# SDF Conference - Super-Vision and Sea Change
## 29th - 30th November 2018

When was the last time that you had the time and space to stand back and take a good look at your purpose, department, or the way in which you perform your role?  It was very likely some time ago that you gave yourself this luxury.   We invite you join us on the south coast to take a breath of fresh air and to stand back and develop some super-vision on your own practice.  Come and join us to explore how we can create a 'sea change' in our own practice so that we can support others to effect change in theirs.

The conference will touch on five key themes:

- A provocative look at our purpose, our role and our practice.
- Tools, techniques and approaches that have been proven to effect change
- Coaching, including: coaching supervision; coaching for leadership teams, groups and individuals; coaching techniques and approaches; coaching culture
- Super-Vision on our own practice, including coaching walks by the sea
- Views from outside the sector.

These themes will be explored through plenary sessions, panel debates, workshops, conference posters, our sponsors and exhibitors, and coaching walks beside the sea.

**Day One – Thursday 29th November 2018**

| Time/Room | Session | Facilitator/Presenter |
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| 09.30 Dorchester Suite Foyer | Arrival, Refreshments and Registration | |
| 10.15 Dorchester Suite | Welcome from the SDF - Update on the SDF<br>Introduction to the Conference Programme and Themes | SDF Executive |
| 10.30 Dorchester Suite | **Keynote 1 Engaging Staff in Developing Vision, Values and Strategy**<br>'At BU we have recently developed our new strategic plan, BU2025.  This is built on our concept of Fusion, bringing together research, education and practice.  One important aspect of this is co-creation, and BU2025 was co-created with our stakeholders and staff in a collaborative and open process.  We will describe how we developed our vision, values and strategic plan, how we engaged with staff and how we are continuing the same approach as we implement the plan.' | Professor John Vinney, Vice-Chancellor, and Jim Andrews, Chief Operating Officer, Bournemouth University |
| 11.15 Dorchester Suite Foyer | Refreshments and Exhibits | |
| 11.40 | **Please choose either keynote 2 or 3 and move to the room** | |
| 11.45 Dorchester Suite | **Keynote 2 Taking Orders or Providing Direction?  Balancing Service Delivery and Strategic Influence as a People Function'**<br>In an organisation aspiring to Lean principles, demand from the customer is key in shaping the delivery of your service or team.  But how do you respond when your professional judgement suggests that they are asking for the wrong thing?  When your organisation has a very clear and singular purpose, how do you ensure that your focus on that goal doesn't lead to all other goals being neglected?  Drawing on experience for the transformation change programme at the Royal National Lifeboat Institution (RNLI), Nathan will be sharing some lessons learnt and ideas for the future from an HR and Learning and Development perspective.<br><br>*Charity*<br>*Please note that two of our keynote speakers have agreed to speak in support of their charities therefore please  bring two £2 coins with you to the conference to donate to these great causes ( of course you can always donate more if you choose to do so!).  Envelopes will be available on the tables and a box will be available at reception.* | Nathan Palmer, Head of Learning and Development, RNLI |
| 11.45 Bryanston Suite | **Keynote 3 Culture Change – Is it all at Sea?**<br>Culture as part of the DNA of an organisation, is often said to be the key factor in determining "how things are done around here".  As such | Susanne Clarke, Bournemouth University and Heather Dobby, Cobham Aviation Services |

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| | an organisation's culture is unique, often hard to define and evolves slowly over time.  It's not a process, there is no quick fix to making changes to culture. Within the Higher Education sector we can often believe changing culture is even more challenging than it is within other sectors, this can be a misconception. Change and particularly culture change is never easy and there is much we can learn from outside of the sector and in turn lots that we in the sector can share too.

Susanne and Heather will present a lively overview of what is different across our sectors and what is very similar.  Heather has worked across many industries and has led change effectively and in very challenging environments.  Susanne has headed many change programmes and led on culture change iniatives to embed excellence within Higher Education.  We will compare, contrast and offer what we have seen working across both sectors to support culture change. | |
| 12.45 | Lunch | |
| 13.45 Dorchester Suite | The Future of the SDF  - Have your say | SDF Executive |
| 14.00 | Move to Workshops 1-5 plus 2 Coach Walk | |
| 14.15 Sandbank Suite Lower ground floor | **Workshop 1: A Virtual #CoachingHE Community** Twitter offers a tool to generate engagement, peer support and co-production of knowledge. Twitter conversations create learning communities and opportunities to help participants advance their thinking, confidence and voice.

