

Category	Topic
Core Skills	Verbal + Written Communication
	Customer Service A customer service training programme is currently being assessed by the Enquiry to Expert Support project
	Equality & Diversity
	Influencing Skills
	Resilience
	Participating Effectively in Meetings
Digital Skills	General digital skills Digital skills training programme is currently being assessed by the Digital First project
	Digital Marketing
	User Experience Design (UX)
Leadership	(i) Leadership training will normally be provided through the CAN + LDN groups (ii) External leadership courses, such as Aurora and Headstart, may be provided as appropriate (subject to the normal application process)
Management	Financial Management
	Strategic Management
	Chairing Meetings Effectively
	Project Management (i) Project Management training will normally be provided by the Library's Project Office (ii) External Project Management courses may be provided as appropriate (subject to the normal application process)
	Recruitment (i) Recruitment training will normally be provided by the University's Staff Learning + Development Unit
	Staff Management (i) Staff Management training will normally be provided by the Library's Staff Management Forum (SMF) (ii) PDR training will be prioritised and provided before the end of 2016
Specialist	eResource Management
	Facilitation To support those staff who deliver training programmes, run workshops, organise focus groups etc.
	Understanding Higher Education To support staff in raising awareness of the context within which the Library operates. (i) Training might include, for example, the PGCert in Higher Education or attendance at the University's HEI Seminars (ii) Further opportunities might also be provided by national bodies such as RLUK and SCONUL
	Relationship Development Initial focus on the effective use of the University's Customer Relationship Management (CRM) system