**RESOURCE MATERIALS USED WITHIN THE PAST 12 MONTHS TO SUPPORT DEVELOPMENT ACTIVITIES IN NW UNIVERSITIES & THE STUDENT EXPERIENCE**

* VLE – content, resources, FAQ’s, delivered sessions on use of VLE
* Alchemy for Managers – e-referencing (used by several uni’s)
* Self-Determination Theory (for leadership, motivation, etc.)
* Module as a video resource on culture and context with the purpose of providing triggers for discussion/questions, info about Liverpool etc., and produced by students as an assessed piece of work
* Use of LFHE materials on Personal Impact
* VOX POPS on YouTube
* Use of recently published Speedwriting book to support delivered workshop (delegates charged for personal book copy)
* Use of printed question cards on delivered workshop on Coaching Skills for Managers (card pack provided to each delegate)
* Business simulation cases commissioned from private developer to support cross-team working, impact of decisions, negotiation, budgets, performance, etc
* Pansophix Useful Guides
* Action Learning Sets
* Piloted getting students studying Events Management to organise a full-day Staff Development event (very successful outcome)
* Open Space on student experience
* Lending out physical resources – games, props, etc to team leaders/managers running their own team development events
* Helping managers deliver their own customer service events
* Looking at the culture within the university – and learning
* Delivering cultural awareness development to students
* Job shadowing of supervisors
* Focus groups
* Facebook and Blog
* E-pad
* AUA ‘wheel’
* Appreciative Inquiry (AI) old but great to encourage positivity in low-morale areas
* Roadshows
* Textwall
* John Adair (task, team, individual) to support TNA
* Social media and raising profiles
* ‘Lecture Capture’ (for purpose of online content, review, absent students) utilising audio, powerpoint, video, DVD, document camera, interactive boards

What’s missing …

* A toolkit to show how things fit into the bigger picture
* Behaviour’s Indicator kit
* Accredited IT software training on Microsoft Office