
Location:	Tremough House Meeting Room
Delivered by:	Oliver West

How to make an Application for Funding

This course has been devised to help build confidence in making funding applications. It is a practical session. Participants will analyse a successful application and an unsuccessful application. Then they will begin to write an application of their own.

Who should attend?

The course is open to anyone who is interested in making an application for funding or has done so in the past. Potential participants who have an active application are invited to bring that application to the session and they will be assisted to write the application. Those who do not have a current application will assist the participants who do.

Aims/Objectives

The course aims to provide the participant with the following:

- To understand the process and main elements of a funding application
- To learn helpful techniques
- To participate in preparing a bid

Learning Outcomes

By the end of the session, you will have:

- A better insight into what a funder is looking for in an application
- Evaluated success factors
- Gained comparative insight

Date:	21 st March 2012	and	14 th June 2012
Time:	10.00 – 4.30		
Location:	Tremough House Boardroom		
Delivered by:	Gillian Burnett – External Funding Officer and Ian McCormick Head of Research and Enterprise Development		

Introduction to NLP – Neuro-Linguistic Programming

Have you ever wondered what it is that leads each one of us to achieve the results we achieve? Have you ever thought about how you could find out what it is that leaders in a particular field are doing, and how do they achieve their success? Have you wanted to discover the thinking; strategies; feelings and communication skills that they use and whether you can adopt those for your own success?

That is what NLP is about, it is the study of how our thinking impacts on our results and how you can model excellence and bring about change in yourself and others. It is used highly effectively in all aspects of people's lives including business; managing yourself and others; sales; sport; relationships; coaching; training; and presentations.

Aim/Objectives:

This one day introduction to NLP programme will demonstrate how NLP can help you to:

- Build and maintain rapport with anyone you choose
- Influence others by recognising the most effective way to communicate with each person
- Use people's motivation patterns to harness their full potential
- Lead others by your ideas, attitudes and actions
- Set and achieve compelling and challenging goals
- Find a powerful way to put yourself in the right frame of mind for a future event

Date:	22 nd March 2012
Time:	9.30 – 4.30
Location:	Tremough Du Maurier Seminar C
Delivered by:	Jane Stubberfield from Leading Edge Development

Communicating Even Better with NLP – Neuro-Linguistic Programming

This programme is for those who have attended the one day Introduction to NLP programme.

How have you used the NLP that you learned? How useful would it be to take it further so that you could change the way you communicate to get even better results? Have you ever thought about how those who have the biggest impact use language? Have you considered how you can manage your state so that you can be at your best and get more of what you want?

Aim/Objectives:

This one day programme will demonstrate how NLP can help you to:

- Use language in a way to help resolve conflict
- Use language to help yourself and others move forward in more positive ways
- Ask empowering questions that will help others take responsibility and progress
- Address people in a way that inspires and helps people find their own solutions
- Use a technique to help people (including yourself) to be in the most resourceful state more often

Date:	24 rd May 2012
Time:	9.30 – 4.30
Location:	Tremough House Boardroom
Delivered by:	Jane Stubberfield from Leading Edge Development

PDR Appraisee and Appraisal Training

The Performance Development Review process gives line managers and staff the opportunity to discuss the job, recognise achievements and plan effectively for future career development.

The Staff Development officer is available for training sessions with either those undertaking the appraisal or the appraisee. This can be achieved on an individual basis or within teams. Please contact Clare Manser on Ext 3668 or clare.manser@falmouth.ac.uk to arrange a convenient opportunity.

Recruitment and Selection (including Managing Equality and Diversity in Selection)

This workshop aims to increase participants' understanding of the law and how it should be applied in recruitment and selection. It will concentrate on improving managers' abilities in effective selection and increasing equality and fairness in recruitment.

Staff sitting on interview panels must have received Recruitment and Selection training.

Who should attend?

This workshop is for anyone involved in Recruitment and Selection, who would like support and guidance, or to 'brush-up' on their skills. This course supports University College Falmouth's Equal Opportunities Policy.

