



British Standards Training January 2011 – December 2011

World leaders in advancing industry and business

shape the future



Which Course?

| Course Title | Page | Members | Chairmen | CEN Work | ISO Work | IEC/CLC Work |
|---|------|---------|----------|----------|----------|--------------|
| Awareness of Environmental Aspects in Standardization | 7 | ✓✓ | ✓✓ | | | |
| Chairing Meetings | 6 | ✓✓ | ✓✓✓ | ✓✓ | ✓ | ✓ |
| Creative and Innovative Problem Solving | 9 | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ |
| Drafting Standards | 6 | ✓✓* | ✓✓* | ✓✓ | ✓ | ✓ |
| Effective Time Management | 11 | ✓✓ | ✓✓ | ✓✓ | ✓✓ | ✓✓ |
| Handling Difficult People and Situations | 10 | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ |
| IEC and CENELEC * | 7 | ✓✓* | ✓✓* | ✓ | ✓ | ✓✓✓ |
| Influencing, Persuading Skills | 8 | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ |
| ISO Templates and Meeting Procedures | 10 | ✓✓✓ | ✓✓✓ | ✓ | ✓✓✓ | ✓ |
| Legal Aspects of Standards | 3 | ✓✓ | ✓✓ | ✓✓ | ✓✓✓ | ✓✓ |
| Standardization Induction | 3 | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓ |
| Understanding European (CEN) Procedures | 4 | ✓✓ | ✓✓ | ✓✓✓ | ✓ | ✓✓ |
| Understanding (ISO) Procedures | 4 | ✓✓* | ✓✓* | ✓ | ✓✓✓ | ✓ |
| Working Across Cultures | 9 | ✓ | ✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ |

✓✓✓ Essential ✓✓ Recommended ✓ Added Value

* dependent on committee portfolio

British Standards Training

Introduction

For businesses in a fast-moving economy, the demand for greater value is increasingly changing the way consumers, stakeholders and industry view established practices.

There is a greater expectation on all participants in the process of standardization – not only to adopt current innovations, but also to stay ahead of the game by preserving, developing and enhancing the many benefits of standardization.

To ensure these challenges are met, BSI offers world-class expertise through our complimentary training which covers a broad range of technical and specialist areas.

This range of training has been developed to fully enhance and consolidate the skills and knowledge of participants.

Our trainers are experts in their field and are also formally trained to ensure that what they are teaching is what you want to learn, in a way that you can learn it.

Our heritage as the UK National Standards Body, training commitment and consultative approach to standardization, will add value to any business.

We offer a programme which demonstrates BSI commitment to standardization and training programs.



Standardization Induction

Description

The course presents an overview of BSI & British Standards and enables participants to understand the principles of the standardisation process. In addition, the course provides insight into the role of the committees and their members with an introduction to ecommittees, elearning and DPC.

Course Objectives

Helps members involved in standardization:

- Provides an overview of BSI and British Standards
- Develops understanding of the process and principles of developing national, European and international standards
- Outlines the roles and of committees and members
- How to use ecommittees and the relevance to committee members
- How to use the elearning site and DPC



| | |
|----------------------|---|
| Course Format | Interactive discussion and practical application |
| Duration | 1 day |
| Dates | 20th January 2011, 6th April 2011, 19th July 2011, 15th September 2011, 16th November 2011 |

Legal Aspects of Standards

Description

The course raises awareness of a 'best practice' approach to understanding the legal aspects of standards.

Course Objectives

Helps members involved in standardization:

- Follow the legal aspects and guidelines in working with standards
- 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
- Develop an overview of the use of standards in contracts
- Discuss the current UK approach to standards
- Gain insight into the standards and committee structure
- Discuss the committees' legal responsibilities, the interpretation of standards, litigation, copyright, patents, confidentiality
- Gain insight into types of International standards



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| Course Format | Interactive discussion and practical application |
| Duration | 1 day |
| Dates | 26th January 2011, 20th October 2011 |

Understanding European (CEN) Procedures

Description

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.

Course Objectives

Help members involved in standardization:

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



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| Course Format | Interactive discussion and practical application |
| Duration | 1 day |
| Dates | 14th April 2011, 19th October 2011 |

Understanding (ISO) Procedures

Description

The Course aims to raise awareness of a best practice approach to developing effectiveness in ISO work. This course is intended to prepare those committee members who participate as chairman in ISO Technical Committees or sub-Committees, convenors of working groups, experts or new secretaries in these roles when participating in ISO meetings and delivering of drafts

Course Objectives

Help members involved in international standardization:

- Clarify the process if CEN want to adopt your international (ISO) standard?
- Explain the process when CEN wants you to write a standard?
- Explain how to deal with delays to projects
- What to do if you need to call a meeting?
- What to do if there is an appeal?
- What to do if there are technical amendments?
- How and when to submit a draft

