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Loughborough  
University

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## Staff Development 2018/19

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[www.lboro.ac.uk/sd](http://www.lboro.ac.uk/sd)





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# Welcome

Our role in Staff Development is to support you in your personal growth and maximise your development potential.

On an annual basis, you will have a Performance and Development Review (PDR) which will help you to identify and plan your ongoing training and development. However, this isn't the only way you can identify your development needs. You can use our online resources, speak to one of the Staff Development team, and use this guide as well as my.HR to find out what is available to you. Here at Loughborough University, we pride ourselves in the variety of strategically aligned courses on offer to all of our staff. We encourage all staff to find other ways of developing themselves and their careers, through involvement in projects, secondments, finding a mentor or a coach, job shadowing or getting involved in change projects.

Every Department and School across the University has a nominated Staff Development Adviser who works closely with your HR Adviser to offer a full range of employee support, from recruitment and induction, through to individual, team and organisational development. To find out who your Staff Development Adviser is, please see our webpage: [www.lboro.ac.uk/sd](http://www.lboro.ac.uk/sd)

At organisational level, we align all of our activities to the University's strategy, and we work hard to ensure that what we provide adds real value. We also work on a number of projects to support changes and strategic goals at Loughborough University, helping to maintain our status as a UK leading and internationally recognised institution.

You can be sure of a warm welcome from everyone in Staff Development. We look forward to seeing you soon.

**Staff Development Team**

# Our achievements

Here in Staff Development, we aim to offer the highest quality training to our staff to help with personal development and career progression. Over the past year (May 2017 – May 2018) we delivered a total of 278 sessions which, on average, is more than one session per day.



**3394**  
DELEGATES  
ATTENDED  
TRAINING  
SESSIONS



**997**  
PEOPLE  
EQUALITY AND  
DIVERSITY  
TRAINED



**105**  
different courses  
offered



**277**  
colleagues  
attended  
TecNet and  
AdNET events

**76**  
PDR  
SESSIONS  
DELIVERED TO  
**578**  
ATTENDEES

**134**  
COLLEAGUES  
ACHIEVED OR  
WORKING  
TOWARDS  
AN ILM  
QUALIFICATION

# Training locations

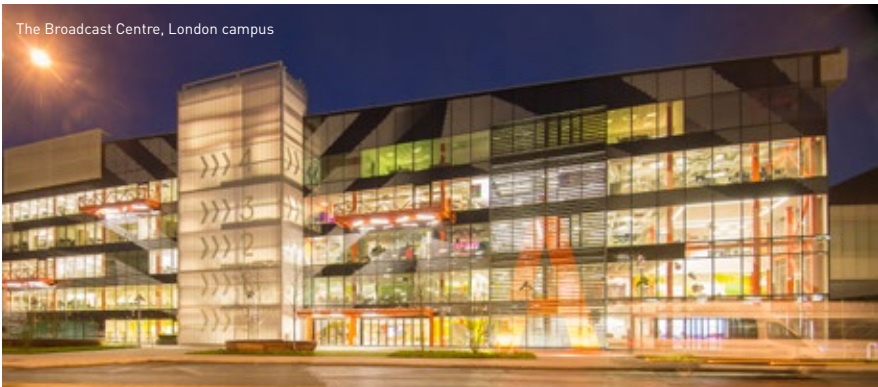
Staff Development is based on the Loughborough campus, with the majority of courses run in the training rooms located in the Rutland building. However, the team also deliver courses for colleagues based at Loughborough University London and can hold bespoke and group sessions across both campuses.

For more information and further support in planning your development, please see page 5 or contact the Staff Development team: **+44 (0)1509 222381** or [sd@lboro.ac.uk](mailto:sd@lboro.ac.uk).

Rutland Building, Loughborough campus



The Broadcast Centre, London campus



# 'How to' guide

## Identify training needs

Training will be most effective when it suits your needs - it is therefore important to identify your needs first. You can do this by looking at your job description and having a conversation with your line manager to understand what skills are required and desirable for your role so that you can perform effectively. Then compare your current skills with what is required, acknowledging your strengths and weaknesses, to best identify areas you would benefit from developing.