Aims/Objectives:

This workshop is aimed at helping you to:

- Increase your understanding of the law and how it should be applied in recruitment and selection
- Increase managers' abilities in accurate selection
- Ensure equality and fairness in selection
- Using effective selection tools
- Using effective interview techniques
- Understand potential pitfalls

Learning Outcomes:

By the end of the session, you will have:

- An awareness of legal considerations when recruiting and selecting
- An understanding of effective selection tools and interview techniques

This training can be provided as required by members of interview panels. Please contact Clare Manser on Ext 3668 to arrange.

Understanding Stress

Stress is your body and mind's natural way of trying to deal with the demands of the situations in which you find yourself. It is crucially different to pressure. This course will help you identify the causes(s) of the adverse reaction we call 'stress' and how to deal with it.

Who should attend?

Anyone whose brain is saying 'no way' as the mouth says 'of course I will' and experiences the mind and body's adverse response to the resultant pressure.

Content:

- What is stress and current myths about it
- Stress is something you can do something about
- Signs and its effects on your body, mind and behaviour
- The key difference between stress and pressure
- Strategy 1: Emotion focussed coping – looking at situations differently
- Strategy 2: Problem focussed coping – making practical changes.

Learning Outcomes:

By the end of the session, you will have:

- An understanding of stress and how it may affect you and others around you
- An awareness of the government and college's response to employment related stress
- A variety of ways to prevent or address stress.

Date:	22 nd February 2012 and 28 th March 2012
Time:	9.00 – 4.30
Location:	Tremough Du Maurier Seminar A and Seminar K
Delivered by:	John Mitchell

Time Management

Who should attend?

This workshop is open to all members of staff.

Aims/Objectives:

This course will cover:

- Doing things right
 - Value of routines
 - Universal Workflow System and one-touch
 - The efficient workplace and computer
 - Email as boon and scourge
 - Avoiding timewasters
 - Making best use of meetings
 - Assertiveness

- Doing the right things
 - Prioritising – analysing work to separate important from urgent
 - Delegation
 - Your key performance indicators
 - Your Big Idea

- Controlling yourself
 - Developing mental toughness
 - Limiting beliefs
 - Developing 'flow'

Learning Outcomes:

By the end of the session all delegates should be able to:

- Organise their work so that it is done in the most efficient manner e.g. using the Universal Workflow System and makes best use of IT
- Prioritise
- Explain how to control their own tendencies so that they use their limited time most effectively and economically in support of organisational objectives

Date:	23 rd March 2012
Time:	9.00 – 4.30
Location:	Tremough House Seminar Z
Delivered by:	John Mitchell

Booking instructions

To book a place on any one of the sessions advertised in this programme, please do so via Trent http://people.falmouth.ac.uk/tlive_selfservice/.

Line Managers are requested to discuss the relevance of the training with individuals as well as agree the individual training aims and objectives before also approving on Trent.

If you experience any difficulties with this process, please contact Clare Manser (clare.manser@falmouth.ac.uk) or on Ext 3668.

Please note:

All courses are **FREE** of charge to College staff; however there is a **cancellation fee of £50** if you do not give notice of non-attendance, in writing, within 3 working days of the course date. This will be charged to your School or department's staff development budget code.

IT Training Workshops

University College Falmouth IT training is available to all staff. The schedule of training ranges from the basics to Advanced Adobe Photoshop, Web design (Adobe Dreamweaver & Adobe Flash), Adobe InDesign (layout of text and imagery) and Adobe Illustrator (vector application). We also provide training in the Microsoft Office Suite. This ranges from PowerPoint for beginners, Advanced Word, Getting the most from Outlook (email), Excel (spreadsheets), Access (Data bases) and much more. The Microsoft workshops use the ECDL syllabus to structure the training. We also deliver more advanced workshops to support studies in the Advanced ECDL qualifications. Staff will soon be able to take Advanced ECDL qualification assessments via our ECDL assessment center.

This year we will be offering staff the opportunity to use the training to aid them in attaining the Adobe ACA qualification (Adobe Certified Associate). There are three ACA qualifications available. We will be concentrating on the 'Visual Communication Photoshop CS4' ACA at first and will be delivering the 'Rich Media Communication Flash CS4' ACA & 'Web communication Dreamweaver CS4' ACA later in the academic year. The qualifications aren't just skills based; they also look at how to apply these skills in a professional environment (copyright, setting project requirements, evaluating digital images, typography, etc.) The qualification will be attained by attending the appropriate training courses, self-study and an automated exam via our Assessment Centre. Places will be limited and further information will be released soon.