This interactive workshop offers a hands-on opportunity to explore the full potential of using Twitter to engage in Twitter conversations or Tweetchats. It aims to support participants in utilising Twitter to develop their own confidence, social media presence and digital capability so they can reflect in their practice the advancements taking place in the learning landscape in HE.

Participants will be taken through the principles of Twitter conversations, covering the developmental stages of use and reflecting on current Tweeting communities. This session begins with a low tech approach and ends with a live Twitter conversation.

At the end of the workshop, participants will be able to:

• gain understanding of the functionality of the tool, privacy settings, etiquette
• evaluate affordances and challenges that Twitter conversations as a learning innovation bring to Continuous Professional Development
• practise the conventions to take part in a low tech and live Twitter conversations. | Dr Rossana Espinoza, Juliet Flynn, Dr Emma Gillaspy, Dee-Ann Johnson, Louise Rees |
| 14.15 Purbeck Suite – First floor | **Workshop 2: Appreciating Cognitive Diversity – Working with Unconscious Bias for Teams in Change** In this interactive parallel session, participants will consider the latest research into unconscious bias, and the implications for people developers who are supporting teams through change. Together we will share strategies and practical tools for shining a light upon unconscious bias, to understand the levels of cognitive diversity within our teams. All participants will have the opportunity to receive their own personal Margerison-McCann Team Management Profile as part of this session – with the results used as a live case study to help explore change management strategies for a variety of team dynamics.

Numbers are not limited, but attendees will be required to spend 10-15mins completing their online questionnaire ahead of the conference | Mark Gilroy, Managing Director, TMS Development International Ltd. |
| 14.15 Blandford | **Workshop 3: Abstract for Service Excellence Workshop** Service Excellence contains in itself something for everyone, no matter | Jill Lees, University of Hertfordshire |

| Room | how long you've been in your job. We at the University of Hertfordshire have been on a Service Excellence journey aimed at improving the level of service provided to students and colleagues alike. Join us for this session to find out about how we approached this ongoing journey, what we learned and how we utilised innovative learning and development tools to get people on-board and lead the way.<br><br>**Purpose**<br>To demonstrate how we reignited an old topic with a new approach – Service Excellence. Hear how rather than running traditional workshops we chose to engage as consultants based in departments to affect a genuine change of behaviour from within.<br>Having experienced the success of trying a new approach to instigate real change, when we all know how challenging it can be to do so, we want to share this with you. Using an evidence based or customer led approach we engaged colleagues at departmental level to analyse their feedback, identify their learning needs, and develop bespoke high-quality standards. The journey continues as we keep measuring progress through feedback and the 'service user's voice' to continuously improve our service levels.<br><br>**Content**<br>• Explore how evidence and engagement put control in the hands of the teams involved and helped enthuse even the most jaded members of staff<br><br>• Share the Engagement Driven Approach that we used in partnership with Professional and Academic areas to instil a real change in service and behaviour<br><br>• Discuss the methods of feedback we piloted and used with each area to collect the 'service users' voice and how that voice provided evidence of the changes required<br><br>• Explore how teams used this evidence to develop their **own** service standards, process improvements and agree learning and development solutions<br><br>• Demonstrate the role University's values play in a Service Excellence culture and the importance of embedding them into recruitment and performance management processes<br><br>• Showcase the suite of Service Excellence development sessions and the Self-Assessment tool<br><br>• Discuss how to engage senior level sponsors and engagement with senior managers to open doors, overcome blocks and spread the good news | |
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| 14.15<br>Bryanston Suite | **Workshop 4**: **Looking Afresh at Narrative**<br>In 2018, universities have grasped the power of narrative. They're using this to connect people to their role and purpose. It's changing the practices of leaders and organisational developers.<br>We'll share our approach to explore your professional narrative in this experiential workshop. Join us and take away ideas you can apply. The outcomes of the workshop will be to enable you to:<br>• Experience and practise new techniques and approaches to help you to communicate your purpose, role and practice with greater clarity and impact<br>• Challenge your perception of your role, and where this fits into your professional narrative.<br>• Develop a concise narrative about what you do which is compelling, engaging and persuasive, and draws on your own authentic voice and personality to prioritise the message you want to convey<br><br>Grounded within insights gained from working with over 30 universities in our first year, our approach is founded in a deep knowledge of the | Dr Paul Gentle and Louise Clifton,Invisiblegrail.com |

