



Committee Member Training

2016

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...making excellence a habit.™

Welcome

FREE to all BSI committee members, this programme aims to explain how standardization works nationally in the UK, and how BSI contributes to standardization in Europe and internationally. We hope also that many of the courses will help you develop skills that you can use elsewhere in your professional life.

Please take a look at our course outlines on the following pages, then read our 'frequently asked questions' on page 10 for further information.

“An essential series of courses for new BSI committee members. Without this training, the newcomer to the standards committee procedure will find it difficult to navigate through the process.”

For the latest information on availability, please check our website www.bsigroup.com/cmtraining before booking – extra dates are added to the schedule throughout the year. More information on page 10.

Please note

The dates in this brochure are correct at the time of printing (June 2016). Please be aware that dates are subject to change. Should it be necessary to change the advertised date of a course, we will inform all registered delegates in good time.

● National standards

If you've recently joined a BSI committee, these are the courses that will give you the background about how standards are created in the UK.

See page 2

● Global standards

These courses give you the information you need if you find yourself representing the UK at European or international standardization meetings.

See page 3

● Creating standards

Detail about how standards are developed and written. Of particular use for those involved on drafting panels.

See page 5

● Meeting participation

Advice and guidance on getting your point across.

See page 6

● Personal effectiveness

A selection of topics useful for anyone in business today.

See page 8

National standards

British Standards: A Guide for New Committee Members

If you've recently been appointed to a BSI committee, this course has been designed with you in mind. The purpose is to tell you what you need to know about how British national standards are created, and how BSI as a National Standards Body represents the interests of the UK in European and international standardization. This overview is given using a variety of different methods during the day – presentations, written information, group exercises: and BSI staff are on hand so your questions are encouraged!

“ I feel a lot more prepared to attend my first meeting.”

Legal Aspects of Standards

What is the legal status of a British Standard? If you don't know, apply to join this course and we'll explain all.

“ Very good day – a lot of information given. Good group of attendees with very varied experience.”

Please see our website

www.bsigroup.com/cmtraining for the latest availability

- A brief history of standardization
- Explaining BS 0 – the standard for standards
- Actions to take and things to be aware of when you join a BSI committee for the first time as a member
- How a national standard is developed – and how it differs in Europe and internationally
- Introducing the key BSI departments that can help you with your responsibilities
- An overview of the IT systems that support committee work

One day.
Presentations from BSI staff and group exercises.

“ Makes you feel part of the BSI family.”

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Nov

- Have an understanding of the Royal Charter, ground rules, effects and associated membership
- Gain insight into the legal status of British Standards, the aims and categories
- Follow the legal requirements and guidelines in working with standards
- Develop an overview of the use of standards in contracts
- Discuss the committees' legal responsibilities, the interpretation of standards, litigation, copyright, patents, and confidentiality

One day.
Presentation and 'Question and Answer' session.

Global standards

Understanding European (CEN) Procedures

The course aims to explain CEN procedures for preparing and developing European standards. This course is of benefit to those members who need to understand the CEN development process.

“Excellent course – very informative.”

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Nov

- Understand the CEN system and development process
- Identify key stages in developing standards
- Identify participants
- Identify actions

One day.
Presentation, case studies and discussion.

Understanding International (ISO) Procedures

This course aims to raise awareness of a best practice approach to developing effectiveness in ISO work. If you participate as a chairman in ISO Technical Committees or Subcommittees, or if you're a convenor of a working group, an expert or a new secretary, this course is for you.

1
Nov

- Find out what happens if CEN want to adopt your international (ISO) standard
- Learn the process when CEN wants you to write a standard
- Learn how to deal with delays to projects
- Understand what to do if you need to call a meeting
- Understand what to do if there is an appeal
- Learn the process of what to do if there are technical amendments
- Understand how and when to submit a draft

One day.
Presentation, case studies and discussion.

Global standards

Working Across Cultures

If are selected by your colleagues to represent the UK view on a European or international committee, you'll be travelling to other countries and meeting representatives from National Standards Bodies from across the world. Being able to work effectively across boundaries between countries, cultures and business cultures is a vital skill for contributing to global standardization. Working Across Cultures helps you develop an understanding of the impact of culture and cultural differences on international business, and to build practical cross-cultural communication, work and negotiation skills. The session includes real life case studies and offers opportunities for hands-on practise.

