



# Committee Member Training 2012

*raising standards worldwide™*



## Introduction

We are pleased to present to you here our 2012 range of training courses, designed for all those directly involved in the standards making process.

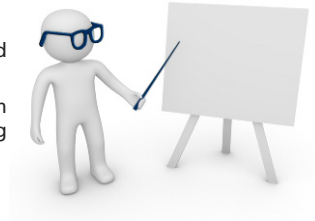
Our offering – which is complimentary for committee members – covers a broad range of technical and interpersonal subjects.

Our aim is to provide good quality interactive eLearning to complement the instructor-led courses we run, both of which will assist committee members both new and established in undertaking their roles.

### Instructor led training (pages 3 – 9)

Our technical courses are devised and presented by standardization experts

The wide range of participants from industry enhances the knowledge sharing opportunities of the session



### eLearning (page 2)

We realize it is not always convenient to attend traditional “classroom” based events, and sometimes a quicker delivery method is needed at a time to suit you. Accordingly, all our members are given access to our collection of eLearning courses on joining a BSI committee. If you haven’t received your username and password to our eLearning platform, just let us know: our contact details are on the back page.



### Learning needs analysis

We welcome your comments on the range of courses currently on offer and any ideas for new courses that would help you carry out your duties. You can find our contact details on the back page.

## Online Courses

### New members

#### **BS 0 REVISED EDITION available from January 2012**

BS 0 specifies the role of BSI, as the UK national standards body, and that of its committee members in the preparation of standards of UK origin and UK involvement with the international and European Technical Committee work programme.

#### **National Committees**

This course outlines the role of committee members.

#### **National Committee Interface**

This course explains how committee members working on national committees will interact with European and international bodies.

#### **Comments Form Induction**

As a new committee member you will be exposed to a number of different methods of communication with the committee and the wider standards community. This course introduces Comments Forms: how to complete and submit them.

### Existing members and Chairmen

#### **Understanding CEN Procedures**

The aim of this course is to improve your effectiveness in the European standardization process by explaining the processes and procedures involved.

#### **Understanding ISO Procedures**

This course is an introduction to the ISO structure to enhance your knowledge and understanding of the ISO procedures.

#### **Drafting Standards**

The aim of this course is to raise awareness of good writing practices amongst those who have responsibility for drafting and developing technical information and standards.

#### **IEC CENELEC Today**

This course will provide you with a focused outline of specific procedures for committee members and others involved with standards work in the electro-technical arena, building on knowledge developed through local departmental induction and on-the-job training.

#### **Legal Aspects of Standardization**

This course provides a basic understanding of the legal aspects of standardization. It is unlikely to provide an answer to every question you might have, but aims to point you in the right direction for any assistance you require.

#### **Getting Started**

The course aims to familiarize you with eCommittees and provide you with the opportunity to practise tasks which you will be required to carry out as a committee member.

The image shows a screenshot of a web-based login interface. At the top is a solid red horizontal bar. Below it is a white rectangular area containing a login form. The form has two input fields: 'User Name' and 'Password', each with a small cursor icon. To the right of the 'Password' field is a 'Log in' button. Below the login fields is a 'Forgot Password?' link. At the bottom of the white area is a 'Check Compatibility' button.

**Course Dates 2012**

January	17	Standardization Induction	26	Legal Aspects of Standards		
February	2	Chairing Meetings	16	Handling Difficult People and Situations	22&23	Drafting Standards
March	6	Awareness of Environmental Aspects in Standardization	15	Influencing, Persuading Skills	22	Working Across Cultures
April	5	Standardization Induction	12	Understanding European (CEN) Procedures	19	Creative and Innovative Problem Solving
May	3	Understanding International (ISO) Procedures	10	Effective Time Management		
June	7	ISO Templates and Meeting Procedures	14	Awareness of Environmental Aspects in Standardization	28	Chairing Meetings
July	5	Handling Difficult People and Situations	19	Standardization Induction		
August						
September	6	Working Across Cultures	13	Standardization Induction	20	Influencing, Persuading Skills
October	4	Awareness of Environmental Aspects in Standardization	18	Understanding European (CEN) Procedures	25	Legal Aspects of Standards
November	8	Understanding International (ISO) Procedures	15	Standardization Induction	21&22	Drafting Standards
December	6	Creative and Innovative Problem Solving	11	Working Across Cultures	13	IEC and GENELEC

