

# Committee Member Training 2017



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# 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' opposite for further information.

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# Frequently asked questions

## Which courses should I attend?

- We recommend that new committee members attend **British Standards: A Guide for New Committee Members**.
- Courses particularly relevant for chairmen are **Taking the Chair in Standardization and Influencing, Persuading Skills**.
- UK convenors are directed to our advisory service (see page 5) and the two-day **Drafting Standards** course.

## When is the next course taking place?

You can check to see available dates by checking our website, [www.bsigroup.com/cmtraining](http://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". New dates are added to the website at intervals.

## Where does the training happen?

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

## How do I book?

Please email [standards.training@bsigroup.com](mailto:standards.training@bsigroup.com) with the following information:

- the course title you would like to attend
- your preferred attendance date

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.

## 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](mailto:standards.training@bsigroup.com) for further information on our training and other events.

## British Standards: A Guide for New Committee Members

### Course duration and format

One day.  
Presentations from BSI staff and group exercises.

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!

- 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 the process 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

### Course duration and format

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

## 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.

- 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

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for the latest availability

## 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.

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

Course duration and format

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.

- 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

Course duration and format

One day.  
Presentation, case studies and discussion.

## Working Across Cultures

### Course duration and format

One day. Interactive, discussion and practise exercises.

### Advice for UK-appointed convenors

If you are appointed as convenor of an international and European working group or project team, guidance is available from BSI's Convenor Advisory Service. Representatives from our International Secretariats team can offer procedural advice about the ISO, IEC, CEN and CENELEC committee/WG environments.

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

Email us at [UK.Convenorsupport@bsigroup.com](mailto:UK.Convenorsupport@bsigroup.com) for more information.

If you 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.

- 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

### Convenor Toolkits

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

## Awareness of Environmental Aspects in Standardization

This one day, interactive class 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
- 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

Course duration and format

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.

- 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

Course duration and format

Two days. Interactive discussion and practical application.

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## Taking the Chair in Standardization

### Course duration and format

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

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.

- 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

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## 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 pressurized. This course is designed to enable you to be more confident, influential and persuasive at work through recognizing the link between your communication skills and the impact they can have on others.

- Communicate in a more persuasive manner with colleagues and individuals from outside your organization
- 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

### Course duration and format

One day.  
An interactive course  
with opportunities to  
practise techniques.

## Creative and Innovative Problem Solving

### Course duration and format

One day.  
Tips, advice and discussion.



**Alastair Wallace**

Alastair is an established learning and development professional, specializing in the design and delivery of creative learning events that deliver results. With nearly twenty years' experience in leadership, organizational development and learning with organizations in many sectors, his unique and client-centred approach has earned many plaudits. His post-graduate studies at University of London explored the "holy grail" of successful transfer of learning within the workplace, and this research is brought to life in the structure of the events he creates.

This practical and 'hands on' session 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.

- Use innovative and creative tools to assess and solve your workplace problems
- Understand how your thinking approach affects the way you solve challenges
- Make more effective use of your own and your colleagues' creative thinking skills
- Work on your own real life examples and share the challenges others face in different businesses
- Use a variety of interactive and new methods to generate high volumes of creative ideas
- Evaluate and risk assess new ideas to ensure workability
- Assess the impact on the business of your recommendations for change

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## 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.

- 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

**Course duration and format**

One day.  
Presentation, practical exercises, toolkit.



**Sandra Bull**

Sandra has more than 25 years' experience as a professional communicator with a senior executive grounding gained at some household name retailers. She founded her career as a news journalist before switching to corporate communications, leading teams at Arcadia Group and Mothercare. She continues to evolve her experience in the communications arena, bringing valuable insights gained via consultancy projects into her sessions. Sandra focuses in the main on communications-led sessions, helping delegates to get their message across with clarity and impact while adapting their style to suit both audience and purpose.

There is benefit in attending any one of Sandra's courses as each stands on its own, but if you would like to take all three we'd recommend attending in the following order:

**You And Your EQ** (See page 14);  
**Getting Results Through Relationships** (See page 12); **Dealing With Difficult People**.

## Excellent Habits

Course duration and format

One day.  
Tips, advice and discussion.



**Sue Grosvenor**

Sue is an award winning management, communication and personal development trainer with over thirteen years' experience of training design and delivery, incorporating over 2000 training delivery days with a wide range of national and international organizations.

Sue's training style is interactive, fun and thought provoking. In addition to her business degree, she is affiliated to the CMI and is a Master Practitioner of NLP and an NLP Master Coach.