It is advisable that you utilise your Performance and Development Review (PDR) and interim meetings to discuss your abilities with your reviewer in order to guide future training and development. Read more about PDR on page 6 or on the PDR website: [www.lboro.ac.uk/internal/pdr](http://www.lboro.ac.uk/internal/pdr)

## Register for a course

You can register for a course through the my.HR portal, which you can access using your University login. The my.HR link appears alongside the courses on the Staff Development course A-Z webpages, as well as on the main University homepage.

When on the my.HR portal, click the 'Learning' tab at the top and then click the 'Search courses' button and type the name of the course you are looking for.

Click the course you want to book on, and then choose the date you wish to attend. You will be asked to select the 'Origin of request' and 'Reason' for attending the course. After you have filled these in, select 'Save'.

<https://myhr.lboro.ac.uk>

## Withdraw from a course

Please use my.HR to withdraw from a course, using the following steps:

1. Log in to my.HR
2. Go to the 'Learning' tab
3. Under the 'Events' heading, select the event you wish to cancel
4. Select the reason for cancellation from the drop-down menu
5. Press 'Save'

If, on the day of the course, you are unable to attend, please notify Staff Development either by telephone on: **+44 (0)1509 222381** or email [SD@lboro.ac.uk](mailto:SD@lboro.ac.uk).

Please note: If you fail to attend and do not notify us of a reason prior to the event you will be sent an email and your manager will be informed of your non-attendance.



GO ONLINE  
REGISTER  
FOR A COURSE  
OR CANCEL IF YOU NEED TO





## Find course enrolments and training history (my.HR)

Make sure to record all of your development on my.HR. All courses administered by Staff Development will be added automatically, but you will have to input any other development undertaken. Your learning record will automatically appear in your online PDR system so that it can be discussed in your PDR. You can also check what training you have completed on my.HR in the learning tab by clicking the drop-down that says 'Current' and selecting 'Completed'.



FIND ALL YOUR  
**TRAINING  
HISTORY**  
ON MY.HR

## Performance and Development Review

The Performance and Development Review (PDR) is an annual process that provides all staff with the valuable opportunity to reflect on their performance and highlight any potential development needs.

The PDR is an opportunity to:

- Take an overall view of work content, loads and volumes
- Look back on what has been achieved during the past year
- Agree objectives for the forthcoming year.

We offer mandatory training for all PDR reviewers in order to understand the process fully; this can be accessed via the Staff Development website and my.HR.

For more information and guidance, please visit the PDR website:

[www.lboro.ac.uk/internal/pdr](http://www.lboro.ac.uk/internal/pdr)

# Training opportunities

## A. Essential training

**Available to: all staff**

The courses listed below are mandatory for all new staff members, except Recruitment and Selection which is only mandatory for staff involved in the recruitment process.

[www.lboro.ac.uk/services/sd/courses/a-z](http://www.lboro.ac.uk/services/sd/courses/a-z)

### Welcome to Loughborough

This course is an informative and interactive introduction to Loughborough University. It runs once a month, and all new staff are automatically signed on to the next available course when starting their contract. The session gives you an overview of the University's current position, direction and future aspirations, as well as an opportunity to meet senior members of University staff and ask any questions. The course also provides a networking lunch where you can meet and socialise with new colleagues.

### Respecting Diversity

In support of the University's commitment to equality, diversity and inclusion, this course is mandatory for all staff and must be completed to pass your probation period. Respecting Diversity focuses on the rights and responsibilities of individuals and of the organisation in regards to employment contracts. It also explains why equality, diversity, harassment and bullying are key issues for the University to address.

### Bribery Act 2010 Briefing – online

It is University policy to comply with all applicable anti-bribery laws. Bribery or any form of corruption by a member of University staff may be considered gross misconduct. This 30-minute online briefing will help you to understand the basics of the Act so that the principles can be applied correctly to avoid unnecessary difficulties in the workplace.