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| | sector and expertise in leadership development.<br>We look forward to welcoming you at the conference. | |
| 14.15<br>Dorchester<br>Suite<br>Main Room | **Workshop 5**: **Creating Space, Opportunities, Choice and Journeys - A Fresh Look at Learning.** - **Adapting and Thriving in a Changing Landscape**<br>Initiated by doing more for less, saving money, decreasing attendance at face to face events and a general malaise around learning a radical rethink led to the creation of a culture of empowerment through the development of an interactive learning portal, which provides the springboard for all our activity.<br>A taste of what we are doing<br>• Embedding a 70:20:10 mind set<br>• Developing agile approaches enabling speedy responses at point of need<br>• Using multi-dimensional techniques for innovative learning<br>• Using social media for promotion and engagement<br><br>Some of the results are we seeing<br>• Increased engagement, particularly with the academic community<br>• Increased embedding of deeper learning<br>• Less use of external providers<br>• Greater use of coaching as a learning tool | Delivered by the UCA Learning & Development Team, Sara Jackson and Lidija Jones |
| 14.15<br>Meet at<br>reception | **Coaching Walk by the Sea** - *Supportive Conversation – Seeing change by the Sea*<br>I am an experienced coach and active member of the internal coaching team at Bournemouth University, and for the past 5 years I have been Head of Service Excellence at BU. I am very interested in strength based approaches in coaching and organisational development. As well as undertaking the excellent coach development opportunities that BU continues to provide, I am also experienced in using approaches based on appreciative inquiry, the use of metaphor and creative approaches to developing understanding and growth.<br><br>The wonderful location by the sea side provides an energising and embracing space to think and explore possibilities of what could happen next. The coaching conversation will be warm, the weather probably not so, remember to bring a wooly hat and gloves. | Susanne Clarke,<br>Service Excellence and Organisational Change Lead at Bournemouth University. |
| 15.15<br>Dorchester<br>Suite Foyer | Refreshments, and Exhibits | |
| 15.45<br><br>Dorchester<br>Suite | **Keynote 4 Vision and Change: Looking to the Future with Advance HE?**<br><br>The sector seems all at sea with the most significant waves of change experienced by HE institutions for some time - and set to continue for some while yet. At the same time, Advance HE has been created as a new and exciting response to sector changes to bring together key strategic areas of equality, diversity and inclusion, teaching and learning and student outcomes steered alongside leadership and governance.<br><br>Led by Tracy as a member of the Advance HE executive group, this day one plenary will invite you to view and comment on the planned course for Advance HE, where we are now, where we want to be and our future plans but will also share our journey of change and transition that has shaped Advance HE and our insights about organisational 'sea' change that will hopefully stimulate your thinking and equally share your own insights and challenges with each other. | Tracy Bell-Reeves,<br>Programme director  Advance HE |
| | **Move to workshops 6-10** | |
| 16.45<br>Purbeck Suite | **Workshop 6: Delivering Change through Transforming Performance Management**<br>Why is it that most models of Performance Management exclude any reference to people or performance?  No wonder too many processes have become a series of bureaucratic activities that attract limited | Hedda Bird MBA, 3C Associates Ltd |

