

A Big Thank You!

As a team we would like to thank the committee for allowing us to be a part of the conference and helping to create #SSC2016.

We hope that all delegates have had a valuable and engaging conference.

Additional thanks to:

Joanne Harris

Workshop Leaders

Prize Givers

Event Volunteers

Estates Team

Catering Services

Janna Wood - Events Management Lecturer and Mentor

And thank you to all delegates

Here's to #SSC2017!

Support Staff Conference Programme

Thursday 24 March 2016



Tweet your pictures @hudssc

#SSC2016



Keynote Speaker - Joanne Harris
A day of engaging workshops,
varied exhibitions and more!

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Workshop Information

African Drumming - Workshop Leader: Louisa Houghton. Learn traditional rhythms from Senegal and Guinea in a relaxed environment.

An Introduction to Salsa - Workshop Leader: Kuldip Ubbi. Attendees will learn basic Salsa steps with a seasoned professional in a fun and relaxed environment.

An Introduction to the Ukulele - Workshop Leader: Chris McShane. The workshop will introduce the ukulele and its background. In the workshop you will learn up to 3 easy songs, in a fun and team-focused environment.

Bath Bomb - Workshop Leader: Jo Ribero. Fun and creative workshop where delegates learn to make Bath Bombs which they can take home for themselves as homemade gifts.

Become a Radio Star! - Workshop Leader: Ben Fisher. An interactive demo of state of the art technology available to University of Huddersfield students. Delegates will take part in producing a radio show and will have the opportunity to take on a role in production.

Body Balance - Workshop Leader: Team Hud. A classification of exercise which involves training the body for the activities performed in daily life. Think of functional training as a methodology and form of movement.

Body Pump - Workshop Leader: Team Hud. Using light to moderate weights with lots of repetition, Body Pump gives you a total body workout, burning up to 590 calories.

Ministry of Chocolate - Workshop Leader: Carl Turner. In this workshop, guests will make and decorate moulded chocolates and chocolate lollipops, using patterned transfer sheets.

Sim Man - Workshop Leader: Lynda Dunn. This workshop provides an introduction to the use of simulation as a teaching and learning strategy in the School of Human and Health Sciences.

Staff Choir - Workshop Leader: Christian Young. Experience a 2 hour long choral workshop starting with vocal exercises followed by learning a short piece in three or four part harmony (you will not be able to attend other afternoon workshops).

Yoga - Workshop Leader: Team Hud. Ashtanga Yoga practised in its correct sequential order gradually leads to the rediscovery of the fullest human potential on all levels of consciousness - physical, psychological and spiritual.

Zumba - Workshop Leader: Team Hud. Zumba is a lively and exciting exercise class, giving you a beneficial and effective workout.

Afternoon Workshops

Workshop	Room Allocation
African Drumming	BSG/17
An Introduction to Salsa	R1/16
An Introduction to Ukulele	BSG/20
Bath Bomb	BSG/22
Become a Radio Star	JM304b Studio
Body Balance	Student Central Sports Centre Level 3, Studio 1
Body Pump	Student Central Sports Centre Level 3, Studio 2
Ministry of Chocolate	BSG/18
Sim Man	HW1/02
Staff Choir	BSG/16
Yoga	Student Central Sports Centre Level 3, Studio 1
Zumba	Student Central Sports Centre Level 3, Studio 2

Foreword

The Conference is an annual event enabling support staff to enhance their skills, alongside valuable networking with colleagues within the University of Huddersfield.

This year's conference hopes to provide an inspiring and engaging day, with a diverse line up of workshops that will provide attendees with an individual timetable that will complement current knowledge and provoke reflection and self-development.

Workshops range from 'Impacting the Student Journey' and 'Enhance your Entrepreneurial Skills' to 'Chocolate Making' and 'An Introduction to Salsa'. The workshops will cover everything from professional advice, with informative content to leisure activities that will appeal to all.



