● Committee Member Training
2023

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Contents

About Committee Member Training

The 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. Some frequently asked questions are answered below.

Which courses should I attend?

There is no expectation that Committee Members will attend all the courses in this programme: the support you might need will depend on what your role is, and your previous experience. Please contact your BSI Committee Manager for advice on which course to attend if you're unsure. New members are advised to attend the introductory webinar offered by the Standards Assist team (see page 5).

When is the next course taking place?

You can check to see available dates by checking our website, 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?

Our training is delivered online via virtual classrooms.

How do I book?

Please email standards.training@bsigroup.com stating the course title you would like to attend and your preferred attendance date. We will send you an application 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 application 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?

Start and finish times vary, so please check the application form for the course you are interested in for the latest information.

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?

Email us at standards.training@bsigroup.com for further information on our training and other events.

● 1

Getting started

If you're new to BSI and standardization: welcome! On the page opposite, you'll find information about webinars that will help you get started in your role as a Committee Member and some useful contact email addresses.

Standards Assist

Standards Assist is on hand to support new members of UK national committees. Once you've joined a BSI committee, the team - who all have backgrounds in the management of Technical Committees - will email you with useful information and details of what to do next. Every month, they host an informal one-hour webinar giving an overview of how standards are developed in the UK and the support that is available to you. Your questions are welcomed at these webinars, so please contact the team for the next available dates if you'd like to join one.

For introductory webinar dates and general enquiries:
standards.assist@bsigroup.com

BSI Documents

BSI Documents is the document management system used by BSI to store and share relevant papers with those sitting on our Technical Committees. You can join the one-hour webinar designed for new committee members who have recently been given access to the BSI Documents platform, to show you how the documentation is stored and what actions to take in the event of a ballot of the membership of your committees. As well as a presentation showing the key features of the system, there will be members of the BSI team on hand during the hour to answer questions about the system.

For webinar dates:
standards.training@bsigroup.com

For user support enquiries:
bsidocuments.support@bsigroup.com

Advice for Working Group convenors

Help is also available if you take on a new role in standardization, such as convenor on a European or international Working Group. Members of our International Secretariats team can advise UK convenors one-to-one on specific issues they are facing regarding the creation of European and international standards, or provide access to editorial support including liaison with the BSI Drawing Office.

For enquires or to make an appointment to speak to an advisor:
uk.convenorsupport@bsigroup.com

● 2

Getting involved

On the following pages you'll find a selection of courses about standardization. They are all presented by experts from BSI and concern the creation of national, European and international standards.

British Standards and the law

Standards are voluntary in that they are tools devised for the convenience of those who wish to use them. However, that isn't to say that they are exempt from legal considerations. Their application is sometimes directly demanded, and this course examines those scenarios as well as explaining BSI's role as the UK's National Standards Body and clarifying the legislative considerations relating to standardization.

- BSI's governance structure and the effect of our Royal Charter
- British, European and international standardization and the law
- The responsibilities of Technical Committees and their members
- Notes on the interpretation of standards, litigation, copyright, patents and confidentiality

3 hours

Virtual classroom

Chairing technical committees NEW

The chair of a BSI Technical Committee is a key leadership position in standardization. Strong communication skills, diplomacy, experience of project/programme management and knowledge of standardization are amongst the essential skills listed on the role description for those applying to take the responsibility on. If you've recently been appointed to chair a committee, this course has been designed to leave you with a full understanding of the role and the confidence to handle the typical challenges that any chair might face. BSI staff from various departments will share useful information with you and there will be opportunities to ask any questions throughout the session. There will also be practical tips and advice on running successful committee meetings.