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| | engagement and deliver little of value.<br><br>In this workshop we will explore a new model 'The Performance Management Canvas' that makes clear the human, social and emotional context within which we must manage performance. Based on the White Paper 'Turning Strategy into Action – a new purpose for Performance Management' we will share the most recent research into what actually improves performance in the work place, and the implications of that research for Performance Management Design, Training and implementation. You will leave with a copy of the model that will help you think about Performance Management differently, and give you some useful ideas you can take back to your colleagues to challenge their thinking.<br><br>Feedback from a recent workshop along similar lines at the Universities and Colleges Employers Association included<br>"Great energy and ideas"<br>"Very useful and informative. Food for thought"<br>"Really good practical/operational advice and guidance"<br>"Liked the case studies and exploring some solutions through models"<br>"Some clear, simple guiding principles which will help in taking work on performance management forward" | |
| 16.45<br>**Dorchester Suite** | **Workshop 7: Provocative Look at Coaching Evaluation in HE**<br>The popularity of coaching in universities is evident from the number of institutions procuring external coaches and some are 'growing' their own. Other universities have aspirations to develop a coaching culture and a number are already well on the journey.<br><br>But do we know how coaching is actually valued in HE? And how do we know if it actually makes any difference?<br><br>During this session we will take a brief look at the findings in the LFHE funded Stimulus Paper: Exploring the Impact of Coaching in HE.<br><br>We will then use the six provocations in the paper to promote some lively and healthy group debate on the way that coaching is, or could, be valued and evaluated.<br><br>The purpose of this workshop is twofold:<br><br>Firstly to draw attention to the LFHE (now Advance HE) Stimulus Paper: Exploring the Impact of Coaching in HE and to highlight some key findings from a survey of universities and institutional case studies that set out how they use, value and evaluate coaching.<br><br>Secondly for us to challenge our assumptions and to leave the session with one or more of the following:<br>• A refreshed way of thinking about how we, or our institutions, value or evaluate coaching<br>• Ideas on how to make the case for the value of coaching<br>• An enhanced understanding of coaching evaluation | Meriel Box, Liverpool John Moores University and Dr Colleen Harding, Bournemouth University |
| 16.45<br>**Bryanston Suite** | **Workshop 8: The Use of Self: Developing Presence**<br>The complex HE environment requires HR and Staff Development Practitioners to work flexibly within policy and practice guidelines to develop solutions, with their key stakeholders and other partners. Expertise provides the basis for this way of working, however, increasingly stakeholders describe enhanced working relationships as the key to productive partnerships.<br><br>In this session we will consider feedback from HE colleagues on how these relationships can be established and how the use of 'self' and the development of personal presence contributes.<br><br>Participants will leave with HE insight to the capabilities valued by HR colleagues and stakeholders and practical tools to enhance their practice. | Jacqueline Bisson,<br>University of the Arts London |

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| 16.45<br>**Blandford Room** | **Workshop 9: Digital Learning Curation: Enhancing Staff Development Opportunities using your VLE**<br>This session is for you if:<br><br>You are interested in using your university's VLE (Virtual Learning Environment – eg Blackboard, Canvas, Moodle etc) to provide or support your staff development offerings.<br><br>You are already using your VLE and would like to share best practice and explore new ideas.<br><br>Bournemouth University's Organisational Development team are creating blended and online development opportunities through our new VLE, Brightspace. We are keen to share our experiences and hear about participants' stories and experiences.<br><br>We have been incorporating principles of digital learning curation and blended learning to enhance staff development:  allowing staff to be 'leaders of their own learning' by choosing the place, time, pace and path of their learning, freeing up OD staff time, allowing staff to prepare for workshop sessions and role-modelling potential uses of the VLE that staff may use with their students. The majority of the session will be spent leading participants through a process of starting to create or enhance development opportunities in line with these principles. | Kar Stanton<br>Assistant TEL Developer<br>Centre for Excellence in Learning<br>Bournemouth University<br><br>Julie Barber, Leadership and Engagement Manager, Bournemouth University |
| 16.45<br>**Sandbanks** | **Workshop 10: Enabling Effective Partnerships between Technicians and Organisational and Staff Developers to Create a Sustainable Technician Services**<br>The recently launched National Technician development Centre (https://nationaltechnicianscentre.ac.uk) aims to support HEIs to create a sustainable future for their technical staff and services. As partners of the Technician Commitment (TC) we are also working with HEIs to support the development of their services and meet the Technician Commitment pledges.<br>SDF members have a critical role in enabling local development of technical services and staff and in a number of HEIs they have also been asked to help the HEI achieve the TC pledges. The centre has received a number of calls seeking support and guidance to help them in their role. The aim of this workshop will be to bring together good practice and shared experience to support them in this role. | Chris Turgoose: Business Development & Centre Manager, National Technician Development Centre |
| 17.45 | Free Time and Networking<br>Please see the event taking place in Bournemouth<br>https://christmastreewonderland.co.uk/ | |
| 19.00<br><br>Dorchester Suite Foyer | Drinks Reception sponsored  by Marshalls | |
| 19.30 | Prizes from sponsor<br><br>Awards Ceremony sponsored by Goodpractice<br><br>**Conference Dinner**<br><br>Menu for all<br>***Pressed Ham Hock | Apple and Pea Salad***<br>***Chicken Breast | Leeks and Roast Shallots, Potato Gratin, Thyme Jus***<br>***Sticky Toffee Pudding with Vanilla Ice Cream***<br><br><br>Vegetarian<br>Parmesan Brulee | *Confit Tomato, Crispy Onion (v)*<br>Baked Feta and Stewed Peppers | *Olives, New Potatoes and Basil (v)*<br><br>Conference Drinks sponsored by Cylix | Michael Main |