Programme of the Day

8.30am – 9.00am	Registration	The Business School
9.00am – 10.00am	Opening and Keynote speaker	Diamond Jubilee Lecture Theatre
10.15am – 11.15am	Workshop 1	The Business School
11.15am – 11.30am	Morning Break	The Business School Cafe
11.30am – 12.30pm	Workshop 2	The Business School
12.30pm – 1.45pm	Lunch and Exhibition	Quayside
1.45pm – 2.45pm	Workshop 3	The Business School
2.45pm – 3.00pm	Afternoon Break	The Business School Cafe
3.00pm – 4.00pm	Workshop 4	The Business School
4.15pm – 4.45pm	Plenary and prize draw	Diamond Jubilee Lecture Theatre

Workshop Information

'A Really Rubbish Workshop' - Enhance your Entrepreneurial Skills - Workshop Leader: Nicola Walker. The session begins with an overview of the Enterprise Team, followed by a Market Research Challenge.

Campus Development - Workshop Leader: Colin Blair. A presentation overview of the future estate development across campus.

Effective Time Management - Workshop Leader: Sarah Simpson. Become more efficient in dealing with daily tasks, reduce stress and free up time for personal development.

Emotions at Work - Workshop leader: Steven Lyon. The importance of emotions at work. In this workshop you will look at how emotions can be managed within the workplace.

Handling Challenging Customers Effectively - Workshop Leader: Linda George. A session looking at how to respond to challenging behaviours from a customer in a way that will help you de-escalate the situation.

Healthy Body, Healthy Mind - Workshop Leader: Laurie Nettleton (Team Hud). This workshop will consider the beneficial elements of exercise and the ability of exercise to alleviate stress.

Heritage Quay Tour - Workshop Leader: Sarah Wickham. Find out about the fascinating collections and unique archives that the university cares for on this guided tour of Heritage Quay.

Impacting the Student Journey - Workshop Leader: Mike McGougan. This session will look in to the student journey and how we as an institution can positively impact and influence the student experience here in Huddersfield.

Lend me your Ears - Workshop Leader: Helen Walker. A practical workshop that will give you the opportunity to hone your listening skills.

Numbers are Amazing - Workshop Leader: Paul Youngson. Numbers are truly amazing; not maths...as that can be quite dull, but numbers are heroes. 1,2,3,4...there is so much hidden beauty there.

Overcoming Self-limiting Beliefs - Workshop Leader: Christian McGrath. Are you stuck? Through this bite-sized version of this course you will look at how your belief system can restrict you moving forward with your goals.

The Wonders of OneNote - Workshop Leader: Ruth Pearson. OneNote is a digital notebook that provides a single place for all of your notes and information - everything you need to remember and manage in your life.

University Strategy - Workshop Leader: Professor Tim Thornton, Deputy Vice-Chancellor. This is an informative and engaging talk about the strategic position of the University in line with external changes within Higher Education.

Morning Workshops

Workshop	Room Allocations
'A Really Rubbish Workshop' Enhance your Entrepreneurial Skills	BS3/06
Campus Development	BS1/07
Effective Time Management	BSG/27
Emotions at Work	BS3/02
Handling Challenging Customers Effectively	BSG/28
Healthy Body, Healthy Mind	BS3/01
Heritage Quay Tour	Heritage Quay
Impacting the Student Journey	BSG/16
Lend me your Ears	BSG/18
Numbers are Amazing	BSG/08
Overcoming Self-limiting Beliefs	BSG/04
The Wonders of OneNote	BSG/25
University Strategy	BSG/09

Keynote Speaker

Joanne Harris



Joanne Harris (MBE) is a novelist known for notable works such as the award winning *Chocolat*, *Runelight* and *Blackberry Wine*. She studied Modern and Medieval Languages at Cambridge and was a teacher for fifteen years, during which time she published three novels, including *Chocolat* (1999), which was made into an Oscar-nominated film.