### Unconscious Bias – online

This short online course explores what unconscious bias is and what we can do to mitigate our own unconscious biases.

### Information Security Training – online

Within one month of starting your position at the University, you must complete the online information security training. The module will provide you with an overview of the key issues concerning data protection and how information can be managed both effectively and securely. It is not intended to be exhaustive, and it may be that you work in an area that requires more bespoke training and guidance, in which case please see the IT website at: [www.lboro.ac.uk/services/it/staff/help/training](http://www.lboro.ac.uk/services/it/staff/help/training)

### Fire Safety Interactive Course – online

This general fire safety course takes approximately 60 minutes to complete. You will learn how to identify and minimise fire hazards and develop your understanding of the regulation and evacuation procedures.

### Recruitment and Selection

Designed to provide you with the knowledge and understanding to be effective when recruiting and selecting new employees, this one-day course supports you in choosing the candidates who are the best fit for the roles, whilst also ensuring the University follows relevant policy and legislation.

## B. Equality, diversity and inclusion

**Available to: all staff**

Both the Respecting Diversity and Unconscious Bias online courses can be found under 'Essential training'.

### **Bespoke Unconscious Bias Sessions**

Aimed at specific staff members, these face-to-face bespoke training sessions will raise awareness of unconscious bias and the effect it can have. The sessions support the University's new Equality, Diversity and Inclusion Strategy, which includes progressing the Athena SWAN agenda, Race Equality Charter work, Disability Confident, and LGBT+ issues.

### **Managing Mental Health in the Workplace for Managers**

The purpose of this session is to enable managers and leaders to increase their understanding of mental health issues and manage a team member or colleague who may be experiencing difficulties.

### **LGBT+ Awareness**

These workshops are designed to raise awareness of LGBT+ issues, explore current language and definitions used by the community and support participants in increasing their understanding of LGBT+. The course offers you an opportunity to learn through insightful discussion and interactive exercises.

## Equality, diversity and inclusion online courses

**Available to: all staff**

### **Diversity in the Workplace**

This course is recommended as a refresher for staff who have not attended a Respecting Diversity course in the last three to four years, work less than 13 hours a week or are on zero hour contracts. You will be introduced to the concepts of diversity, equality and equal opportunities under the Equality Act 2010, learn about your individual legal responsibilities and how to challenge unacceptable behaviour in the workplace.

### **Bullying and Harassment**

This 30-minute course covers what is meant by bullying and harassment, the effect it can have on individuals and the University and what you can do to help reduce it. It is strongly recommended that new staff take this course during their probationary period.

### **Bullying and Harassment for Managers**

It is recommended that all managers take this course in addition to the Bullying and Harassment course. It covers additional information such as what managers can do in their position to reduce bullying and harassment in their teams.

### **Equality Analysis**

This is an effective business tool to guide you in identifying unintended, unfair and possibly discriminatory consequences of your services and workplace practice. The tool is a good way to ensure compliance with legal obligations under the public sector Equality Duty of the Equality Act 2010.

## C. Leadership and management

### **Institute of Leadership and Management (ILM)**

**Available to: all staff, managers and leaders**

**(note: enrolment criteria may apply to some programmes)**

Staff Development is pleased to offer a range of ILM qualifications at no cost to learners. The qualifications range from Level 2 Award in Leadership and Team Skills through to the Level 5 Diploma in Leadership and Management.

Success with ILM requires learner attendance and assessment. All programmes require work outside of the training room, with most units assessed by individual assignment.

#### **ILM Briefings**

Before attending an ILM course, you must attend an ILM Briefing, which will provide the information to help decide which is the best qualification for you. It also gives Staff Development an opportunity to advise you and answer any questions.

#### **ILM Level 2: Award in Leadership and Team Skills**

This programme looks at you as a team leader, and as part of a team, and focuses on improving the skills that make you successful in both of these areas. There are three sessions:

- Developing yourself as a team leader
- Developing the work team
- Improving performance of the work team

#### **ILM Level 2: Becoming an Effective Team Member**

Team members are the backbone of any organisation.