**Day Two – Friday 30th November 2018**

| Time | Session | Facilitator/Presenter |
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| 8.45<br>Dorchester Suite | Welcome to Day 2 | SDF Executive |
| 9.00<br>Dorchester Suite | **Keynote 5  The Business of Excellence**<br>As a former Red Arrows pilot, Justin Hughes is no stranger to high performance in the most demanding of environments.  Justin has since added some 14 years of consulting on performance to organisations ranging from a global tech company to a large public sector agency to a world-championship winning sports team.<br><br>Justin's presentation offers a highly engaging insight into some of the drivers of high performance, based on his book of the same name<br><br>*Charity*<br>*Please note that two of our keynote speakers have agreed to speak in support of their charities therefore please  bring two £2 coins with you to the conference to donate to these great causes ( of course you can always donate more if you choose to do so!). Envelopes will be available on the tables and a box will be available at reception.* | Justin Hughes<br>MD & Director of Consulting<br>Author of The Business of Excellence<br><br>*Justin has agreed to speak in support of the Jon Egging Trust*<br>***https://www.joneggingtrust.org.uk/*** *and so this session will include an introduction by Ruth Wright from the Trust* |
|  | **Move to Workshops**<br>**11-15 or Coach Walk** |  |
| 10.00<br>**Dorchester Suite** | **Workshop 11: The Role of Manager Coaching in Learning Transfer**<br>Managers are critical for learning transfer after a training course. Learn how to<br>• support managers to do 'coaching' for learning transfer?<br>• design a training programme so it is 'manager friendly'?<br>• connect the manager to the other levers of learning transfer.<br>And explore case studies for what has worked and what has not worked. | Paul Mathews , Peoplealchemy.co.uk |
| 10.00<br>Sandbank suite | **Workshop 12: Sponsor v Mentor – Why Race Matters**<br>Increasing knowledge of the science behind creating a more inclusive experience for Black and Minority Ethnic (BME) at work has led to a more evidence based design of interventions. This workshop is informed by the Sponsor Toolkit, an evidence-based resource for managers and leaders acting as career advocates for the BME participants on Advance-HE's Diversifying Leadership Programme.  Research suggests that a clear distinction needs to be made between sponsorship and mentorship and the role of managers in supporting sponsorship activity will be clarified. The workshop will highlight the BME specifics of the career enabling activities the sponsor could engage in with their protégé. Participants will also be introduced to the behavioural science that underpins these suggestions. One key enabling activity that will be explored on the workshop will be the ability of the sponsor to engage in conversations about race. Workshop participants will be encouraged to explore how coaching and other communication techniques can enable positive conversations about race and as such will also be of interest to participants wanting to increase their coaching repertoire. At the end of this workshop participants will<br>• Understand the difference between sponsoring and mentoring and why BME's can be over mentored and under sponsored<br>• Have viewed career enabling activities through the lens of ethnicity<br>• Understand why a 'colour blind approach to interacting with BME protégés can 'back fire'<br>• Learn approaches and guidelines for having career enabling conversations about race.<br><br> *While the focus of the workshop is BME sponsorship it will also  be of benefit to sponsorship for other marginalised groups. | Tinu Cornish CPsychol, Managing Consultant, SEA- Change Consultancy Ltd. and Jannett Morgan, Director for Diversifying Leadership |
| 10.00<br>Bryanston Suite | **Workshop 13: Playfulness at Work – Be more Creative, Open and Well (COW)'.** | Lisa Hobbs, University of Westminster<br>Olga Lavrentieva, Consultant. |