The staff IT training schedule and information upon how to book a place is available via the following link: <http://learningspace.falmouth.ac.uk/itstaff>

Please use Trent for booking workshops. http://people.falmouth.ac.uk/tlive_selfservice/

For further information upon IT Training please contact:

Susannah.travis@falmouth.ac.uk

Tel: 01326 253688

Health and Safety Training

The Health and Safety workshops planned for 2011 – 201 are as detailed in the following SharePoint link: [training Calendar](#)

For more information please contact Sally Hocking on 01326 253719 or sally.hocking@falmouth.ac.uk .

Development Event Agreement

University College Falmouth has an Equal Opportunities Policy and aims to create a positive and supportive learning environment free of discrimination and bias. In order to ensure that learning experiences are beneficial and enjoyable for all participants, please read the following agreement and commit to making it work.

The Facilitator(s) and Delegates commit to:

Confidentiality:

- Keep appropriate confidentiality
- Avoid naming specific individuals

Pre-Event

- Read Supportive material supplied before the event
- Discuss with line managers their objectives for the training and how they relate to the Strategic Plan
- Prepare for the session as requested

During the event

- To work together to achieve the learning aims and objectives of the session
- To be on time for sessions
- To take a pro-active approach to learning
- To make positive contributions and give honest and constructive feedback
- To challenge/question discriminatory behaviour or language
- To avoid dominating discussions with personal or workload issues that are not relevant or cannot be resolved within the session
- To respect all contributions
- To create/support an environment of trust and understanding within which everyone can contribute

Post Event:

- To disseminate your learning to your colleagues as appropriate
- To provide open feedback regarding the event
- To discuss your learning with you Line Manager to agree how to carry it forward

Learning Support:

We will ensure that support for learning is given to any participant who requires it (eg dyslexia/hearing/mobility issues). If you require specific facilities or support please contact the Staff Development Officer on ext 3668 in advance of the event.

Diversity:

Facilitators are expected to:

- Exhibit in all contacts, behaviour that respects each individual, preserves human dignity, honours personal privacy, and values individual differences as well as common characteristics
- Create a learning environment that is respectful, fair and supportive of people's diversity

Diary of Workshops

February 2012

21 st	Leading Through Change	9.30 – 4.30	Tremough DM Seminar A
22 nd	Understanding Stress	9.00 – 4.30	Tremough DM Seminar A
28 th	The Effective Manager	9.00 – 4.30	Tremough DM Seminar B
29 th	Communication Styles	9.30 – 4.30	Tremough TH Seminar V

March 2012

1 st	Conflict Resolution/Comms Challenges	9.30 – 4.30	Woodlane Rosehill BM
13 th	Agresso – Budget Holders	1.30 – 4.30	Tremough IT Training
15 th	Agresso – Non Budget Holders	9.30 – 11.30	Tremough IT Training
21 st	How to make and Application for Funding	10.00 – 4.30	Tremough TH Boardroom
22 nd	Introduction to NLP	9.30 – 4.30	Tremough DM Seminar C
23 rd	Time Management	9.00 – 4.30	Tremough TH Seminar Z
26 th	Managing Performance	9.00 – 4.30	Tremough TH Seminar X
28 th	Understanding Stress	9.00 – 4.30	Tremough DM Seminar K
29 th	The Effective Leader	9.00 – 4.30	Tremough PL Seminar 4

April 2012

May 2012

15 th	'Footnotes' – A Practical Session	1.30 – 4.30	Tremough TH Mtg Rm
15 th	Agresso – Budget Holders	9.30 – 12.30	Tremough IT Training
17 th	Agresso – Non Budget Holders	9.30 – 11.30	Tremough IT Training
24 th	Communicating Even Better with NLP	9.30 – 4.30	Tremough TH Boardroom

June 2012

14 th	How to make and Application for Funding	10.00 – 4.30	Tremough TH Boardroom
------------------	---	--------------	-----------------------

July 2012

4 th	Creative Problem Solving	9.30 – 4.30	Tremough PL Seminar 10
5 th	Assertiveness	9.30 – 4.30	Tremough TH Boardroom