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| Course Format | Interactive discussion and practical application, use of tools and templates |
| Duration | 1 day |
| Dates | 5th May 2011, 3rd November 2011 |

Course Dates January 2011 to December 2011

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|-----------|----|---|----|---|-------|---|
| January | 20 | Standardization Induction | 26 | Legal Aspects of Standards | | |
| February | 2 | Chairing Meetings | 17 | Handling Difficult People and Situations | 23&24 | Drafting Standards |
| March | 8 | Awareness of Environmental Aspects in Standardization | 15 | Influencing, Persuading Skills | 24 | Working Across Cultures |
| April | 6 | Standardization Induction | 14 | Understanding European (CEN) Procedures | 19 | Creative and Innovative Problem Solving |
| May | 5 | Understanding (ISO) Procedures | 11 | Effective Time Management | | |
| June | 8 | ISO Templates and Meeting Procedures | 14 | Awareness of Environmental Aspects in Standardization | 30 | Chairing Meetings |
| July | 7 | Handling Difficult People and Situations | 19 | Standardization Induction | | |
| August | | | | | | |
| September | 6 | Working Across Cultures | 15 | Standardization Induction | 21 | Influencing, Persuading Skills |
| October | 5 | Awareness of Environmental Aspects in Standardization | 19 | Understanding European (CEN) Procedures | 20 | Legal Aspects of Standards |
| November | 3 | Understanding (ISO) Procedures | 16 | Standardization Induction | 23&24 | Drafting Standards |
| December | 5 | Working Across Cultures | 8 | Creative and Innovative Problem Solving | 14 | IEC and CENELEC |

Drafting Standards

Description

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 standards context. It deals with the principles of drafting complex technical materials and discusses the rules that apply in each case.

Course Objectives

The course aims to develop a sound understanding of:

- The principles of codifying and presenting information in a structured manner
- The drafting process
- The structure and components of a standard
- Different types of standard, and the principles applying to each
- Language and writing style
- Presentational techniques
- Referencing
- Reviewing and editing drafts

This is a hands on course which requires participants to undertake practical exercises. Please bring with you an example of actual problems that confront you in your standards writing work.



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| Course Format | Interactive discussion and practical application |
| Duration | 2 days |
| Dates | 23rd & 24th February 2011, 23rd & 24th November 2011 |

Chairing Meetings

Description

Are you in need of a deeper understanding of the role and responsibility of being a chairman of a committee(s) and the duties and responsibilities of committee members?

Do you require insight into reaching consensus at meetings and require useful tools and reference guides?

The course raises awareness of chairing duties and responsibilities within the meeting arena. Takes a close look at the process involved in dealing with the agenda, briefing a guest speaker and minute taker and includes leading effective meetings.

Course Objectives

By the end of this course you will be able to:

- Identify the roles and responsibilities of those people involved in the meeting
- Explain the ingredients of an effective meeting – leading, controlling
- Prepare an agenda that outlines a meeting structure
- Demonstrate the skills of chairing a meeting
- Make a constructive contribution at meetings as a participant
- Handle problem solving and decision making in a consensual way



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| Course Format | Interactive discussion and practical applications |
| Duration | 1 day |
| Dates | 2nd February 2011, 30th June 2011 |

IEC and CENELEC

Description

The course aims to provide an understanding of the procedures that are essential for committee members involved in IEC/CENELEC working groups and attending IEC/CENELEC meetings to know. This course strives to improve the understanding of the role of BSI Mirror Committees and the way members influence International and European Standards. This course is aimed at committee members working on IEC/CENELEC committees.

Course Objectives

Helps members involved in standardization:

- Follow guidance on implementation of maintenance procedures
- Apply guidance for the development of standards
- Understand the stages of the standardization process
- Understand how to obtain reference material, distribute documents and manage reporting and procedures
- Gain an overview of document distribution within IEC



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| Course Format | Question and answer sessions, case studies, interactive exercises |
| Duration | 1 day |
| Date | 14th December 2011 |

Awareness of Environmental Aspects in Standardization

Description

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 examples of best practice
 - online tools and templates
 - the opportunity to secure individual support for your specific committee

Course Objectives

The session has been specifically tailored to help standards writers:

- 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:
 - outlining basic tools which can help
 - identifying sources of information and support



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| Course Format | Interactive discussion and practical application |
| Duration | 1 day |
| Dates | 8th March 2011, 14th June 2011, 5th October 2011 |

Influencing, Persuading Skills

Learning how 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.

Description

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.

Course Objectives

- 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.