- Working with your Committee Manager
- Good committee housekeeping
- Making your committee inclusive
- The governance framework for standardization committees
- Important points to note from BS 0:2021 – the standard for standards
- Driving consensus

5 hours

Virtual classroom
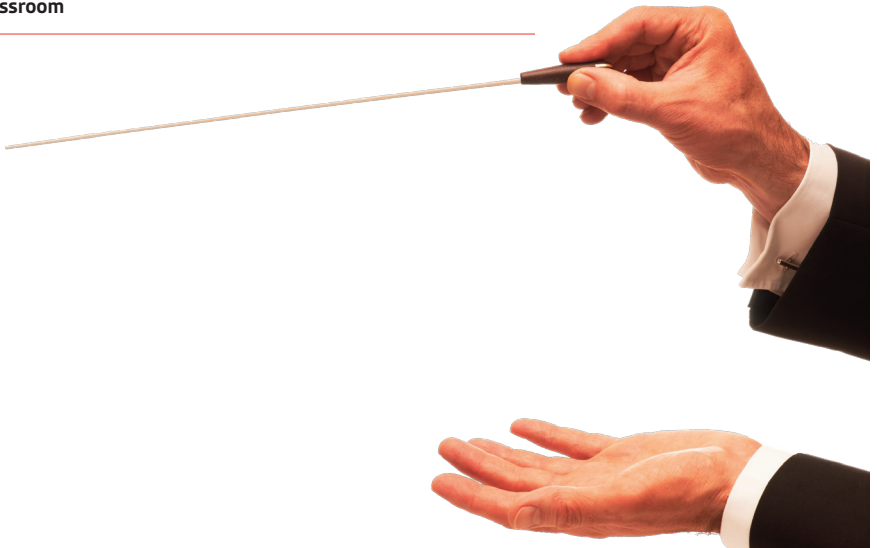
Global standards (ISO)

Through its membership of 167 National Standards Bodies, ISO – the International Organization for Standardization –brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges. In this half-day course we look at BSI's participation in the creation of those standards, and whether you're a delegate at an ISO Technical Committee, or the convenor of a Working Group, or taking part in another role, you'll find some useful information shared here.

- Giving a brief overview of ISO and BSI's membership of it
- Explaining the different roles for UK Committee Members in international standardization
- Examining the different stages in the development of an International Standard and what needs to happen at each
- Outlining the modes of cooperation between ISO and the European standards organization, CEN

3 hours

Virtual classroom

How standards are written

In this course, we look at the process of drafting a British Standard. Join us if you're interested in the answers to such questions as:

– *what's the difference between normative and informative?*
– *do the clauses in standards always appear in the same order?*
– *since when has the word 'standardization' been spelled with a 'z'?*
– *why is a decimal point used in figures for some standards published by BSI, but a comma in others?*
– *should you use the word 'must' in a standard, or must you use 'should'?*

• 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

5 hours

Virtual classroom

● *Please note this course is designed to help those who are responsible for shaping the content of standards of national (UK) origin. It might be of some use to those taking part in European or international Working Groups but it does not specifically reference drafting rules for ISO, IEC, CEN and CENELEC publications.*

Standardization in Europe (CEN)

CEN, the European Committee for Standardization, is the association that brings together National Standards Bodies of 34 European countries, providing a platform for the development of European Standards and other technical documents in relation to various kinds of products, materials, services and processes. As one of those National Standards Bodies, BSI has role to play in the development of these documents. This half-day course explains the procedures for preparing and developing European standards and is of benefit to those UK Committee Members who need to understand them.

- Providing an overview of CEN and its objectives
- Identifying what happens at each of the key stages in developing a European standard
- Your role in European standardization – who are the key participants and what do they do?
- Explaining European standards in an international context

3 hours

Virtual classroom

● 3

Getting heard

Ensuring all participants at our committee meetings are heard is of vital importance to BSI. To support this, we've put together this trio of courses that we hope you'll find useful. Taken together they offer buildable skills, but each session also stands alone to address specific needs. See the full course outlines on the following pages to see which ones are right for you.

Assert yourself

If you find saying 'no' a challenge or shy away from sometimes necessary confrontation, this course will give you the tools (and the confidence) to change your behaviours — resulting in a more assertive, professional and productive you.
By building your assertiveness skills you'll find ways to express your views, opinions and your rights in an open and non-confrontational way. Reflecting the evolution of the hybrid working environment, we'll explore in-person techniques that include non-verbal communication tools as well as looking at how we can make sure we have impact in the virtual world.

