

LMN Workshop

Building and Retaining

Talent

5th March

Technical & Soft Skills
Training for Technologists

Overview

Roehampton University

- Approx. 8000 Students
- Approx. 1200 Staff
- Approx. 70 IT and Media Staff
- Up to 2006 there was a combined Library, IT and Media department
- Confidence in IT was LOW

Some of the Problems

- Staff were:
 - Too focused on the technology
 - Used jargon and “techno babble” to appear superior and confuse customers
 - Avoiding interaction with the customers
 - Adverse to communicating issues – good or bad.

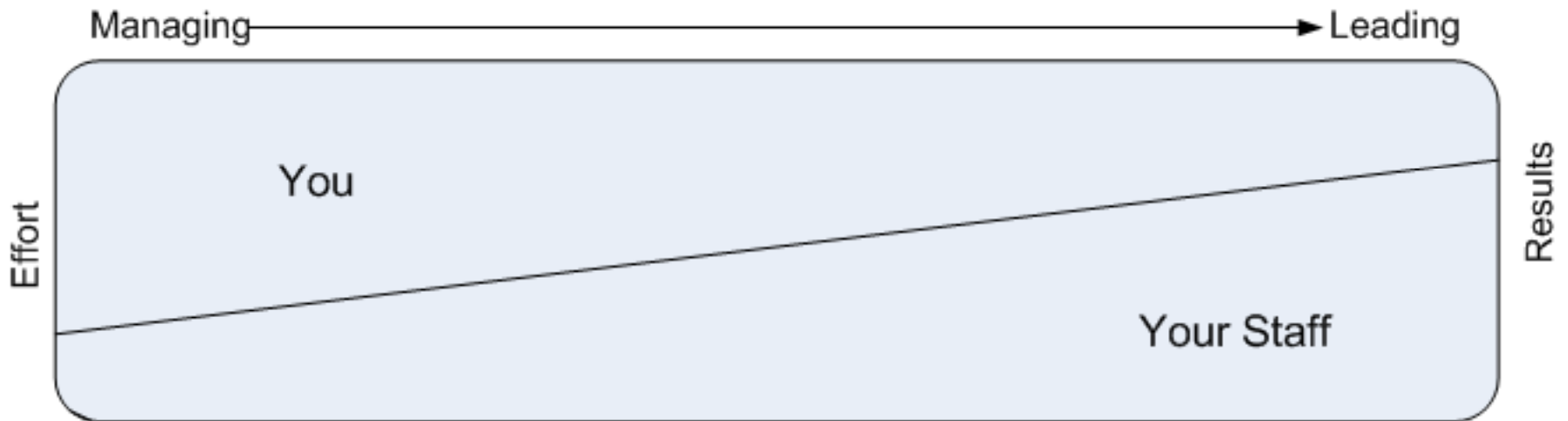
Some of the Problems

- This lead to :-
 - A lack of support from the customer community
 - Insular thinking
 - A disconnection from the needs of the University and the customer
 - Unhappy staff, with low moral.
 - High turn over of staff

The Change in Perception

- What did we do?
 - We evaluated individuals to define a soft skills training programme
 - Linked this training plan to their career progression
 - Linked soft skill training to technical training

Management v Leadership



From the Top

- The Management Team
 - Needed to create a common language for leadership
 - Create core values for the department
 - Provide a sense of ownership for customer service

From the Top

- Our way forward
 - Emotional Intelligence
 - Matrix Management
 - Managing virtual and remote teams
 - Advance leadership training

Results

- Happier Teams
- Happy Customer
- Career paths
- Trust in Management
- More fulfilling work
- Increased productivity
- Lower turn over of staff

Questions