

PEOPLE AND QUALITY: MANAGING STAFF, MANAGING CUSTOMERS

**Workshop 11/1 – 13th July 2006
Manchester Metropolitan University
Ormond Building
Council Chamber**

Agenda

09.30-10.00	Arrival & conference registration
10.00-10.05	Welcome & introduction to the day <i>Catherine Anderson, MMU</i>
10.05-10.50	Introduction to Open Space & agenda setting <i>(facilitated by Paul Stokes, SHU)</i>
10.50-11.35	Session 1
11.35-11.50	Coffee
11.50-12.35	Session 2
12.35-13.20	Lunch
13.20-14.05	Session 3
14.05-14.50	Session 4
14.50-15.05	Tea
15.05-15.50	Session 5
15.50-16.15	Final plenary session: rounding off the day and deciding what to take forward
16.15	Finish

The agenda will include the following **speaker sessions**:

- ☞ Communication and involvement – the essential catalyst for change
Catherine Anderson, MMU
- ☞ How personal and organisation values influence performance
Georgina Kersey, Sheffield Hallam University
- ☞ Improving service delivery
Mike Leonard & David Meli, University of Leeds
- ☞ The journey to excellence – a practical experience
Helen Briggs, Durham University

NB. Since we will run a number of parallel sessions, a range of further topics will be on the agenda, plus a guided tour of part of the Aytoun Campus.