- Explore what assertive behaviour looks, feels and sounds like
- Model in-person assertiveness through effective language, body language, facial expressions and your voice
- Discover what to do when online collaboration eliminates physical communication cues
- Learn how to remain assertive when faced with resistance, dissonance or pushback

3 hours

Virtual classroom

Everyday influence and persuasion

Influencing and persuading are fundamental skills needed to communicate convincingly and be more successful, both in the traditional workplace and hybrid settings. Combined, they have the power to build collaborative and productive working relationships with internal stakeholders and colleagues, external suppliers and clients. In this interactive and highly practical session, we will show you how to improve your impact in a variety of different situations with an emphasis on exploring and overcoming blockers, resistance and barriers, whether you are working in person or collaborating with others in a virtual setting. You will have an opportunity to test out the tools and techniques you need to help you influence the thinking and behaviour of others.

- Explore the core differences between influencing and persuading, understand the resistance staircase and the impact this has on relationship rapport
- Learn how to make your case in a way that convinces others: build buy-in and engagement
- Discover how to handle resistance and pressure, and build rapport at the same time, learning how to use 'rapport repair' if necessary
- Apply techniques to your own real-life examples

3 hours

Virtual classroom

Negotiation skills

Effective preparation will set you up for successful negotiation. There are clear steps to follow for structuring and controlling the conversation in a way that stimulates a creative and collaborative win-win. During this session, you will gain a thorough understanding of the seven step negotiation process, including how to prepare, how to structure a negotiation and how to respond to the pressure and tactics often associated with more challenging situations – focussing on your personal negotiation experiences and challenges.

- Map the negotiations you are involved in and your experiences so far
- Define the steps involved when preparing for an effective negotiation, including outcomes and options
- Explore the structure of an effective negotiation
- Discover strategies for keeping the negotiation on track during deadlock

3 hours

Virtual classroom

● 4

Getting personal

These three courses look at how to get the most of out of your business relationships, with the aim of increasing opportunities for collaboration: vital for the collective effort of producing standards! Of course, the skills discussed are applicable to all aspects of your working life.

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

5 hours

Virtual classroom

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. This session will 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

5 hours

Virtual classroom

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

5 hours

Virtual classroom

● 5

Getting ahead

These courses are on the theme of personal effectiveness. Find tips on time management and problem solving, amongst other useful topics.

Creative and innovative problem solving

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

5 hours

Virtual classroom
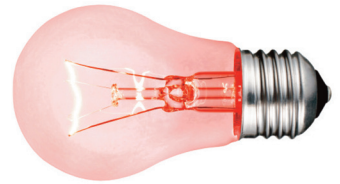
It's about time! NEW

In today's work culture intrusions, unnecessary meetings, constantly changing plans, appointments, rosters, and deadlines are inevitable. Every minute of your day counts and how you utilize your time not only impacts your business but also your lifestyle; having a work-life balance is crucial in this competitive world. Managing time without understanding and setting up your priorities is like shooting arrows in the air without knowing what targets you want to reach and when you want to hit them. In this session we'll look at a range of tools, techniques and concepts to build an effective time management process that will enhance your productivity and lower your stress: from the scheduling, planning and prioritizing skills of Franklin Covey, Eisenhower and others, to the art of saying 'no' positively and escaping the trap of over-committing yourself. You'll learn about recognizing the difference between urgent and important items, setting and managing boundaries for yourself, and identifying 'time bandits' and handling them appropriately. We'll also look at the challenges created by hybrid and remote working such as managing emails, back-to-back meetings, procrastination and interruptions.