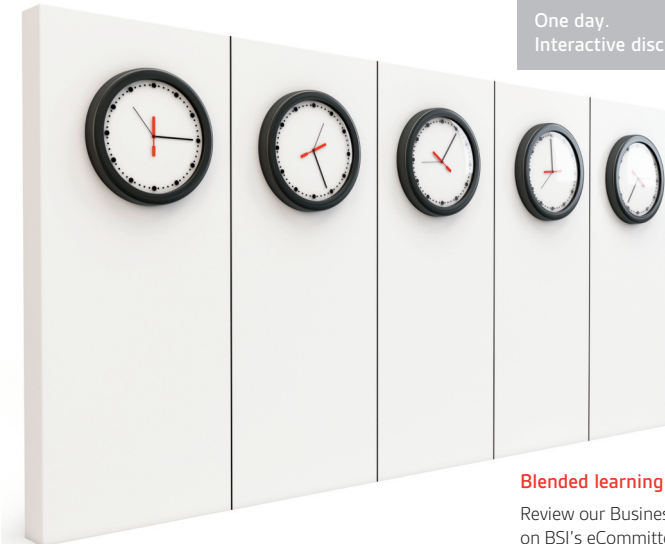
24
Aug

- What is culture? A framework for understanding the impact of hidden values on the way we work and communicate
- The impact of culture in the global work environment
- Hidden cultural assumptions about business and why they can cause problems
- The impact of cultural differences on leadership, communication and work practices, relationship-building, teams and team-working, decision-making and conflict-resolution
- Cross-cultural management 'competence' and what it looks like in practice
- Best practices for effective cross-cultural communication and conflict-resolution
- Using 'off-shore' English
- Being persuasive and influential in international meetings, negotiations and presentations
- Best practices for leading, managing and participating in international and virtual teams
- Building sustainable global relationships

One day.
Interactive discussion and practise exercises.

Blended learning

Review our Business Culture Briefings for specific countries on BSI's eCommittees system.



Creating standards

Awareness of Environmental Aspects in Standardization

This one day, interactive workshop explores the growing need to address environmental considerations during the development or revision of standards.

The programme is split into three sections which cover:

- environmental thinking
- exploring the value of addressing environmental aspects through standardization
- looking at and applying tools and sources information, help and support for addressing environmental aspects in standards making activities including
 - case studies and example of best practice
 - online tools and templates
 - the opportunity to secure individual support for your specific committee

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May

- Identify why it is both necessary and desirable to address the environmental aspects of products or services in standardization
- Consider how it can be achieved by
 - looking at the basic tools that can help
 - identifying sources of information and support

One day.
Interactive discussion and practical application.

Drafting Standards

Are you in need of a deeper understanding of the different methods used to measure, evaluate and sample standards? This course will benefit those committee members who are responsible for drafting and developing standards in the UK or in a European or international context. It deals with the principles of drafting complex technical materials and discusses the rules that apply in each case.

3, 4
Nov

- Understand the drafting process
- Identify the structure and components of a standard
- Recognize different types of standard, and the principles applying to each
- Learn the principles of codifying and presenting information in a structured manner
- Become familiar with the language and writing styles, presentational techniques and referencing rules
- Understand how to review and edit drafts

Two days.
Interactive discussion and practical application.

Meeting participation

Taking the Chair in Standardization

The chairman of a BSI committee holds a key position in BSI's work and this one-day course has been designed to assist all those who chair our committees to have the knowledge, skills and confidence to fulfill the responsibilities of the role with ease. You'll leave the course with a full understanding of the role and responsibilities of the chairman of a BSI committee (and also of the secretary and of the committee members), and the confidence to handle the typical challenges that any chairman may face.

28
Oct

- The key points from BS 0 – what you need to know as chairman
- The skill set of a successful chairman:
 1. How to establish focus, purpose and buy-in at your meeting
 2. How to involve and lead committee members towards consensus
 3. How to effectively deal with the challenges that might prevent consensus and a successful committee meeting

One day.
Trainer presentation, group discussion, team work and practice exercises.



