



University of
HUDDERSFIELD

*Better
Together*

Support Staff Conference 2011

Better Together

On Friday 15 April 2011 – The Business School
08:45 – 16:00

**Would you like to meet up with colleagues from other schools and services?
Are you interested in exploring new ideas and possibilities?**

The Support Staff Conference brings colleagues together from across the University and provides time and space to find out more about what is going on in other parts of the University, to share ideas and to consider how we can work “better together”.

There will be a keynote speech from local entrepreneur Vicki Davenport (Pink Link) and a series of diverse workshops designed to interest and excite! After lunch there will be an opportunity to chat to a selection of key colleagues from around the University and the Conference will be brought to a close with a second keynote from the VC, Professor Bob Cryan.

Here's what people said about the last conference:

“Enjoyable useful and entertaining, a very worthwhile event, thank you”

“Just a big thanks to all the organisers, you have obviously put a lot of hard work into the event. It was a thoroughly enjoyable day and I look forward to next year.”

“Thanks for all the organising. I think it shows that the University really cares about its staff to hold a conference like this. Thanks to all for all your hard work.”

“The conference was really well organised, enjoyable and rewarding. The day after, there is a good mood in the office; I think everyone is feeling really inspired and happy to be at work.”

“The content has something for everyone and works extremely well I think. The structure of the conference is excellent and keeps everyone occupied and interested for just the right amount of time. Keep up the good work.”

Programme:

08:30	Registration & Coffee
09:15	Welcome and keynote Speaker: Vicki Davenport
10:45	Workshop Session A
12:00	Lunch and Lunchtime Activities
13:00	Uni Cafe Plenary
14:00	Workshop Session C
15:30	Vice Chancellor
16:00	Close

Completing the Booking Form:

There are 2 workshop sessions A and C. There are some repeated workshops in the morning and afternoon. Please select your first, second and third choices for both the morning (A) and afternoon (C) sessions using the information on the following pages to guide you. First choices will be allocated wherever possible, but where workshops are over subscribed we may have to use your alternate options.

Keynote: Vicki Davenport

Director of the Netherton-based company The Pink Link Ltd

2009 Everywoman Director of the Year and past winner of the Examiner Business Award and the Examiner Community Award.

In addition to running one of Huddersfield's best known businesses with her brother, Richard Allen, Vicki has a reputation for enthusiastic fund raising particularly in relation to Breast Cancer, the Laura Crane Trust and Kirkwood Hospice.



Morning Workshops (10:30 – 12:00)

A1 Be Enterprising!

Have you ever had an idea to improve the way you work? Have you invented anything, a process, a piece of software, a device, a piece of equipment or anything that improves the service you deliver? Come and find out how to be enterprising.

A2 When Mannequins Come to Life!

Interact with iStan, the wireless adult sized mannequin who can communicate and make vocal sounds like “my belly hurts”. Identify various heart and bowel sounds and feel his pulse racing when activated.

A3 Part-time Working - is it for Me?

Are you considering working part-time or are you already working part-time and finding it a challenge? If so then this session is for you!

A4 The Student Experience

The General Manager of the Students’ Union will provide an insight into aspects of the student experience in relation to study and student life.

A5 Looking after Ourselves

Laurie Nettleton provides some practical and useful advice concerning healthier living and exercise and how to build it into your life!

A6 Educational Development and Training for Technical Staff

Your chance to discover what personal development opportunities there are for all types of technicians and technical managers in Higher Education and to learn about a number of specialist technical resources available to University of Huddersfield technicians.

A7 Management Development

Are you interested in developing your management skills? Come along and get a taster of our First Line Manager Leadership and our Getting Ready for Leadership Programmes. This session is suitable for team leaders and those aspiring to their first leadership or management role.

A8 “Treat me nice”

A workshop focusing on how staff can help to promote the best possible experience for students by focusing on their interactions with the University. The session will consider barriers to delivering the best possible experience and how we might overcome them.



Morning Workshops Continued (10:45 – 12:00)

A9 Sheep and Shepherds This is a fun and creative workshop on thinking and communication skills that is highly participative and involves an ingenious team activity guaranteed to raise the baa and finish on a high! Flock to this session for an unforgettable learning experience that you will be bleating on about for days to come!

A10 Mind Matters – NLP Techniques An introduction to Neuro-Linguistic Programming: Making the most of your mind for creating change in yourself and others. Those who practice NLP are able to: communicate more effectively, achieve excellence in their chosen field and overcome performance-limiting behaviours.