- Plan and arrange daily activities in a productive way: a to-do list that works
- Better prioritize tasks and accomplish things systematically and on time
- Improve teamwork and effectively delegate tasks where you can
- Deal effectively with 'other people's priorities'
- Understand the need to use technology to get things done faster
- Increase your focus on objectives and goals
- Learn techniques to overcome procrastination
- Reduce your stress levels so you don't feel the burnout

3 hours

Virtual classroom

Maximizing your meeting participation

Have you ever attended a meeting where you feel you haven't achieved anything? That your voice wasn't heard? That no progress was made? That it wasn't clear who was doing what?
If so,you won't be alone. The good news is, there are things you can do about all these problems. Whatever the roles are at a meeting, everyone present needs to take collective responsibility for the meeting to ensure the time is used productively. To do this, each participant needs to take personal responsibility to ensure they are making their best contribution. Ask yourself: Are my presentations concise? Am I able to make a proposal succinctly? Do my contributions hold the correct level of impact? Do my behaviours advocate consultation, constructive discussion and debate, and the free exchange of ideas – without going off-topic?
How can I help to manage the meeting process with respect to its agenda, timeliness, and ensuring useful outcomes?

- Learn to remain action-focused and promote consensus, decision-making and progress
- Discover how to connect with an 'established group' within the meeting, especially where there are variable levels of knowledge and expertise within the group
- Develop skills to draw newcomers to standardization into the conversation
- Improve your networking ability with colleagues outside your scope and knowledge and contribute confidently to discussions

5 hours

Virtual classroom

Toolkit for personal productivity

If you've been working on your time management strategies and now feel that you are more organized and in control of your time, you may still be feeling as though you could be more productive. This course is a fantastic opportunity to learn the skills needed to increase your efficiency rating, offering practical tips to help you discover how to increase your productivity. It will help you to improve your focus on goals so that you can successfully plan and prioritize your workload in order to achieve more, leaving you feeling more motivated, less stressed, and on top of your workload.

- Use systems and tools to manage emails effectively
- Prioritize tasks using productivity methods and processes
- Learn proven models to analyse time and tasks in order to reduce wasted time
- Adopt reading techniques to quickly dissect information and apply actions
- Become more 'goal oriented' and be more mindful of how to utilize your time effectively

3 hours

Virtual classroom

Introducing some of our trainers

Alastair Wallace

Alastair is an established learning professional having developed 22,000 leaders from a broad range of sectors across 20 countries. Drawing on 25 years' global experience in leadership, organizational development and training in over 78 different organizations, he specializes in the design and delivery of creative learning events that deliver results. His energetic, unique and practical 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.

● **Meet Alastair at Chairing Technical Committees (see page 8) and Creative and Innovative Problem Solving (see page 21)**

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 hosts Maximizing Your Meeting Participation (see page 24)**

Martin Walton

With a strong passion for learning Martin has been involved in people development for over 20 years and has successfully managed the design, delivery and evaluation of courses in many large private and public organizations. He works predominately in the UK but his experience has taken him overseas, working in Singapore, Rio de Janeiro and Istanbul in the past year.
Martin believes learning should be fun and therefore the courses he delivers are highly interactive and include activities and exercises to ensure the transfer of learning takes place and more importantly that the learning is practical and will be used in the workplace. He holds a Diploma in Coaching Practice.

● **Join Martin for Toolkit for Personal Productivity (see page 25)**

Sandra Bull

Sandra has more than 25 years' experience as a professional communicator, including board-level support at two FTSE 250 UK retailers. She has delivered learning and development workshops at BSI for over 15 years, drawing on her extensive experience to support its people with relevant, interactive training. Specialisms include confident communication, emotional intelligence, relationship-building and conflict management.

● **Sandra leads our sessions on getting heard (pages 13 to 15) and working relationships (pages 17 to 19)**

Sean Liddell

Sean Liddell is an award winning, motivational professional with a background in corporate banking, mental health and wellbeing. He uses his ILM accredited coaching skills to affect sustained personal growth through his thirty-year experience of managing his and his teams' time productively. An expert in hybrid and international working, he enables participants to balance productivity with wellbeing using new and age-old techniques and strategies to find the system that works for the individual. He was awarded the Corporate Vision 2021 Education and Training awards for Mindfulness coaching and training and works with organisations throughout the corporate, private, and public sectors.

● **Meet Sean at It's About Time! (see page 23)**

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