

## HEaTED Regional Network Event – Event Report

**Region:** Yorkshire/North Joint Regional Network Event

**Date:** 19/06/14

**Venue:** National Railway Museum, York

### Agenda:

- 9.30** Registration, networking and refreshments
- 10.00** Welcome and Introductions
- 10.15** Communicating within a hierarchy
- 11.30** Setting up your own internal networks: 'TechNet' case study from the University of Sheffield (Natalie Kennerley and Melanie Hannah)
- 12.30** Lunch and networking
- 13.15** Communication – taking control
- 14.00** CATTs: working with HEaTED's Competency Assessment Toolkit for Technical Staff
- 14.30** HEaTED Update and identifying training needs (Katherine Forsey, HEaTED)
- 15.00** Tour of the National Railway Museum
- 15.30** Close

### Key discussion points from each agenda item:

#### Discussion Topics as suggested by attendees at the previous meeting

Linda Robinson (HEaTED North East Regional Network Coordinator) introduced the day and ran through the agenda.

Delegates were asked to mix themselves up and move to tables with people from a range of Institutions. A 'How well do you know your Universities' Quiz. A copy of the quiz and the answers is available to download from the [HEaTED Online Community Group for your Region](#)

#### Communicating within a hierarchy – Jane Ginniver, HEaTED Yorkshire Regional Network Coordinator and University of Sheffield

Working in groups of 6 or 7 and using individual instructions, each group has a task to complete. The exercise explored communication and how it feels from different perspectives in an institutional hierarchy.

Following the activity, each group was asked to reflect on the task by discussing the following questions 1) how did you find the task, 2) did you know what the task was, 3) how did you feel while it was going on, 4) how could it have been improved, 5) how does that experience manifest itself in your daily work?

Feedback from group

A's (senior manager)

- Not as easy as thought it would be
- Frustrating
- Boring, as not much to do in their role
- Difficult to communicate and pass on messages
- Assumed rest of team knew the task (they didn't)
- Would have been good if they could communicate directly with C, D and E, would get work done more quickly

B's (middle managers)

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- a meeting between everyone at the start would have been much easier
- lack of clarity on the task made it more difficult to understand
- had lots of info from their reporting line but didn't know what the question was from their manager

C, D and E's (front line staff)

- difficult not knowing other people's roles
- unfair distribution of work, some doing lots some doing nothing
- weren't given anything to do so had no direction
- no feedback on the work they were doing and if it was correct, no two-way communication

The messenger

- cut out sometimes, not sure of role, can see frustration but can't help, lots of down time for some roles with B being very busy. Information overload on B, end up being a blocking point/funnel, can see people not communicating.

How did you feel?

- Overworked
- Bored
- Detached
- Helpless, or wanted to help

Q. Where did most of the work end up?

A. With B – the middle manager

Interesting that those used to being in manager roles (who were told to take C, D and E roles) got frustrated towards the end as could see task wouldn't be completed, could see change in body language.

In real life, when needed, A can talk to C, D and E direct but it is important not to cut B out.

**ACTION:** ALL - Think about how you can reflect on this in your day to day role, how can you influence communication routes? Can you understand other people's roles better? Important to remember, people do need to know things and be kept in the loop. How do these lessons learnt apply to you?

### Setting up your own internal networks: 'TechNet' case study from the University of Sheffield - Natalie Kennerley and Melanie Hannah

A copy of the presentation slides used by Natalie and Melanie are available in the [Online Group](#) for your Region along with this report. The slides cover:

1. Why have a Technicians Network?
2. Aims
3. First Meeting 17<sup>th</sup> March 2014
4. Outcome of first event
5. Future Events

The presentation was followed by an opportunity for the attending delegates to ask questions and build networks with others present.

### Communication – taking control - Jane Ginniver, HEaTED Yorkshire Regional Network Coordinator and University of Sheffield

Participants asked to think of an example of good communication and an example of poor communication that they have experienced. Then to consider whether they had full control, partial control or no control of the communication in those situations.

Group discussion followed – email was widely identified as an example of poor communication. One suggestion was to limit emails to one topic / key point.

## CATTs: working with HEaTED's Competency Assessment Toolkit for Technical Staff - Katherine Forsey, HEaTED Membership & Networks Managers

A copy of the presentation slides used by Katherine are available in the [Online Group](#) for your Region along with this report.

### HEaTED's Competency Assessment Toolkit for Technical Staff (CATTs):

HEaTED has received many requests for help with organisational and individual performance assessment. In response to this and a wider UK need, we have developed a new resource exclusively for HEaTED members.

