

9th HUMANE Winter School Alumni Network Seminar

30 September - 1 October 2011

University of Bologna

Location: Department of Statistical Sciences - Via Belle Arti 41

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.

THE FINAL PROGRAMME

Friday

MORNING: "Meetings on Demand" (to be scheduled according to interest/profiles of attendants)

12 00 Welcome and lunch

14 00 Welcome by Giuseppe Colpani - Bologna University, Head of Administration

14 15 Welcome by Angela Montanari - Faculty of Statistical Sciences, Dean

14 30 Celia Whitchurch (Institute of Education University of London): The Rise of the Blended Professional - Implications for Working Lives

15 30 Service Design: Kati Kettunen, Tina Kosunen and Pauli Assinen (Helsinki University) complemented with interactive work

16 30 Working Group

17 30 Coffee break

18 00 Ken Sloan: Managing commercial relationships and skills needed to effectively deal with the business sector

19 00 Discussion

20 00 Dinner

Saturday

9 00 Margarida Mano (Coimbra University): Developing professional university services