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| Course Format | An interactive course |
| Duration | 1 day |
| Date | 15th March 2011, 21st September 2011 |



Working Across Cultures

Description

This course creates awareness and understanding of cultural differences and the problems that may arise in a meeting of mixed cultures. The workshop examines national characteristics and breaks down negative stereotypes.

Delegates learn how to avoid frustration and other possible difficulties that could occur during international committee meetings.

Course Objectives

- Understand how and why cultural differences influence a working environment.
- Gain insights into varying communication styles and business approaches – in both formal and informal environments.



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| Course Format | Interactive discussion and practical application, use the 'business briefing' tools |
| Duration | 1 day |
| Dates | 24th March 2011, 6th September 2011, 5th December 2011 |

Creative and Innovative Problem Solving

Description

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 focus on new and maybe non traditional ways to solve your problems?

Course Objectives

Help committee members to:

- 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.



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| Course Format | Interactive, discussion with practical application |
| Duration | 1 day |
| Dates | 19th April 2011, 8th December 2011 |

ISO Templates and Meeting Procedures

Description

This course will benefit those committee members working within the ISO arena; it is intended to prepare those committee members who participate in ISO Technical Committees or sub-Committees, convenors of working groups, in the preparation and submission of drafts.



Course Objectives

Help members involved in ISO

- Understanding the project stages
- Identifying the numbering system
- Understanding how to access ISO templates and use them
- Preparing for a meeting
- Knowing who's who in ISO

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| Course Format | Interactive discussion and practical application, use the 'business briefing' tools |
| Duration | 1 day |
| Dates | 8th June 2011 |

Handling Difficult People and Situations

Description

This course provides you with an extremely insightful and practical guide on how to manage yourself and the difficult people and situations that you encounter. It will provide you with tips and techniques to enable you to develop the confidence to be proactive and not reactive when challenged by people and circumstances.

You will learn how to understand other people's behaviour and how to respond appropriately. You will leave the course with a set of handy reference cards to remind you of key skills and techniques learned during the course in your day to day activities.

Course Objectives

Helps members to:

- Understand the theory behind workplace behaviour
- Forge positive working relationships with difficult or uncooperative individuals
- Approach conflict situations with increased confidence in an appropriate and timely manner
- Adopt a confident, professional and appropriate style when faced with difficult people or situations
- Plan your personal strategy for dealing with difficult situations.



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| Course Format | Interactive, discussion with practical application |
| Duration | 1 day |
| Dates | 17th February 2011, 7th July 2011 |

Effective Time Management

Description

To improve your ability to manage your time effectively, prioritising your work and clarifying objectives, giving you the freedom and authority to act and deal with time wasters in an assertive fashion.

Action Planning

Participants plan and discuss what they will do on return to work.

Course Objectives

By the end of this course you will be able to:

- establish priorities and define objectives
- review how time is consumed
- identify time wasters and plan to reduce time wasters
- delegate effectively and develop a personal plan for the future



Course Format

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| Duration | 1 day |
| Dates | 11th May 2011 |

E-Learning

Description

E-learning courses have been provided by BSI to complement the instructor led courses which are being offered. We hope that all committee members will take the opportunity to participate in the e-learning at times which suits them.

The aim is to provide good quality interactive learning which will assist committee members new and established in undertaking their roles to a high standard.

We welcome input from committee members regarding the courses currently on offer or course you feel would benefit you in the execution of your duties please feel free to contact us by e-mail: standards.training@bsigroup.com

Online Courses

- BS 0 A Standard for Standards
- Understanding International (ISO) Procedures
- Understanding European (CEN) Procedures
- Drafting Standards
- IEC & CENELEC Today
- National Committees
- National Committee Interface
- Comments form Induction
- Committees Guide for members



Information

The dates in this brochure are correct at the time of printing, please be aware that dates may change. Should this happen we will aim to inform all delegates in good time.

Fees

BSI Committee Member courses are priced as follows:

- **UK Committee Members** **FREE**
- **Non-Committee Members** **£375 + VAT UK residents only**

Fees, where applicable, are charged per person per day. *Fees exclude VAT.*

Cancellation Fees:

- **UK Committee Members:**
Courses cancelled within 28 days of taking place will incur a charge of £150 + VAT.
- **Other attendees:**
Courses cancelled within 28 days of the course taking place will attract no refund.

Booking a Course

The dates in this brochure are correct at the time of printing, please be aware that dates may change. Should this happen we will aim to inform all delegates in good time.

After selecting your course, please book your course either by email to standards.training@bsigroup.com or on the Committee Member Training site Link:<http://www.bsi-global.com/en/Standards-and-Publications/Committee-Members/Committee-Member-training-courses/>

Our Contact Details

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For further information, please contact Standards Training on 020 8996 7491 or email standards.training@bsigroup.com.



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