“ The course was good; fun in places, thought provoking where necessary. ”

Meeting participation

Influencing, Persuading Skills

The learning available in our committee member training courses can always be used in your work outside BSI, but in particular being able to influence and persuade others is one of the most valuable and transferable skills to have. This course takes you on a journey of self-awareness, using many different styles of learning to ensure that you leave with a sense of confidence, well founded on enhanced capabilities. In order to influence the thinking and behaviour of others, and persuade them to your way of thinking, you need to communicate confidently, build a relationship and remain assertive even when pressurised. This course is designed to enable you to be more confident, influential and persuasive at work through recognising the link between your communication skills and the impact they can have on others.

“One of the best courses I have attended. Well structured with clear, usable learning points. Excellent tutor.”

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Oct

- Communicate in a more persuasive manner with colleagues and individuals from outside your organisation
- Develop more effective and creative working relationships
- Explain complicated ideas in a manner which aids understanding and increases the likelihood of success
- Communicate with increased confidence at meetings
- Become a more active listener and use enhanced persuasion skills to act as an opinion shaper
- Identify your own preferred influencing style and use it to encourage others to change

One day.

An interactive course with opportunities to practise techniques.



Personal effectiveness

Creative and Innovative Problem Solving

This practical and 'hands on' workshop is designed to be a catalyst for innovation and creativity! Based on the latest thinking and best practice, it will encourage you to resolve problems by dispensing with the traditional theory and focusing on new ways to solve your problems.

10
Nov

- Develop innovative and creative skills to assess and solve your workplace problems
- Make more effective use of your own and your colleagues' creative thinking skills
- Assess the impact on the business of your recommendations for change
- Use 'Silent Storming' to lead innovative and creative problem solving sessions
- Understand how to present new ideas to secure the 'buy in' of others to implement change
- Construct a report that clearly outlines the thinking process, conclusions and recommendations for making change happen

One day.
Tips, advice and discussion.

Dealing with Difficult People

Difficult relationships and situations often arise when there is a disparity in communication style. This can lead to fractured relationships, negative feelings and give rise to toxicity. By understanding our own communication style and reactions to the communication style of others we can develop strategies to manage relationships and push through difficult situations to gain effective results. This highly practical session explores the key sources of conflict and what happens when other people press your buttons and cause problems. We'll send you away with a toolkit of different strategies, equipping you to neutralize the fallout from difficult personalities and challenging behaviour and ensure that difficult situations don't hold you back.

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Nov

- Exploring the five sources of conflict – intention, incompetence, insensitivity, intrusion and inevitability
- Navigating difficult interactions: the role for Emotional Intelligence
- Driving greater self-awareness: what impact does my preference have on those around me
- Understanding responses to confrontation and conflict – the instinctive response and the considered response
- Acting with conviction without railroading
- Listening, questioning, empathizing, reframing – the key skills of the toxin handler
- Defusing aggression and building rapport, the role for verbal and non-verbal communication
- Avoiding fixed and antagonistic positions
- How to stay "on message". The importance of building relationship credit

One day.
Presentation, practical exercises, toolkit.

“Unbelievable that BSI have arranged this event at no cost for committee members – fantastic.”

Personal effectiveness

Excellent Habits

Do you sometimes wish there was an extra hour in the day? We used to as well, but then we realized we'd only want another hour on top of that. The only solution was to use the time we already had effectively. Keeping up with your BSI committee responsibilities together with all your other commitments might always be a challenge, but this course will help you plan your day to get the most out of every minute, avoiding time-wasters and organizing your resources effectively.

“ I enjoyed the day and took away practical tips I will implement straight away. ”

Networking and Personal Impact

How often do you feel that you need to demonstrate more personal impact and gravitas when working with others? Building and maintaining understanding, mutual trust and meaningful cooperation with a complex variety of people and situations now requires high levels of confidence, style flexibility and interpersonal awareness. This programme helps you to identify and cultivate relationships with colleagues, contacts and networks, both formal and informal. The key to achieving results is to develop the skills that enable you to promote and sustain your position whilst gaining the support and goodwill of others.

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Oct

- Identify and eliminate obstacles to getting things done
- Adopt practical tips to get the most of your time
- Use speed-reading techniques to save time reading your committee documentation
- Take control of your email account
- Organize your hard copy and electronic files effectively
- Develop and maintain productive working practices

One day.
Tips, advice and discussion.