A11 Radio Stars for the Day An interactive demo of state of the art technology available to Huddersfield students. Participants will take part in producing a radio show and will have the opportunity to take on a role in production.

A12 Team Development at Work Interested in experiencing a practical approach to team development? Perhaps you want to find out how you perform in a team challenge. Come to this session and test your communication and team work skills with our fun activities.

A14 Understand Your Personality Type Each of us has characteristics that make us different from others, and each of us has strengths that help us to succeed. This workshop uses the Keirsey Temperament Sort questionnaire to help you understand why you act the way that you do and make it much easier to communicate and work together in a productive and positive way.

A15 Visual Communications This session intends to expose staff to current practices in marketing and brand maintenance and offer opportunities to apply these findings to invent new strategies to take the University brand forward in staff's own practices.



Lunchtime events

These events are optional and signing up will take place on the day of the conference

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| B1 University Fun Quiz | Our ever popular annual Conference Quiz returns. We expect it to be keenly contested as always whilst of course promoting team working and camaraderie. |
| B2 Well Being at Work | A great opportunity to give yourself a health and well-being MOT with our friendly and professional Sports Centre colleagues. Confidentially administered and accompanied with advice on positive action! |
| B3 The Great Egg Challenge | Back by popular demand! A task requiring ingenuity and problem solving skills (with a prize for the winners). Maximum of 4 delegates per team. |

Afternoon Workshops (14:00 – 15:15)

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| C1 Professional Behaviour | Are you keen to develop your career? The AUA have developed a set of professional behaviours that define effective performance in HE. This workshop will outline the 9 areas and link them to the CPD framework and professional development planning. |
| C2 Coaching Skills | Do you need to help colleagues solve problems and develop their confidence? Are you interested in developing your coaching skills? This session will introduce you to the required skill set. |
| C3 Our Future - Saving Time - Identifying Shortcuts | The Vice Chancellor has asked us all to help secure our future. Come along to help us identify some practical ways in which we can help. |



Afternoon Workshops Continued (14:00 – 15:15)

C5 Zumba

An opportunity to experience the very latest in fun exercise with our professional staff over at the sports centre.

C6 Educational Development and Training for Technical Staff

Your chance to discover what personal development opportunities there are for all types of technicians and technical managers in Higher Education and to learn about a number of specialist technical resources available to University of Huddersfield technicians.

C7 How can Reflective Practice Help us to Continuously Develop Professionally in Times of Change?

How do you wish to improve your practices at work? Do you learn from difficult issues or do you continue to make the same mistakes? This session may help you to consider how we learn and how the practice of reflection can assist us in our personal and professional development.

C8 “Treat me nice”

A workshop focusing on how staff can help to promote the best possible experience for students by focusing on their interactions with the University. The session will consider barriers to delivering the best possible experience and how we might overcome them.

C9 Sheep and Shepherds

This is a fun and creative workshop on thinking and communication skills that is highly participative and involves an ingenious team activity guaranteed to raise the baa and finish on a high! Flock to this session for an unforgettable learning experience that you will be bleating on about for days to come!

C10 Mind Mapping for All

Mind maps are a brilliant tool for learning, note-taking and planning. Would you like to learn to use mind maps as a planning tool or to solve problems? This practical hands-on session will give you the basic rules for constructing mind maps and the opportunity to develop these skills.

C11 Radio Stars for the Day

An interactive demo of state of the art technology available to Huddersfield students. Participants will take part in producing a radio show and will have the opportunity to take on a role in production.



Afternoon Workshops Continued (14:00 – 15:15)

C12 Six Degrees of Separation

Understanding the importance of external engagement for business development. Everyone is on average approximately six steps away from any other person on Earth, so that a chain of, “a friend of a friend” statements can be made, on average, to connect any two people in six steps or fewer. This is the theory but is it true in practice?

C13 Advanced Outlook, Email and a Peek at Windows 7

This session will introduce participants to little known but useful corners of Outlook and a quick tour of the main features of Windows 7 e.g. using Outlook to schedule meetings and emails and using voting buttons.

C14 Turn up, Log in, Check out

Take a guided tour around one of the best University libraries and learn how to use the internet in a different way.

C15 Mountains or Molehills? The International Student Experience

This session aims to raise awareness of customer service issues relating to International students and increase the confidence of support staff dealing with international students by debunking some of the cultural myths and stereotypes.

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