In two days learners explore team membership, personal development and how to work effectively with colleagues. The programme highlights communication, dealing with conflict and your own performance within a team.

This qualification is also offered as part of our Intern Development Programme.

#### **ILM Level 3: Award in Leadership and Management**

Always the most popular programme in an ILM centre, this programme is designed for real-life, front-line managers of people and services. Focusing on experience as well as development, the areas covered over four-and-a-half days are:

- Understanding leadership
- Leading and motivating a team effectively
- Managing performance in your team

#### **ILM Level 3: Award in Coaching**

This three-and-a-half day course is about developing you as a workplace coach. A fundamental part of the course is about putting what you have learnt into practice; you coach other people producing your own coaching diary. The programme units include:

- Understanding good practice in workplace coaching
- Reflecting on workplace coaching skills
- Undertaking coaching in the workplace

#### **ILM Level 5: Certificate/Diploma in Leadership and Management**

ILM Level 5 has two qualifications: the Certificate in Leadership and Management and the Diploma in Leadership and Management. You need three mandatory units to gain the ILM Level 5 Certificate, after which you can take the remaining seven to achieve the Diploma.

Table 1: ILM Level 5 Leadership and Management matrix

ILM module title	About the course	Certificate	Diploma L5
Understanding the Management Role to Improve Performance (UMR)	This module must be taken first for the Level 5 Certificate and the Diploma. A two-and-a-half day programme about the organisation, communication and your managerial performance.	✓	✓
Leading Innovation and Change (LIC)	A three-day programme that considers why innovation is important and how to manage change within an organisation.	✓	✓
Human Resource Management (HRM)	The unit comprises a one-day programme focusing on human resource planning. You must attend (or recently have attended) the University's one-day Recruitment and Selection course as a part of this unit. Seven hours of practical involvement in a recruitment exercise is a central feature, plus two hours of guided research towards the assignment.	✓	✓

**ILM L5 Diploma: The 'add on' units**

Making a Financial Case (MFC)	A two-day programme that helps you understand financial concepts and how to make a financial case to inform your management decisions.		✓
Managing Improvement (MI)	A one-day programme including superb guest speakers focusing on driving up and maintaining quality in the organisation.		✓
Understanding Financial Management (UFM)	A two-day programme that includes finance within the context of the University, recording financial information, and how your budgets help in managing your area of operation.		✓
Understanding the Importance of Marketing in the Organisation (UIMO)	A one-day programme that examines the University in its national marketplace. It also asks you to evaluate marketing within the organisation itself.		✓
Understanding the Impact of Stress for Managers and Team Leaders (UIS)	A one-and-a-half day programme that explores the management of workplace stress and conflict. It invites managers to consider and address stress and conflict in their own area of responsibility.		✓
Managing Projects in the Organisation (MPO) – distance learning	This is a distance learning unit with no classes. Using the ILM Workbook, the learner sets their own pace. However, the programme is enhanced greatly by attendance of the Project Management in the Real World one-day programme. It can take six months to two years to complete this unit, depending on the project you select.		✓
Becoming an Effective Leader (BEL)	This module must be taken last for the Level 5 Certificate and the Diploma. This one-and-a-half day programme is about you as a leader. It covers key responsibilities in the leadership role and your judgement of your ability to lead others. The Vice-Chancellor is a guest speaker.		✓

## Standalone leadership and management courses

It might not be the right time for you to pursue a qualification, but that does not prevent you from joining one of our standalone programmes that can enhance your abilities, knowledge and skills as a manager and leader.

### Difficult Conversations for Managers and Leaders

This course seeks to equip you with techniques to address difficult situations and conversations and manage powerful emotions. These situations could include resistance to change, personality clashes and work management issues.

Note: this course is not designed to address formal performance issues or disciplinary issues specifically.

### Managing Sickness Absence

The impact of sickness absence on a manager, a team and the individual themselves can be tough. This short programme suggests the skills you need and the process knowledge you want to manage absence and attendance.

