

Staff Ambassadors Programme 2015 Induction Pack





A visit to the Craft Café, Govan.

Introduction to the Staff Ambassadors Programme?

Staff Ambassadors is a professional development programme for Glasgow Museums and Glasgow Communities that supports staff to develop new ways of working with each other and with the communities we serve whilst at the same time reflecting on our working practice. At the heart of this programme is an exploration of meaningful engagement and participation. What does this mean for your working practice, with colleagues and with community partners? How can we challenge ourselves to think, and act, beyond the ways in which we already work?

Staff Ambassadors is a 'self led' rather than a 'taught' programme. The structure depends on the individual needs and aspirations of each Ambassador. You will put together your own learning programme from the activities available and will be fully supported to achieve the individual goals you set as you go along.

You will be expected to challenge yourself and the programme will encourage you to get curious. It is an action-oriented and practical programme. Peer learning is also key. You will learn from experience – yours and that of others – by reflecting together and by putting the skills gained into practice through workshops, action learning sets and a paired project.

The programme is what you make it. It enables you to build a network of peer support that you can draw on both during and after the sessions. Your extended network will also grow as you begin to form connections with community partners, colleagues and collaborators across the city.

So rise to the challenges Staff Ambassadors presents, make the most of the opportunities it offers. Give yourself the time to think about your learning and the space to do new things in new ways.

Most of all, **enjoy it!**

'I have gained so much more knowledge of the sheer variety and scale of creative projects occurring in Glasgow, from small grassroots organizations to initiatives happening with other parts of Glasgow Life.'
(Staff Ambassador, cohort 1)

Programme components

Every individual will approach the Staff Ambassadors Programme differently and put together their own learning programme from the menu of activities available. At the same time, the programme does have a core structure and a number of elements that all Ambassadors will take part in. Below is an outline of the programme's different components.

Remember, you have **14 days in total** to allocate to your learning as a Staff Ambassador. You can allocate this time in the way that works for you. Please note that the 14 days **includes** your attendance at the 3 day coaching training course and at the monthly action learning sets.

Field visits (optional)

What are these?

These are short and targeted visits to Glasgow Life venues across the city as well as other community-based organizations that work in partnership with Glasgow Life.

Why are they part of the Programme?

These visits are your opportunity to experience different working contexts and to explore the kinds of work being undertaken by community-based organizations across the city. All visits will have a participatory element to them.

Choose field visits from the menu of activity contained within this pack. You are not expected to attend all field visits but should try and make time to attend a **minimum of three**.

'I have gained so much more knowledge of the sheer variety and scale of creative projects occurring in Glasgow, from small grassroots organizations to initiatives happening with other parts of Glasgow Life.'
(Staff Ambassador, cohort 1)

Workshops (optional)

What are these?

The programme's set of workshops will add to each Ambassador's toolkit of capabilities and knowledge. Workshop topics have been designed and structured to complement the different phases of the collaborative paired project.

Workshops will be delivered either by community partners or by different Glasgow Life staff from the Museums and Communities teams, drawing on their own areas of expertise.

Why are they part of the Programme?

Aside from being hands-on learning experiences, the workshops are key to the programme in another way – they are where the collection of individuals on each cohort become a group that can learn with and from each other. They're also a lot of fun!

Choose workshops from the menu of activity contained within this pack. You are not expected to attend all workshops but should try and make time to attend a **minimum of three**.

'The workshops on offer enable you to not only learn new skills but also give you an opportunity to share your own experiences with your colleagues.'
(Staff Ambassador, cohort 1)

Action learning sets (compulsory)

What are these?

Action learning is a process which involves working on real challenges, using the knowledge and skills of a group of people together with skilled questioning, to produce fresh ideas and perspectives that address real situations they face in the workplace.

All Ambassadors are part of an action learning set for the duration of the programme. You will be assigned to an action learning set comprised of four to five people from across both cohorts. You will meet on Friday afternoons once a month during the course of the Programme. Each group will be led through the process by a facilitator.

During your first action learning set session you will be introduced to the process in full. The coaching training provided will also develop your skills in effective questioning and active listening.

Why are they part of the Programme?

Action learning sets offer Ambassadors space for individual reflective learning that can be taken back to the workplace. They provide support and challenge from peers as well as a chance to explore new ways of thinking and doing in a safe and supported environment. Participating in action learning sets ultimately encourages you to test new ideas, practice your questioning skills and come up with solutions different to the ones you may think of alone.

'Engagement in the action learning sets has enabled me to ask better questions and look at problems in different ways. They have also given me a real network of support to draw on.'
(Staff Ambassador, cohort 1)

Working with a Workplace Coach and Workplace Coaching course (compulsory)

What are these?

When you are in partnership with a Workplace Coach your coach will assume you have the ability to work things out yourselves with a bit of encouragement and feedback. It is simply a shift from giving advice to asking the right questions; almost like having a second brain at your disposal whose only function is to ask questions and help you explore options. The coach will be able to support you at intervals throughout the duration of the programme.

You will also have the opportunity to gain these coaching skills yourself by attending one of the three-day Workplace Coaching courses which have been scheduled for you.

All Ambassadors will be expected to meet their coach at the beginning and at the end of the programme. Additional meetings can be arranged directly with your coach depending on your needs and time commitments.

Why is it part of the Programme?

Attending the Workplace Coaching course, and being part of a coaching partnership can help you improve your communication skills, address obstacles like time management and prioritising work, and most importantly allows you to develop questioning skills which are important for your participation in the action learning sets. These are transferable skills you can apply positively in every area of your working life, long after the Staff Ambassador's programme ends!