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| | **The purpose of the session** – We are all playful and we believe that being more COW will enable people to be more creative, take risks and be more inclusive as being playful breaks down barriers and ultimately leads to excellence as people start to get in a 'flow' state.<br><br>To provide participants with ideas about how to be more playful in their work, and some evidence as to why we all need to be more COW (Creative, Open & Well).<br><br>**Content** – Playfulness is a mind-set. This session will help participants to explore what playfulness means and its benefits. Participants will experience the emotions and feelings that play brings through participating in experiential activities which will help in identifying their own playfulness ranking.<br><br>• Identified practical ways for mastering their use of playfulness<br>• Created a personalised toolkit of activities for enhancing playfulness<br>• Reflected on how they can take greater control over their feelings and thoughts | |
| 10.00<br>Purbeck Suite | **Workshop 14: Bring in the Trainers? Building Digital Capability within an Organisation – a Leadership Approach**<br>Developing staff skills is an essential part of building the digital capability of your organisation. Training, however, is not always the only answer. The issues that can hold people back from engaging with technology can be complex and difficult to untangle.<br><br>Too often organisations can invest large amounts of time and effort into training workshops to develop skills and then are left scratching heads when this doesn't lead to behaviour change.<br><br>In this workshop you will learn about a process for implementing strategy though writing effective business goals and choosing the right interventions to achieve it, a technique we advocate at Jisc and forms part of the Digital Leaders Programme.<br><br>Participants will be able to implement what they have learnt in this workshop immediately on return to their institutions.<br><br>During the workshop participants will work though a scenario in teams and reflect on outcomes and how it applies to their practice.<br><br>We will use the activity and session as an opportunity to explore the role of leadership in developing digital practice. | John Sumpter / Chris Thomson / Zac Gribble, Jisc |
| 10.00<br>Blandford Room | **Workshop 15: The Swell of Supervision to Buoy Staff Engagement**<br>Commencing with a helicopter view of how coaching and mentoring at LJMU helped us to gain the Mark of Excellence, the session will focus on the importance of supervision, the journey to gaining an ILM Level 7 Certificate in Coaching Supervision and a supervisee perspective.<br><br>The aim is to introduce fluid discussion at the latter end of the session to ascertain supervision practice and hopes at other institutions.<br><br>***Outcomes:***<br>A clear overview of the Leadership and Development Foundation's coaching, mentoring and supervision practice<br>Instigation of thoughts regarding the growing demand for qualified supervisors sector wide<br>Capturing aspirations on a cross-institutional level as a platform to inform future SDF events and resources. | John Trantom, Jason Boulter, Liverpool John Moores University (LJMU) is the first post-92 university to gain the AUA (Association of University Administrators) Mark of Excellence |

| 10.00 Meet at reception | **Coach Walk** Walk with Eszter Molnar Mills, ICF Mentor Coach to participate in a Balint group conversation, in which you will receive support for your coaching practice. In any coaching relationship, the coach is not a dispassionate, neutral observer. They have emotional responses and reactions that significantly impact on the relationship, on outcomes and their own wellbeing. For internal coaches the dynamics can be even more complex e.g. they may themselves be affected by the issue the coachee raises, particularly at times of organisational change. Balint groups were designed to address the issue of how a helping professional can better understand and manage their own reactions. Balint groups are about insight, not hindsight. Rather than looking at "that's what I should have asked", Balint groups focus on how the coach reacted, how they feel now and how to manage their responses in the future. Emotional intelligence is at the centre of a Balint group – the approach fosters increased self-awareness, self-management and resilience. Balint groups are supervised sessions, used widely in the health sector. Coaches can benefit by: o   gaining perspective, o   being better able to identify & manage their own responses, o   maintaining better boundaries o   maintaining unconditional regard for their coachees o   feeling better about how they feel. | **E**szter Molnar Mills, Formium Development |
| 11.00 Dorchester Suite Foyer | Refreshments /Exhibits | |
| **11.30** Dorchester Suite | Panel of Provocateurs: Join our panel of provocateurs Simon, Kevin and Jean for a provocative look at our purpose, our role and our practice.  Feel free to join in, ask questions, provoke back, or simply listen and observe – the choice is yours! | Dr Simon Inger, University of Bath Dr Kevin Flinn University of Hertfordshire Jean Harrison Independent Consultant and Author: People and Organisation Development Strategy and Design. |
| 12.30 Dorchester Suite Foyer | Lunch /Exhibits | |
| 13.15 | Move to sessions 16-20 or coach walk | |
| 13.15 Purbeck Suite | **Workshop 16: From Coach Pool to Coaching Culture: Systematic to Systemic Approaches** Within the University of Nottingham, coaching is helping to set the tone for the way relationships are managed across the organisation. Success has not been achieved overnight, but through an ongoing programme that began 2 years ago and which sees coaching now offered as a professional practice, and coaching skills being used by leaders for everyday leadership. Key to success has been ownership of coaching by the University's Leadership and Management Development Team, and creation of a 60-strong pool of internal coaches, home-grown through a coaching development programme. From early creation of a coaching strategy at a time when coaching had not been used widely in the University, to a more recent refresh of the coaching offering, Christine will describe the journey coaching has travelled so far. She will frame her presentation around a case study that tells the story of introducing coaching specifically into the University of Nottingham, and you will be invited to engage in two key areas: ☐ First, she will press the pause button at key stages of her reveal, so that you can answer a series of *what happened next* questions – a second-guess approach to see how your thinking aligns with what was actually introduced ☐ Next, you will be invited to consider what might help you to introduce coaching into your organisation, or if it's already in place, how you might enhance the offering This session will be of interest to you if you are on the cusp of | Christine Wilkinson , University of Nottingham |