### Project Management in the Real World

Not only will you be introduced to the theory and principles of project management, but you will also gain an understanding of the process of managing projects including planning and tracking progress. This course supports you through the management of academic, research or commercial projects.

### Performance Management

Tough conversations are one thing, but managing underperformance can be even more challenging. This practical session aimed at managers and team leaders discusses both great and poor performance. However, the programme's focus is on helping managers understand and implement the University's capability procedure.

### Delegating Authority in the Workplace

Delegation is a great skill to develop. It's not necessarily what you delegate, but how you do it. This workshop examines principles, advantages and, yes, disadvantages of delegation. The message will be about how delegation and empowerment improve team working - if you do it right.

The following can be taken as part of ILM or as standalone courses. For more details see the ILM 5 matrix on page 10.

- Understanding the Management Role to Improve Performance
- Leading Innovation and Change
- Human Resource Management (Managing Recruitment)
- Making a Financial Case
- Managing Improvement
- Understanding Financial Management
- Becoming an Effective Leader
- Understanding the Importance of Marketing in the Organisation
- Understanding the Impact of Stress

### Future Leaders Programme

This 12-month programme is offered on alternate years to senior academics and Professional Service directors and deputies to develop their leadership skills. Delegates are invited on recommendation by the Chief Operating Officer and Deans of Schools.

## D. Excellence at Loughborough

**Available to: all staff**

### **Dealing with Difficult Customers**

This session will help build confidence and improve the skills needed when dealing with difficult customers. Examples include, but are not limited to, aggressive, sarcastic or abusive customers.

### **Improving the Experience**

This course covers giving a good first impression, choosing the right attitude, and understanding basic body language in order to deliver a better Loughborough experience.

### **The International Experience**

This course is targeted towards creating a better international experience for everyone at Loughborough University. The course explores how you can improve the experience of international staff, students and visitors.

## E. Personal and skills development

**Available to: all staff**

### **Art of Brilliance 1**

Do you want to change the way you think? This course inspires you to change your outlook on work, life and relationships as well as guides you to create a positive climate around yourself. The course uses psychology to have an immediate positive effect on work and home life.

### **Art of Brilliance 2**

This workshop builds on the things learnt in Art of Brilliance 1 and presents its academic underpinnings. You will review your progress and develop the knowledge to be able to instil permanent change and stop the slide back into mediocrity. To attend this course you must have first attended the prerequisite, Art of Brilliance 1.

### **Building your Confidence**

This session will look at past and present causes of a lack of confidence and suggest safe, practical and effective ways to restore confidence and self-esteem. You will be shown various techniques to increase confidence, but most importantly, learn how to apply these techniques to increase your level of confidence.

### **Becoming More Resilient at Work**

This programme supports you in building your resilience at work and beyond. It is not a cure-all session, but it does require you to consider the challenges you face and how you bounce back when things don't go to plan. Building resilience helps you grasp new experiences and opportunities, helping you to reach your potential.



**Stand and Deliver:****Making Powerful Presentations**

For a lot of people, delivering a presentation is the worst thing you can ask of them. And yet they are an important communication tool in every workplace. Get positive. Turn the focus away from your perceived weaknesses and toward your strengths. With practice and feedback, this one-day session aims to reduce your presentation fears.

**Introduction to the Mindfulness Eight-Week Course: Increase Resilience and Effectiveness**

This taster session will involve a short introduction to mindfulness followed by a brief overview of the mindfulness eight-week course. You will have the opportunity to experience two mindfulness meditation practices, and there will also be time to ask any questions that you may have about the programme.

**The Mindfulness Eight-Week Course: Increase Resilience and Effectiveness**

The eight-week mindfulness course is designed to teach you ways of paying attention in the present moment to yourself, others and the world around you. One of the course aims is to develop strategies for more effective interpersonal communication. If you want the opportunity to learn and experience meditation, this is the course for you.

Note: before enrolling on this programme, you must attend an Introduction to Mindfulness session.