25
Oct

- Leverage your personal style and image by developing more impact when forming and building a vibrant working environment with others
- Have more presence, enabling you to be positive and an effective practitioner
- Become more open and sensitive to others' needs by adjusting your style to cues from others, thus enhancing closer rapport
- Build support of others for your purpose, goals and strategy
- Cultivate networks with people across a variety of functions and locations
- Strengthen your networks in order to achieve cooperation, collaboration and general agreement
- Become more influential and respected in your field

One day.
Practical tips and proven techniques.

Frequently asked questions

Which courses should I attend?

- We recommend that new committee members attend British Standards: A Guide for New Committee Members (see page 2).
- Courses particularly relevant for chairmen are Taking the Chair in Standardization and Influencing, Persuading Skills.
- UK convenors are directed to our advisory service (see back cover) and the two-day Drafting Standards course.

How do I book?

Please email standards.training@bsigroup.com with the following information:

- the course title you would like to attend
- the preferred date of the course

We will send you a booking form on receipt of these details, which you will need to complete and send back to us. Your place is only confirmed when the completed booking form is received by us. You will receive joining instructions two weeks prior to the date of the course.

When is the next course taking place?

You can check to see if the dates shown in this brochure are still available by checking our website, www.bsigroup.com/cmtraining - you'll find all the courses in the programme listed in alphabetical order there. Once all the seats on a session are taken, the date will be marked "Fully subscribed". You can also use the website to check to see if we've added any extra dates not shown in this brochure.

Where does the training happen?

All courses take place at BSI's office in Chiswick, London. Refreshments and lunch are provided during the day.

Why aren't the start and finish times of the courses stated in the brochure?

The latest information about the duration of each course is stated on the booking form which will be sent to you when you apply to join. All the sessions begin at 10am but the finish times vary; most are scheduled to finish between 4pm and 5pm. We're sorry we can't be more specific about the finish time but this depends on the volume of questions and the level of participant interaction during the session.

What are the fees to attend the courses?

There is no charge to attend the courses in this programme if you are registered on BSI's committee management system prior to booking. Please ask us to check if you are unsure if your personal membership of a BSI committee has been accepted. Please note however that there is a cancellation fee for non-attendance once your booking on a course has been approved: attendance cancelled within 28 days of the course taking place will incur a charge of £150 + VAT.

Priority is always given to serving BSI committee members, but from time to time we might be able to accept others on some of the courses. The fee for external delegates to attend is £375.00 + VAT.

Fees, where applicable, are charged per person per day.

Who can I talk to for more information?

Call us on +44 (0)20 8996 7491 or email us at standards.training@bsigroup.com for further information on our training and other events.

CPD certificates

Did you know that we can issue certificates detailing your active participation in our standards programme which you can submit to your employer or professional body as evidence of Continuing Professional Development (CPD)?

Simply email us at standards.training@bsigroup.com with the following details:

- Your name
- The name and reference number of your committee
- The period you wish to certify
- The name of the secretary of your committee

We'll issue you an electronic certificate which you validate by completing the check-list on the back to show how committee participation contributed to your ongoing CPD, in accordance with the relevant professional body's requirements.

Did you know...?

Convenor advisory service

We are pleased to invite UK-appointed convenors of international and European working groups and project teams to use our 'Convenor advisory service' when they are at the BSI Group building in Chiswick.

What to expect from the service

Meet up with a member of BSI's International Secretariats team to get procedural advice about the ISO, IEC, CEN and CENELEC committee/WG environments.

This is an opportunity for you to raise your specific queries face-to-face with an experienced European and international standards secretary: typical subjects of interest to past attendees have included

- Guidance on drafting, editing, and the preparation of drawings
- Using templates
- Demonstration of online communication/-document sharing tools (Livelihood systems)

You choose the date, time and duration that suits you (for example, to follow on from a meeting that you may be attending at BSI).

What to bring with you

This will depend on the issues to be discussed, however if you would like a demonstration of a system through your own laptop please bring your personal log-in and password.

How to request a consultation

Email us at UK.Convenorsupport@bsigroup.com with the subject 'Convenor advisory service', indicating your preferred date. We'll contact you with more information and to set up the meeting.

Convenor Toolkits

Email us for a FREE information pack about ISO, IEC, CEN or CENELEC, containing advice and guidance for UK convenors.



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