School Professional Services staff induction and development updated:

Environment	Duration	Content	Contributors	Attendance
University structure and governance	1.5 hours	To provide an overview of the University's strategy and current priorities. How the University is governed and the structure of the Schools and Professional Services	New Staff Engagement Event: Principal and Vice Chancellor, George Boyne & University Secretary and Chief Operating Officer, Tracey Slaven	Compulsory Held 2x a year (next event 02/11/22)
Various online courses	-	Equality and Diversity, Health and Safety, IT security awareness	Mandatory eLearning accessed via https://www.abdn.ac.uk/staffnet/working-here/elearning-12510.php	Induction checklist – to be managed and coordinated via line manager
History of the University	1 hour	Walking tour of the University and its points of interest	Student Ambassador conduct tours arranged by Student Experience. Request Student Ambassadors by following https://www.abdn.ac.uk/staffnet/working-here/student-ambassadors-14884.php	To be arranged per School when sufficient interest has been shown by the new starts.
Work / Life Balance	**Duration**	**Content**	**Contributors**	
Family friendly policies & Staff Engagement Networks	1 hour	How the UoA can support those with family commitments and ensure all Staff are aware of the Staff networks and what they do.	HR Partners and Advisors	Staff Development can arrange this with HR colleagues when School Admin have enough people interested.
Carers advice	-	Carers Network can provide advice and support for those who have to consider their paid employment alongside the commitments of being a carer	Nicola Stokes Chairperson of the Carers Network n.stokes@abdn.ac.uk	Optional
Managing money and finances	1.5 hours	Advice around budgeting, debt etc…	An external provider will deliver the training https://www.abdn.ac.uk/coursebooking/	Optional Remind staff to regularly check course bookings for useful courses on managing one's finances and book onto courses via course bookings.
Skills Development	**Duration**	**Content**	**Contributors**	

Relating to your customers	A micro course comprising of 4 easily digestible sections with learner notes and quiz.	• How to communicate effectively and engage with your customers • Useful techniques for handling difficult people and defusing emotionally charged situations • How to address problems and sort out mistakes • Key steps to providing excellent customer service	Staff Development Skills Boosters online course via Staff Development pages on the website https://www.abdn.ac.uk/staffnet/working-here/elearning-12510.php	Compulsory [will be available end of Aug 2022]
Effective Email Communication	-	Appropriate Email Etiquette	UoA Website: https://www.abdn.ac.uk/toolkit/documents/uploads/email-etiquette.pdf	Compulsory
Finance system	-	How to use the system	There are links to guidance on accessing the Finance system via the Induction Checklist Form	Optional as appropriate
Wellbeing and Wellness	-	Wellbeing Toolkit: https://www.abdn.ac.uk/staffnet/working-here/wellbeing-portal/winter-wellbeing-toolkit-12278.php	Your Wellbeing page on the UoA Website: https://www.abdn.ac.uk/staffnet/working-here/wellbeing-portal/physicalhealth-10503.php#panel13618	Optional as appropriate
Building your Resilience	A micro course comprising of 4 easily digestible sections with learner notes and quiz.	• What we mean by 'resilience' • How resilience can help us in our professional and personal lives • The seven habits of resilient people • What we can do to develop our own resilience	Skills Boosters online course via Staff Development pages on the website https://www.abdn.ac.uk/staffnet/working-here/elearning-12510.php	Compulsory
Career Development	3 hours	• Regrading • Training and development opportunities • A talk about moving up by moving on including examples of people who have done this • An overview of the other ideas the group has been discussing with a request for feedback	School Admin Managers and HR Partners	Optional First session to take place in early October
IT	-	Microsoft (including email/Outlook and Teams) and University packages (e.g., SRS, MyCurriculum)	IT training and development team https://www.abdn.ac.uk/staffnet/working-here/it-services/training.php	Bespoke