**Putting Students at the Centre – Students’ Union – Outline  
Oxford Brookes University**

**Introduction** – outline of the session, learning objectives, personal objectives and ground rules

**Experience of a service** – using own experiences of a service to identify Moments of Truth, important factors in a good experience (Activity – The Emotional Journey)

**Themes of a good service experience** – rate the Brookes Students’ Union on these themes. How could the ratings be increased?

**Behaviours associated with providing a good service**  
First impressions  
Attitudes and behaviours – the OK Corral  
Aggressive, passive and assertive behaviour

**Asking Questions and empathising**Using a coaching style to share responsibility

**Cultural differences in communication**

**Emotions and self-talk** and how they affect your ability to provide an effective service

**Difficult scenarios** – practice session

**Mobile Union** – discussion on best practice in talking with students

**Review l**earning objectives and make personal action plans

Valerie Fawcett, Oxford Centre for Staff and Learning Development  
Oxford Brookes University

**Preparation of this session included discussions with Students’ Union staff and individual staff then contributed difficult scenarios to the practice session.**