| 13.15 Bryanston Suite | **Workshop 17: Ask What's Strong, not What's Wrong: Adding the Power of Strengths to your Coaching Technique**<br>This session is for you if you want to ensure that your coaching delivers great results, whether you are an experienced coach, or just starting out. This practical session explores how using a strengths-focus helps your coachees access the best of themselves, tap into their resources, and find positive and fulfilling ways of effecting change.<br>We see that the best results from coaching comes from a focus on strengths, which helps reduce resistance to change and to challenge, and builds self-efficacy, resilience and engagement by:<br>• helping coachees identify new resources and solutions<br>• supporting positive and creative thinking<br>• aligning actions with coachees' core strengths, so changes they make are more effective<br>• helping the coach develop unconditional positive regard for the client in a personalised and meaningful way.<br><br>By taking part in this interactive session, you will:<br>• understand the benefits of using strengths, for both the coaching relationship and the coachee's growth, change, resilience and success.<br>• explore the role of strengths in leadership and performance coaching.<br>• participate in a strength-based peer coaching conversation.<br><br>identify opportunities to help leaders work from a strength-based perspective, rather than focussing on deficits | Eszter Molnar Mills, Formium Development |
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| 13.15 Dorchester Suite | **Workshop 18**: **Career Pathways**<br>This session summarises the findings from the Professional Support Career Pathways Conference which took place on 3<sup>rd</sup> of July, which was held following a high demand from the SDF community to further explore the PS Career Pathways.<br>The sessions will cover:<br>- Top tips from Cambridge, Chichester, Durham, Newcastle and Royal Holloway colleagues, who have offered to share their perspectives on a variety of Career Development Pathway initiatives<br>- An overview of presentations delivered by AUA (CPD framework and Mark of Excellence), CIPD (Civil Service case study) and Premier Partnerships (using Apprenticeship Levy)<br>- Key common themes that emerged from the event and a progress update about identified next steps for individual organisations and the HE sector | Samantha White, OD Programme Advisor, London South Bank University<br>Albina Shashyna, Organisational Learning Consultant, London School of Economics and Political Science |
| 13.15 **Sandbanks Room** | **Workshop 19: Are You Dipping Your Toe In or Diving Straight In? How to Manage Your Digital Identity in Social Media**<br>Interactive presentation group discussion, use of smart phones, iPads ae encouraged however not necessary.<br><br>The proliferation of software to create avatars on LinkedIn, Twitter, Facebook, blogs is becoming in some areas expected behaviour and part of our everyday professional/personal culture. The news reports of the use of personal data accessed for political and marketing purposes via Facebook raises questions of how to protect your data and ethically engage the learners we are interacting with online.<br><br>The aim of this session is to give participants the knowledge to manage their digital and social identity safely for both a professional and personal life. | Julie Bennett, Liverpool John Moores University |

introducing coaching into your organisation, or are planning to review and refresh what's already in place. Thinking about an entire coaching framework, from strategy to stakeholder engagement, from delivery to robust formative and summative online evaluation, and which includes supervision and continuing professional development, you will be able to answer: *would I have done the same, what might I have done differently, what might I learn from someone else's approach, what is still to be achieved?*

