



Committee Member Training

2014

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...making excellence a habit.™

Contents

Welcome to our 2014 range of training courses, designed for all those directly involved in the standards making process.

The offering – which as always is complimentary for committee members – covers a broad range of technical and interpersonal subjects that will assist committee members both new and established in undertaking their roles.

Please take a look at our course outlines, then read our 'frequently asked questions' for further information.

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National Standards

British Standards: A Guide for New Committee Members

Welcome to BSI and thank you for agreeing to become a committee member! In this session we'll present an overview of BSI, and help you to understand the principles of the standardization process. There are also demonstrations of the eCommittees and DRS systems – vital online tools in the process that you'll need to know about.

26
Mar

19
Jun

3
Sep

2
Dec

- Develop an understanding of the process and principles of developing national standards
- Understand the roles of committees and their members
- Learn how to use eCommittees

One day
Presentations from BSI staff

Induction online

If these dates aren't convenient or you can't spare a full day to attend this course, you can review the online version instead. All UK committee members have free access to our eLearning platform at <http://uklearning.assima.net/bsi/> please contact us for a user account.

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.

**“ Eye opening!
Every member of a
committee should take
part in this course. ”**

9
Apr

3
Jul

10
Sep

11
Dec

- 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.

4
Feb

11
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

“ Excellent course –
very informative. ”

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 Sub-Committees, or if you're a convener of a working group, an expert or a new secretary, this course is for you.

20
Mar

20
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

Working Across Cultures

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

11
Jun

- 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

One day
Interactive discussion and practise exercises

Blended learning

Review our Business Culture Briefings for specific countries online at <http://uklearning.assima.net/bsi/>

Did you
know...?

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.

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

8
Jul

- 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.

1, 2
Apr

24, 25
Sep

- 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

Chairing Meetings

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? This course raises awareness of the role of the committee chairman with reference to BS 0, the Standard for Standards.

12
Mar

16
Sep

- Identify the roles and responsibilities of those people involved in a standards committee meeting
- Know the ingredients of an effective meeting – leading, controlling
- Demonstrate the skills to chair a meeting
- Make a constructive contribution at meetings as a participant
- Handle problem solving and decision making to achieve consensus

One day
Interactive discussion and practical application

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.

15
Apr

8
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.

14
May

6
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.

28
Jan

29
May

27
Aug

25
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.

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. ”

27
Feb

26
June

21
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.

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

4
Mar

3
June

28
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 interactive day with practical tips and proven techniques.

Course Dates 2014

January	28	Dealing with Difficult People						
February	4	Understanding European (CEN) Procedures	27	Excellent Habits				
March	4	Networking and Personal Impact	12	Chairing Meetings	20	Understanding International (ISO) Procedures	26	British Standards: A Guide for New Committee Members
April	1, 2	Drafting Standards	9	Legal Aspects of Standards	15	Influencing, Persuading Skills		
May	14	Creative and Innovative Problem Solving	29	Dealing with Difficult People				
June	3	Networking and Personal Impact	11	Working Across Cultures	19	British Standards: A Guide for New Committee Members	26	Excellent Habits
July	3	Legal Aspects of Standards	8	Awareness of Environmental Aspects in Standardization				
August	27	Dealing with Difficult People						
September	3	British Standards: A Guide for New Committee Members	10	Legal Aspects of Standards	16	Chairing Meetings	24, 25	Drafting Standards
October	8	Influencing, Persuading Skills	21	Excellent Habits	28	Networking and Personal Impact		
November	6	Creative and Innovative Problem Solving	11	Understanding European (CEN) Procedures	20	Understanding International (ISO) Procedures	25	Dealing with Difficult People
December	2	British Standards: A Guide for New Committee Members	11	Legal Aspects of Standards				

Frequently Asked Questions

Which courses should I attend?

- We recommend that new committee members attend British Standards: A Guide for New Committee Members or review our eLearning induction modules (see page 2).
- Courses particularly relevant for chairmen are Chairing Meetings 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 my place on a course?

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.

Where do the courses take place?

All courses take place in the 5th floor conference centre at BSI's office in Chiswick, London.

What are the start and finish times of the courses?

They all begin at 10am and are scheduled to finish between 4pm and 5pm. We're sorry we can't be more specific about the finish time; this depends on the volume of questions and the level of participant interaction during the session.

How much does it cost to attend a course?

The prices for our courses are as follows:

- UK committee member - FREE
- Non-committee member - £ 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.

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.

Please note

The dates in this brochure are correct at the time of printing (November 2013). 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.

Can't see what you're looking for?

Our training portfolio has also included courses such as

- Accessibility in Standards
- IEC and CENELEC
- Project and Report Writing

Contact us for information about these titles and we'll let you know about their availability. Similarly if there's a subject we haven't offered before, let us know what you're interested in and we will try to accommodate your request.

Support for UK convenors

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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