

Service Excellence Conference

12th April 2018

Bournemouth University, Talbot Campus

Kimmeridge House

Morning Agenda



- 8:30 am** **Registration, networking and refreshments.**
Bring your reusable coffee cup – if you have one!
- 9:00 am** **Skyfall (from your comfort zone)**
'Remember when ...'
Dr Radka Newton & Corey Kemp
- 9:30 am** **LOVE+WORK Service Excellence @ Team BU**
Susanne Clarke & Barry Squires
- 10:00 am** **Fusion - News at 10 BU2025**
Rachel Clarke interviews Jane Forster
- 10:30 am** **Mid-Morning Break**
- 11:00 am** **Celebrity Service**
Geoff Ramm, Author and Key Note Speaker
- 12:00 pm** **Designing Excellence**
Team BU
- 12:30 pm** **Gather all your belongings and head to Fusion – pick up a picnic and enjoy the activities.**

Fusion Building

Afternoon Activities & Workshops

Enjoy the exhibitions and showcases including:

Bath bomb heaven (Lush), BU-Coasters (Moon Studios), Aromatherapy Reed Diffusers (Student Services), Cookery Demonstrations (Chartwells) and much more ...

Faculty of Management & The Business School Exhibition

Find out more about areas of excellence in FoM/BS – shining the light on employability, celebrating student placements and industry partners, alumni & much more. **STEEP Programme and Employability Award – a night to remember, Celebrating student and alumni achievement. Mission, Goals & Accreditation, as well as Strategic Partnership with the CMI!**

Student Services Showcase

Experience the innovation & excellence and integrated services delivered by Student Services. You will learn something new about BU student support. **ALS showing the difficulties in learning, MyCareerHub demonstration, SportBU Kids and Outreach activities to get involved in, Wellbeing - relaxation and Sports Massage, Residential Services, ASKBU (SSET team, Finance, Transitions), Music and so much more!**

Choose two workshops

No need to book ahead but please note that places are limited so get there early to ensure a place.

Workshops 1-5

1:30 pm & 2:10 pm

Workshop 6

1:30 pm only



1 You are Stronger than you believe. You have greater powers than you know

F 201 *Dr Radka Newton*

Connecting with others, understanding their journey.

2 Fuse like you have never fused before

Jane Forster

F 104

Build your Fusion Portfolio - all staff are welcome. This workshop will be particularly relevant to Professional and Support Staff.

3 The Mad Hatter's Tea Party

Sean Beer

**CREATE
LT**

The history of the cream-tea and cultural journey – and enjoy a cream tea!

4 Supporting Student Health & Wellbeing Workshop

Helen Palmer & Jacqui O'Brien

F 203

A bite size version of this very popular workshop.

5 Rude or Polite?

Caroline Earth & Kar Stanton

F 204

Bring your experiences and an open mind for an insightful and interactive session.

6 Solving wicked issues – running effective Communities of Practice

Dr Tammi Sinha

F 202

Using the UN SDG as a theme, this workshop is open to all and will be of particular interest to visitors from other universities.

16:00 pm

Global Insights from the 'coolest' university on the planet.

Passion, euphonium and brown cheese - the Norwegian path to work happiness. **Svein Are Tjeldnes, UiT The Arctic University of Norway.**

16:30 pm

Conference ends.

Collect your ice-cream from Chartwells – One Team!