| | Outcomes for participants:<br><br>• An overview of social media, what a digital identity is, a demonstration of examples of social media software/ apps available<br>• The knowledge required to make an informed decision of when and how social media can be used<br>• What are the benefits/pitfalls<br>• A group discussion of how participants can approach the topic safely. Options, tools, and techniques to incorporate in their digital interaction to protect their digital and social identity | |
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| 13.15<br>**Blandford Room** | **Workshop 20**: **Spotlight – Learning to FLEX and COPE**<br>Delegates will be sent a link and Spotlight ID.<br><br>Interactive workshop format – with those who have signed up to the session completing a Spotlight personality profile beforehand. These will be printed and handed out in the session.<br><br>Spotlight is a personality profiling tool, designed with performance in mind. Based on the science of psychology, along with decades worth of experience in elite sport, we built Spotlight to be practical, memorable and relevant to the modern world.<br><br>Our experiences in the world of elite sport taught us a hard lesson about character... people change when there's something to be won and lost.<br><br>In fact, it taught us that it wasn't enough to just understand 'Behavioural Style', we also had to consider 'Mind set'. Put simply, some people were trying to win, whilst others were trying not to lose - with both proving to be successful strategies when applied skilfully.<br><br>As a result, we explored the major dimensions of character based on the properties of the brain-behavioural systems. This included the basic processes of motivation, learning and emotion. Taking these lessons, we developed a way of understanding both 'Behavioural Style' and 'Mind set', combining them into what we call ''Performance Preferences''.<br><br>Despite a long history of psychological 'typing' and its application, recent research and the rapidly changing nature of the workplace means that simply understanding psychological preferences is no longer enough.<br><br>With this in mind, Spotlight approaches things slightly differently...<br><br>The core principles of Spotlight are:<br>• People change when there's something to be won or lost (and there's increasingly something to be won or lost in our daily interactions)<br>• Modern personality theory shows that we change across contexts, and with volitional effort - it's important to recognise and understand this shift<br>• To connect and thrive in the modern workplace, it's important to be able to FLEX our behavioural style and COPE in a variety of ways, depending upon the mind set that we need<br>• It's therefore less about "where you are" (on the profile) and much more about "where you can get to"<br>• Our weaknesses are often our strengths over- played - anything to excess becomes toxic<br>So with Spotlight, whilst we begin with understanding your natural preferences, we quickly move onto how you might FLEX to connect with others, and COPE in order to thrive.<br><br>Spotlight has been applied with organisations and teams from a wide range of fields, from elite sport to the financial sector. Our aim was to design a tool that could be applied in any context, to help people move forwards.<br>Outcomes for Participants:<br>• Understanding how 'Behavioural Style' and 'Mindset' | Dr. Pete Lindsay, Dr. Mark Bawden<br>Mindflick |

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| | interact.<br>• Explore their own personalised Spotlight report, exploring how to *FLEX to connect* and *COPE to thrive*.<br>• Recognise how the FLEX and COPE frameworks can be applied as shared modes of operating in meetings, strategic planning and team building.<br>NB: Prior to the session, all participants will have completed a Spotlight profile which we will use within the session. | |
| 13.15 | **Coach Walk: Ebb and Flow**<br>In this mindful coaching walk we will use natural beach materials and soundscapes. These will serve as prompts for circumstances which are part of the natural ebb and flow of our working practice. This guided process offers time for individual reflection and working in a small groups outdoors building on Forest School and Mindfulness principles. Please bring appropriate clothing for walking down steps to the sandy beach and a device for digital photography. In case of adverse weather, the session will run indoors using beach artefacts. You do not have to be artistic or creative to come to this session | Dr Curie Scott, Bournemouth University |
| 14.15<br>Dorchester Suite | **Looking After Ourselves - Self Care**<br>There is strong evidence showing the value of treating ourselves with the same care and attention we would a good friend, but how many of us apply that in practice, and what does it really mean anyway to apply self care? There are plenty of people under pressure in the higher education sector right now, isn't it a little self-indulgent to think in this context of looking after ourselves when really in people development roles we should be supporting others to help them cope? Well the research tells us that this is the very time when we *should* be applying self care as it helps us perform well in the volatile, uncertain, complex and ambiguous times we find ourselves in. It also helps us cope with challenges known to chip away at our self esteem such as rejection, negative thinking and feelings of isolation, all of which are more likely to raise their head when the pressure is on. If the well is dry we can't give another a drink…relentlessly pushing on in difficult circumstances can be regarded as a weakness as we become less able to focus, make decisions and frankly perform at the level we need to. We also become less able to support others.<br><br>This session will help us understand what self care is and the evidence of its impact on performance. We will also explore how to apply the principles of self care and how this learning can be transferred to others back in the workplace. Along the way the plan is to also have some fun! | Michelle Spirit, resilience and mental health consultant. |
| 15.00 – 15.15<br>Dorchester Suite | Closing Remarks and Prizes | SDF Executive |

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