Since then, she has written 15 more novels, two collections of short stories and three cookbooks. Her books are now published in over 50 countries and have won a number of British and international awards. Joanne has an honorary doctorate in literature from the University of Huddersfield.

Meet the Team



Jazzmin Francis



Ellen Baldock



Briony Wilson



Olivia Whitwam

We are all final year Events Management students assisting in the organisation and delivery of the Support Staff Conference as part of our final year project. As a group of young professionals we have worked to deliver an event of the highest standards, using our industry knowledge and experience, whilst fulfilling the expectations of our #SSC2016 delegates.

Menu for the Day

Registration Refreshments

Tea, Coffee, Biscuits, Juice and Water

Morning Break

Tea and Coffee

Lunch

Hot Fork Buffet

A selection of:

Beef Bourguignon

Chicken Chasseur

Vegetarian Option

Brown Rice

Jacket Potatoes with various toppings

Mixed Salad

Tea, Coffee, Juice and Water

(If you have any dietary requirements please make the team aware)

Afternoon Refreshments

Tea and Coffee

Cake

Conference Feedback

Exhibition

Which stalls did you visit? Please tick below

Exhibition Stalls	Tick	Exhibition Stalls	Tick
Association of University Administration		Elizabeth Richmond & Alex Heaton Illustrations	
Occupational Health		EMVA	
Support and Admin Network		Northern Broadside	
Temple Spa		Health Shield	
Qualia Aesthetics Ltd		UNISON	
Effiena's Handmade Polish		Other	

Which stalls were most useful?

Did you make any connections at the exhibition? If so, was it with businesses or university related services?

Overall Event

How did you find the conference overall?

Would you attend this event again?

What part of the conference did you enjoy the most?

What changes would you like to see for next year?

Would you recommend this event?

Workshop Feedback

Please write your full name and complete the feedback to be placed into the prize draw:

Name: _____

Workshop 1 (Title): _____

For every item place an 'X' in the scoring box that most closely represents how you feel about the programme, where 6 is excellent and 1 is poor.

		6	5	4	3	2	1	
A	Engaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Boring
B	Good variety of activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Poor variety of activities
C	Subject explained well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Subject explained poorly
D	I learnt a lot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I learnt nothing
E	The workshop is valuable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The workshop has no value

Workshop 2 (Title): _____

For every item place an 'X' in the scoring box that most closely represents how you feel about the programme, where 6 is excellent and 1 is poor.

		6	5	4	3	2	1	
A	Engaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Boring
B	Good variety of activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Poor variety of activities
C	Subject explained well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Subject explained poorly
D	I learnt a lot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I learnt nothing
E	The workshop is valuable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The workshop has no value

Workshop Feedback

Workshop 3 (Title): _____

For every item place an 'X' in the scoring box that most closely represents how you feel about the programme, where 6 is excellent and 1 is poor.

6 5 4 3 2 1

A	Engaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Boring
B	Good variety of activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Poor variety of activities
C	Subject explained well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Subject explained poorly
D	I learnt a lot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I learnt nothing
E	The workshop is valuable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The workshop has no value

Workshop 4 (Title): _____

For every item place an 'X' in the scoring box that most closely represents how you feel about the programme, where 6 is excellent and 1 is poor.

6 5 4 3 2 1

A	Engaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Boring
B	Good variety of activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Poor variety of activities
C	Subject explained well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Subject explained poorly
D	I learnt a lot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I learnt nothing
E	The workshop is valuable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The workshop has no value

Please leave any other comments:

How will you implement the knowledge gained?

Conference Feedback

Keynote Speaker

What did you enjoy about Joanne Harris's presentation?

What was your key learning point?

Administration

Were you happy with the registration process? Yes / No

Was there enough Signage? Yes / No

How did you find the booking process with Eventbrite?

Catering

How would you rate the refreshments?

Are there any other options you would like to see next year?