Sue also hosts **Taking the Chair in Standardization** (See page 7)

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.

- 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

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## Getting Results Through Relationships

Success in all aspects of your professional life requires a diverse set of skills, some of which feel more natural and instinctive than others. We all work with different groups of people and few of us are lucky enough to have roles where we can use the same approach with everyone. You'll probably have customers and managers and perhaps even direct reports to manage. You'll also have a network of contacts with whom you'll need to maintain good relationships, including other volunteers who sit on the same Technical Committee as yourself. In this session, we'll explore how you can get the best out of all these relationships, through a combination of coaching, delegation and feedback and the all-important 'Psychological Contract', which influences every working partnership. We will also explore how to build momentum and motivation with others in a way that really drives performance for all. We'll give you a fireproof set of skills that will provide you with a thorough grounding in today's business environment – whichever role you are playing in it.

- Exploring your own style and the implications of such a style
- Adapting your style to the different work preferences of those around you
- Appreciating difference, avoiding the mini-me syndrome
- Investing in the building of the Psychological Contract
- Briefing out work to others: the art of effective delegation
- Coaching skills that support delegation
- Letting go, stepping back, giving others room to stretch
- Developing a feedback culture – learning to give feedback that motivates and builds performance
- Improving your feedback skills, developing your interpersonal and communication skills

Course duration and format

One day. Presentation, practical exercises.

## Networking and Personal Impact

### Course duration and format

One day.  
Practical tips and proven techniques.



**Liz Brown**

Liz is a highly experienced and talented training professional specializing in the fields of communication, interpersonal and behavioural skills. She has a wealth of experience through her work in many companies and the public sector, and is committed to providing comfortable, yet challenging, learning opportunities for business and individual.

An excellent communicator, Liz is able to inspire and engage participants in lively and interactive ways. Over the last thirty years her passion for helping people to develop has enabled many individuals to achieve their potential in either professional, business or personal contexts.

Liz also hosts **Influencing, Persuading Skills** (See page 8)

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.

- 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

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## You and Your EQ

Emotional Intelligence – and your Emotional Quotient (EQ) – is now recognized as a key factor influencing our success, both in the workplace and beyond. It's all about paying attention to the impact we make on those around us. When we work in an emotionally intelligent way, we consider how our emotions and feelings are contributing to our behaviours and try to regulate those that are perceived as disruptive or inhibiting. We also recognize the need to truly engage with those around us – inspiring others to be their best selves. This course will explore how that is done, building your understanding of how to motivate yourself, manage relationship pressure points and inspire others such as your colleagues on your Technical Committee. You'll leave the day being able to demonstrate an understanding of the key competencies of this subject and, with improved self-awareness, better understand your personal behavioural footprint. You'll understand how a higher EQ can contribute to successful collaborative working, and how to use what you've learned in challenging aspects of your committee work.

- Understanding the key competencies of Emotional Intelligence, bringing the concept to life
- Recognizing strong EQ behaviours around you – those who've got it, those who haven't
- Exploring the link between your Emotional Intelligence and your ability to navigate real-life situations
- Measuring your own EQ – how could you improve it?
- Developing a commitment to self-awareness, especially around blind spots
- Identifying your disruptive and unhelpful behaviours
- Transforming unhelpful to helpful – becoming your best self
- Employing your EQ to support those you collaborate with, especially other committee members
- Creating an action plan of issues and challenges you'd like to change

### Course duration and format

One day.  
Presentation,  
practical exercises.

# Early 2017 programme

The first available date in 2017 for each of our courses is listed below.

Please see our website [www.bsigroup.com/cmtraining](http://www.bsigroup.com/cmtraining) for availability on these and other dates.

Please note the dates below are correct at the time of printing (November 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.

18 January	2017	British Standards: A Guide For New Committee Members
25 January	2017	You and Your EQ
27 January	2017	Influencing, Persuading Skills
09 February	2017	Working Across Cultures
10 February	2017	Taking the Chair in Standardization
21 February	2017	Getting Results Through Relationships
24 February	2017	Networking and Personal Impact
14 & 15 March	2017	Drafting Standards
16 March	2017	Dealing with Difficult People
17 March	2017	Legal Aspects of Standards
20 March	2017	Excellent Habits
21 March	2017	Understanding CEN Procedures
22 March	2017	Understanding ISO Procedures
23 March	2017	Creative and Innovative Problem Solving
28 March	2017	Awareness of Environmental Aspects in Standardization



...making excellence a habit.™

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