



## Masterclasses *for* *professional services staff*

Bibby Rumbelow Ltd is an established training and organisational development provider that specialises in programmes and solutions for staff in Higher Education. We are now extending our Masterclass range with a series of participative workshops designed specifically for staff in **Professional Services departments** such as **Admissions, Finance, Academic Services, External Relations, Development and Alumni, and Estates and Accommodation.**

These Masterclasses recognise the importance of defining and maintaining service standards, modelling excellent levels of customer service and building strong communication with internal and external clients and customers.

Universities have undertaken Masterclasses to

- Develop fresh approaches to help them tackle tough problems
- Hone and extend the specific knowledge and practical skills of staff in relation to key issues
- Learn new techniques to refine and improve staff practices
- Refresh and revitalise the outlook of key staff and give a boost to teams and teamworking

Our established and popular Masterclass approach is designed to be appropriate and developmental for staff at a variety of levels. Session content is explicitly designed to be inclusive, so, for example, if we are working on management issues we will consider this from the point of view of those being managed as well as those doing the management. We use the participative workshop format of our sessions to build and enhance working relationships within and across teams. We know from experience that our workshops work best with large(ish) groups but offer two prices which reflect the need to have two tutors available for bigger groups.

Masterclasses are available as a half or full day session. We will usually combine two of the work-practice based classes (T1 - T6) to make up one Masterclass session.

Our new series of Masterclasses, specifically designed for **Professional Services** staff, fall into three categories:

- **Defining and delivering service standards and building relationships with internal and external clients**
- **People management and team working for service delivery**
- **Refining and improving staff practices**

## Professional Services Masterclasses currently available:

### DEFINING AND DELIVERING SERVICE STANDARDS AND BUILDING RELATIONSHIPS WITH INTERNAL AND EXTERNAL CLIENTS

- S1**      **Setting service standards:** Defining and agreeing service standards for your department and monitoring their delivery
- S2**      **How to communicate and promote your services internally and externally:** building strong client relationships
- S3**      **Managing a system change:** preparing staff to plan and embrace system change and communicate the effects of changes positively to clients

### PEOPLE MANAGEMENT AND TEAM WORKING FOR SERVICE DELIVERY

- P1**      **Maintaining a consistent service:** using smart team work to ensure service is maintained through workload peaks
- P2A**     **Managing and monitoring individual performance to improve productivity:**  
Designing, writing and managing against performance objectives
- P2B**     **Managing and monitoring individual performance to improve productivity:**  
Implementing a performance management system across a whole department or team
- P3**      **Learning from critical incidents:** Using practical problems from day to day work to stimulate focused learning and continuous improvement
- P4**      **Think positive!:** Growing a positive attitude in team and individuals, maintaining motivation, career development, talent spotting, moving in and moving on

### REFINING AND IMPROVING STAFF WORKING PRACTICES - SELECT TWO TO COMBINE FOR A MASTERCLASS

- T1**      **Techniques for meetings** which engage participants and get results
- T2**      **Coping with and prioritising multiple demands** on staff time from email, phone and face to face communication
- T3**      **Giving difficult messages:** approaches to challenging communication with clients and colleagues
- T4**      **Record keeping techniques and approaches** to support team working and maintenance of service standards
- T5**      **Smart induction** – getting the whole team involved
- T6**      **Effective action planning:** creating and using a shared action plan and monitoring progress against it to ensure results

You will find more details about each of these Masterclasses including information about pricing at [www.bibbyrumbelow.com](http://www.bibbyrumbelow.com) or contact Dr Judy Rumbelow at [judy@bibbyrumbelow.com](mailto:judy@bibbyrumbelow.com)