**Time Management**

There are never enough hours in the day, but on this course you will share experiences with other delegates, highlight common challenges and gain your own top tips that enhance better time management. You will be (re)introduced to some models and strategies that will help you to plan your time more effectively and overcome some of the inevitable hurdles you may encounter along the way.

**Train the Trainer**

A three-day course aimed at anyone who may need to train others as part of their role, on a one-to-one basis or in groups. You will gain an understanding of the issues you may face when training others and learn some techniques to control those challenges. Everyone enrolled on this programme will run a practice training session at the end of the course to show what they have learnt and gain constructive feedback on their performance to develop their practical training skills.

**Preparing for Retirement**

This workshop is aimed at all University staff, regardless of age. If you want to learn more about planning your future and retirement, this course is recommended for you.

**Grammar, Punctuation and Proofreading**

Do you want to refresh and sharpen your grammar, punctuation and proofreading skills? Join this course to learn more and get some tips on best practice.

**Effective Minute Taking**

If you have been asked to take action notes from semi-formal, formal or informal meetings, this programme can help you. In a half-day session, you can practice, with techniques and templates, skills that will help build your confidence and improve your ability to take minutes effectively.

**Chairing Better Meetings**

An efficiently chaired meeting will have everyone applauding. This session focuses on the approaches you need to adopt to lead better meetings.

Preparing for a meeting, working with your note taker, handling participant behaviour, and following up on actions are the areas we will examine in this short session.



## F. Springboard suite

**Available to: all staff**

Springboard development programmes are delivered for the University by Springboard licensed trainers. These programmes are broad, reflective, collaborative and, in many cases, life-altering. Development and outcomes depend entirely on you.

### **Springboard Briefing**

This briefing is designed to inform you of the available Springboard courses. It is preferred, though not required, that you attend this session before booking onto the full programme.

### **Springboard Women's Development Programme**

This programme, run over four months, has been designed for women who want to consider their goals, aspirations and future paths. Many women have cited taking from the programme increased self-confidence, a positive attitude to both work and life, an expanded network and the ability to set and prioritise personal goals.



**AVAILABLE  
TO ALL STAFF**  
FIND OUT MORE ONLINE  
[WWW.LBORO.AC.UK/SD](http://WWW.LBORO.AC.UK/SD)



# Other development

## Administrative staff

### AdNET

AdNET is a fast-growing networking event for administrative staff across the University. With keynote speakers and workshops, it provides a unique, fun opportunity for personal development and a fantastic opportunity to network with your colleagues.

We also send a quarterly newsletter to administrative staff. If you would like to receive the newsletter, please contact Staff Development at: [SD@lboro.ac.uk](mailto:SD@lboro.ac.uk)

## Technical staff

### TecNet

TecNet is a bi-annual event for every member of staff in the technical (TE) job family in both Schools and Departments. It aims to create and maintain an identity for technical staff at the University and explore issues that impact the technical role in general. It also provides a great opportunity to network with other technicians from across the University.

We send a quarterly newsletter aimed at technical staff, with recent news and upcoming events. If you would like to receive the newsletter, please contact Staff Development at: [SD@lboro.ac.uk](mailto:SD@lboro.ac.uk)

### Other Technical Training

The Staff Development Technicians Training budget may be able to assist with funding specific skills or specialised training for your role, for example, forklift training. If you have specific training needs for your technical role, please contact Staff Development at: [SD@lboro.ac.uk](mailto:SD@lboro.ac.uk)

### Job Shadowing

Job shadowing gives you the opportunity to become familiar with someone else's role or responsibilities within the University. It can help you develop your understanding of a process or procedure relating to your role, or it could help you understand more about a different role.

### Coaching

Staff Development provides access to workplace coaching and a qualified coach via the Loughborough University Coaching Network, a team of coaches who are available to offer workplace coaching interventions.

### Mentoring

Mentoring is a technique for enabling the exchange of knowledge, skills and experience in a supportive and challenging environment, much like coaching. At Loughborough, mentoring is organised at School or Professional Service level. If it is something you are interested in, we advise you to have a discussion with your line manager in the first instance.

