

**LMN**  
**IT Directors' Forum**  
**7<sup>th</sup> December 2007**

Technical & Soft Skills  
Training for Network Support Staff

# 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

# 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

# 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

# Questions