The CATTs resource has been designed to change the way that the professional technicians in HE (and FE) explore performance. It provides a benchmark for all professionals (regardless of specialism or discipline) of their current competencies, development areas, and future direction. The aims of the resource are covered in detail in the slides. The toolkit recognises each discipline on a competency related basis. The Toolkit is evidence based and allows for skills mapping and skills gap identification across your Institution. The CATTs is a resource/toolkit for continual monitoring, assessment and development.

*There are 5 key competency areas as modules:*

1. Professional Practice
2. The Student Experience
3. Leadership & Management
4. Planning and Organising Resources
5. Governance and compliance (incl.H&S)

*There are 5 levels of competency for the reviewee to be matched against:*

1. Learner
2. Experimentalist
3. Practitioner
4. Specialist
5. Expert

An example of one of the modules (Student Experience) was showcased.

The resource is available for sale from the 1<sup>st</sup> Sept at £250 for HEaTED member institutions and £450 for non-member. There will be a HEaTED [Online Community Group](#) to support this resource where members can share their experiences.

Q. How do we ensure national consistency?

A. This will be a great leveller as everyone will be using the same assessment. A further project (Catalyst) is starting in Sheffield in September to look at this further.

Q. Does the competencies refer to the person or the role?

A. The person. Universities can individually determine how this links with progression.

Q. Will there be a train the trainer course?

A. There is a trainer pack with guidance on how to apply to resource.

**ACTION:** ALL- If you would like further information on the CATTs please contact Rachel Crossley, [r.crossley@slcs.ac.uk](mailto:r.crossley@slcs.ac.uk)

## HEaTED Update and identifying training needs - Katherine Forsey, HEaTED Membership & Networks Managers

A copy of Katherine's presentation is available to download from the [HEaTED Online Community Group for your Region](#). Katherine covered progress made by HEaTED to date, key statistics and areas of future work, including:

- 75 Member Institutions with over 3200 individual members registered via the HEaTED website.
- 2000+ members also registered for [HEaTED Online Community Groups](#).
- HEaTED membership has been expanded to FE colleges, please let your contacts in the Region know.

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- A full series of [Regional Network Events](#) is planned across the UK in Spring/Summer 2014.
- New courses developed by HEaTED Member Technicians were launched;
- [Developing an Apprenticeship Programme in Higher Education](#), University of Liverpool, 14 May 2014.
- [New Health & Safety Courses](#) University of Leeds, dates from March to July 2014
- Details of a range of courses held/planned in Yorkshire and the North East were shared on the slides.
- See the [courses page](#) on the HEaTED website for all the latest course dates and venues. It may be that you can access your usual training courses (with the same provider) through HEaTED for a cheaper price due to HEaTED member discounts- always check with HEaTED before booking any training.
- You can become a course provider with HEaTED and generate valuable revenue for your Institution. For further information contact [admin@heated.ac.uk](mailto:admin@heated.ac.uk) and ask for a copy of the new providers paperwork.

**ACTION:** ALL - register on the [HEaTED Website](#) and [Online Groups](#) now to ensure you are kept up to date with all the training opportunities and network events that are available to you.

**ACTION:** ALL - book to attend training courses or contact HEaTED if you wish to host an on-demand course.

**ACTION:** ALL - ask your colleagues, team members and other network groups (Unions and Staff Developers) to register independently on the HEaTED website to ensure everyone receives information direct from HEaTED and can take full advantage of your Institution's Membership.

**ACTION:** ALL - if you would like to host a HEaTED course at your Institution contact [admin@heated.ac.uk](mailto:admin@heated.ac.uk)

**ACTION:** ALL - if you would like to become a course provider with HEaTED contact [admin@heated.ac.uk](mailto:admin@heated.ac.uk) and ask for a copy of the new providers paperwork.

**ACTION:** ALL - use the [Online Community Group](#) to make comments and feedback on what you have heard today.

#### Issues to be fed into Online Groups:

- How do you communicate with your teams and more senior managers? What good practice is out there?
- Are there any other examples of internal networks that are particularly good?

#### Next event(s)

- North East Regional Network Event – Teesside University, November 2014.
- Yorkshire Regional Network Event - Bradford University, December 2014.

#### Actions:

- Think about how you can reflect on this in your day to day role, how can you influence communication routes? Can you understand other people's roles better? Important to remember, people do need to know things and be kept in the loop. How do these lessons learnt apply to you?
- Limit emails to one topic / key point

**See ACTIONS identified for all attendees in each section above**