### Bespoke Courses

If you are unable to find a course appropriate to your needs, please contact Staff Development at [SD@lboro.ac.uk](mailto:SD@lboro.ac.uk). Where there is demand for training, it might be that a course can be designed to meet those needs. Existing courses and programmes can be tailored, and there is also the capacity for Staff Development to run away days for staff teams.

For more information on what has been offered in the past, please visit our website:

[www.lboro.ac.uk/services/sd/tailored/bespokecourses](http://www.lboro.ac.uk/services/sd/tailored/bespokecourses)

# Online resources

In addition to online courses, Staff Development offers further resources to support your development.

## Loughborough Leadership Framework

The Leadership Framework helps you identify your strengths in specific leadership attributes, and has been designed specifically for Loughborough University. It is a useful framework that can be used with your PDR reviewer to identify potential development areas. The Framework is aimed at anyone currently in a leadership role, or with aspirations to take on one.

Read more at: [www.lboro.ac.uk/internal/pdr/resources/leadership-framework](http://www.lboro.ac.uk/internal/pdr/resources/leadership-framework)

## Lynda.com

Lynda.com is an online learning platform with over 5000 video tutorials that you can use to develop creative, software, technology and business skills to achieve your learning, personal and professional goals. The resource is available to all staff to enhance digital skills and personal development.

You can access this resource at:

[www.lynda.com](http://www.lynda.com)

For more details on how to use Lynda.com, please see:

[www.lboro.ac.uk/services/cap/tel/lynda](http://www.lboro.ac.uk/services/cap/tel/lynda)

## Loughborough Development Hub

The Loughborough Development Hub is an online portal with a wide range of resources tailored for Loughborough University staff. It covers everything from time management and work-life balance to improving team performance and selling yourself online. It is available for all staff, not just managers.

## Unconscious Bias Videos

Numerous unconscious bias videos are available to support managers and staff in giving feedback, selecting the right people for project opportunities, carrying out appraisals, recruitment and selection.

View the videos at:

[www.lboro.ac.uk/services/sd/resources/unconsciousbiasvideos](http://www.lboro.ac.uk/services/sd/resources/unconsciousbiasvideos)



DON'T FORGET TO USE  
**OUR ONLINE  
RESOURCES**

# Other training providers

In this section, you can find details of other University departments that can support your training and development.

## Centre for Academic Practice

The Centre for Academic Practice supports the development of academic and research staff, colleagues with a teaching-related remit, and postgraduate research students to achieve and sustain an excellent quality learning experience for all our students. As an academic staff member, you can choose from a variety of different courses and workshops listed on the CAP website: [www.lboro.ac.uk/services/cap/courses-workshops](http://www.lboro.ac.uk/services/cap/courses-workshops)

## Library

The University Library is central to the student and staff experience. It provides excellent customer service, a range of study environments, easy access to a large variety of information resources, and development of readers' information literacy, academic and research skills.

The Library offers a wide programme of courses and training opportunities for research and academic staff.

If you require one-to-one support, please contact an Academic Librarian.

[www.lboro.ac.uk/services/library/staff-researchers/eventsandworkshops](http://www.lboro.ac.uk/services/library/staff-researchers/eventsandworkshops)

## Health and Safety

The Health and Safety Service provides a range of training and workshops for a variety of staff groups. For mandatory training for your role, please refer to the training matrix which can be found in the Health and Safety Policy V5 (Appendix 3), on the website: [www.lboro.ac.uk/services/health-safety/training](http://www.lboro.ac.uk/services/health-safety/training)

## IT Services

IT Services no longer deliver face-to-face Microsoft training courses for staff, but there are a number of ways in which you can access Microsoft training. Please visit the website for further details: [www.lboro.ac.uk/services/it/staff/help/training](http://www.lboro.ac.uk/services/it/staff/help/training)



OTHER DEPARTMENTS  
ARE THERE TO HELP  
**SUPPORT YOUR  
DEVELOPMENT**