## Which Courses Should I Attend?

Course Title	Page	New Member	Existing Member	Chairman	Convenor
Awareness of Environmental Aspects in Standardization	7	✓	✓✓	✓✓	✓
Chairing Meetings	6	-	-	✓✓✓	✓
Creative and Innovative Problem Solving	8	✓	✓	✓	✓
Drafting Standards	5	✓	✓	✓	✓✓✓
Effective Time Management	7	✓	✓	✓	✓
Handling Difficult People and Situations	7	✓✓	✓✓	✓✓	✓✓
IEC and CENELEC *	9	✓✓*	✓✓*	✓✓*	✓✓*
Influencing, Persuading Skills	6	✓✓✓	✓✓✓	✓✓✓	✓✓✓
ISO Templates and Meeting Procedures	9	✓✓*	✓✓*	✓✓*	✓✓*
Legal Aspects of Standards	5	✓✓	✓✓	✓✓	✓✓
Standardization Induction	5	✓✓✓	✓	✓	✓
Understanding European (CEN) Procedures	8	✓✓*	✓✓*	✓✓*	✓✓*
Understanding International (ISO) Procedures	8	✓✓*	✓✓*	✓✓*	✓✓*
Working Across Cultures	9	✓✓	✓✓	✓✓	✓✓

✓✓✓ Particularly Recommended

✓✓ Suggested (\*- depending on committee portfolio)

✓ Refresher training/personal skills enhancement

## Standardization Induction

### 2012 dates

17 January, 5 April, 19 July,  
13 September, 15 November

**Course duration and format**  
One day. Presentations from  
BSI staff, interactive discussion  
and practical application.



### Description

This course presents an overview of BSI, and enables participants to understand the principles of the standardization process. In addition, an introduction to the eCommittees, eLearning and DRS systems is provided.

### Course objectives

Helps members involved in standardization:

- develop an understanding of the process and principles of developing national, European and international standards
- understand the roles of committees and members
- understand eCommittees and its relevance
- use the eLearning site

## Legal Aspects of Standards

### Description

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

### Course objectives

Helps members involved in standardization:

- follow the legal requirements 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 and confidentiality
- gain insight into types of international standards

### 2012 dates

26 January, 25 October

**Course duration and format**  
One day. Interactive discussion  
and practical application.



## 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 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 an 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

### 2012 dates

22 & 23 February,  
21 & 22 November

**Course duration and format**  
Two days. Interactive discussion  
and practical application.



## Chairing Meetings

**2012 dates**

**2 February, 28 June**

**Course duration and format**  
**One day. Interactive discussion**  
**and practical applications**



### Description

Are you in need of a deeper understanding of the role and responsibility of being a chairman of a committee 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 and takes a close look at the process involved in dealing with the agenda, briefing a guest speaker and 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.

## Influencing, Persuading Skills

### Description

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. 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

By the end of this course you will be able to

- 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

**2012 dates**

**15 March, 20 September**

**Course duration and format**  
**One day. An interactive course.**



## 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

**2012 dates**  
16 February, 5 July

**Course duration and format**  
One day. Interactive discussion and practical application.



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 un-cooperative 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

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

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

### 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

**2012 dates**  
6 March, 14 June, 4 October

**Course duration and format**  
One day. Interactive discussion with practical application.



## 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.

### 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

**2012 dates**  
10 May

**Course duration and format**  
One day. Interactive discussion with practical application.



## 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

Helps 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

**2012 dates**  
19 April, 6 December

**Course duration and format**  
One day. Interactive discussion with practical application.



- 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

## 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

Helps 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

**2012 dates**  
12 April, 18 October

**Course duration and format**  
One day. Interactive discussion and practical application.



## Understanding International (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 chairmen 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 drafts.

### Course objectives

Helps members involved in international standardization by

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

**2012 dates**  
3 May, 8 November

**Course duration and format**  
One day. Interactive discussion and practical application using tools and templates.



## IEC and CENELEC

**2012 dates**  
13 December

**Course duration and format**  
One day. Question and answer sessions, case studies, interactive exercises.



### Description

This course, designed for committee members working on IEC/CENELEC committees, 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.

### 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

## 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

By the end of this course you will be able to

- 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

**2012 dates**  
22 March, 6 September,  
11 December

**Course duration and format**  
One day. Interactive discussion and practical application using the 'business briefing' tools.



## 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 and convenors of working groups in the preparation and submission of drafts.

### Course objectives

To help members involved in ISO work in

- 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

**2012 dates**  
7 June

**Course duration and format**  
One day. Interactive discussion and practical application.



## Booking a course

After selecting your course(s), please book by telephone or email.

Please include the following details:

- your full name
- your address
- your phone number
- the course title(s) you would like to attend
- the preferred date(s) of the courses
- which committee you are a member of

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.



## Fees

The price for all Committee Member Training courses is as follows:

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

Cancellation Fees:

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

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

## Information

The dates in this brochure are correct at the time of printing (November 2011). 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.

## Our contact details

BSI Committee Member Training, 389 Chiswick High Road  
Chiswick, London, W4 4AL, United Kingdom  
email [standards.training@bsigroup.com](mailto:standards.training@bsigroup.com)  
telephone +44 (0)20 8996 7491  
fax: +44 (0)20 8996 7799  
eLearning site <http://atlantic-learning.com/bsi/Default.aspx>



### **BSI Standards Ltd**

Chiswick Tower  
389 Chiswick High Road  
Chiswick, London, W4 4AL,  
United Kingdom

Tel +44 (0)20 8996 9000  
[www.bsigroup.com](http://www.bsigroup.com)