

9th HUMANE Winter School Alumni Network Seminar

30 September - 1 October 2011, Bologna

Developing professional skills for the university services of the future.

The seminar will focus on the skills needed to deal with academics, to deal with developments in specific service areas, to deal with the concept of services, and to deal with the transition from administration to services.

DRAFT PROGRAMME

Friday

12 00 Welcome and lunch

14 00 Welcome by Bologna Head of Administration

15 00 Celia Whitchurch: The Rise of the Blended Professional – Implications for Working Lives

16 00 Service design: speaker to be confirmed, complemented with interactive work

18 00 Discussion

20 00 Dinner

Saturday

9 00 Margarida Mano, Coimbra: Developing professional university services

10 00 Andrew West, Sheffield: Report on a pilot with a continuing professional development framework for services staff, based on professional behaviours.

11 00 Thematic sessions on professional skills in the various areas of administration

(e.g. research support, international relations, etc.)

13 00 Lunch

14 30 WSAAN business: presentation of proceeding guidelines

15 30 Social programme

20 00 Dinner