'Coaching makes you think on a much deeper level about how you approach your goals.'
(Coaching training attendee)
'I left each coaching session feeling very supported.'
(Coaching training attendee)

Paired project (compulsory)

What is this?

One of the most important parts of the Staff Ambassadors Programme is that we all create opportunities to work together and with our communities in new ways.

During your time on the Programme you will work together with a partner from the opposite service cohort to devise, develop and deliver a collaborative piece of work that is mutually beneficial to both your service areas.

Why is it part of the Programme?

This element enables you to share your professional knowledge and expertise with a colleague from the opposite service area, helping you to envision new ways to effectively engage in collaborative work.

You will be paired with a member of the opposite cohort at the Induction session and work with them for the duration of the programme. A guide to this element of the programme is contained on page 7 of this pack.

'It has been very positive to learn more about my colleagues – what their jobs entail and how we can work together collaboratively. I have felt a lot more at ease communicating with other areas of the company in my working day as a result and coming up with new ways to work together.'
(Staff Ambassador, cohort 2)

Reflecting on your learning

All Staff Ambassadors will be required to keep an up-to-date learning log and to share learning gained from the programme with line managers and peers.

A learning log is a tool that enables you to record and reflect upon each activity that you undertake. It helps you to achieve the objectives you identified right at the start of the programme. It is based on what you learned as well as how you can apply this learning in practice. The log allows you to capture key events and observations as they happen – a record of your feelings, impressions and responses and how these change, develop or evolve through time.

This can be done in a way which suits your individual style. The key thing is to keep the log up-to-date as the programme progresses and not be tempted to simply write it up at the end of the process.

Staff Ambassadors blog

There is a blog for Ambassadors to reflect on their learning journeys: to share thoughts, ask questions, brainstorm, post photographs and videos and celebrate achievements. This can be used in conjunction with your learning log or simply as a way of keeping in touch with other Ambassadors outside of workshops and action learning sets.

<http://staffambassadors.wordpress.com/>



In the vegetable garden at Lambhill Stables.
Photo: John Irwin.

**'Change is the end result
of all true learning.'
(Leo Buscaglia, author)**

Guide to working together on your paired project

Working together to create a collaborative piece of work will require a degree of organization and time management. Here is a suggested approach to this element of the programme.

PHASE 1: February – April

Identifying your resources

Before you can come up with ideas you need to understand the assets and resources you, as a pair, have at your disposal. And your best resources are each other! What skills, expertise and experiences does each of you have that you can draw on? What resources do you have at your disposal in your local area or working context?

Suggested activities:

- Set up an opportunity to do some work shadowing with your partner in order for each of you to experience what the other's job entails.
- Join in the cultural planning and asset mapping workshop
- Go on several field visits to widen your knowledge of what is happening in the city – you may want to involve a community partner you meet through these field visits in the piece of work you develop.

PHASE 2: April – May

Developing an idea

Now you have a better understanding of each other's strengths, skills and working contexts you are in a position to begin developing ideas for a piece of collaborative work that draws on these assets. Consider what exactly you are trying to achieve through your project? Who will be affected and / or influenced positively by what you create or produce? Who else do you need to speak to in order to make this happen?

We will run a fun and informal Peer Review as part of our action learning set in May 2015 where each pair will share their ideas with the rest of the Staff Ambassador cohort. This will give each couple the opportunity to road test their idea and get valuable feedback from peers.

Suggested activities:

- Together, draw up a short presentation to share at the Peer Review that outlines your idea for working together. This presentation can take any format you choose.
- New ideas require space so make opportunities to think and explore together. Trust that if you make time for creative thinking, results will come!
- Join in the workshop on collaborative partnership working.
- Widen your network by attending field visits in different parts of the city.

PHASE 3: June – September

Making it happen!

You have got the idea, you have run it past your peers on the programme and received their feedback, now its time to start working on putting your ideas into action! Remember that your workplace coach and the Staff Ambassadors Programme Coordinators can provide advice and guidance as you begin to execute your plans.

Suggested activities:

- Document the process as well as the end results in your learning log, including any obstacles and how you overcame them
- Consider how you will celebrate your achievement and share it more widely with your fellow Staff Ambassadors, your colleagues, line manager and the contacts and friends you have made along the way!



A monthly meeting of the Staff Ambassadors programme.

Programme contacts

If you have any practical concerns or issues during your time on the Staff Ambassadors Programme please contact your cohort's Coordinator.

Glasgow Communities' Coordinator

Maggie MacBean

T: 0141 276 1785

E: maggie.macbean@glasgowlife.org.uk

Glasgow Museums' Coordinator

Laura Gutierrez

T: 0141 276 9345

E: laura.gutierrez@glasgowlife.org.uk

If you have a query regarding coaching training or working with a work place coach please contact Brenda Sands in the Glasgow Life Learning and Development team.

Coach in residence

Brenda Sands

T: 0141 276 9917 (option 2 then 3)

E: brenda.sands@glasgowlife.org.uk

Staff Ambassadors contact list

COMMUNITIES COHORT

NAME	JOB TITLE	VENUE	TELEPHONE	EMAIL
Michael Alford	Cultural Services Officer	Elder Park Library	0141 276 1330	michael.alford@glasgowlife.org.uk
Claire Bradley	Quality and Enterprise Officer	N/A	0141 276 1330	claire.bradley@glasgowlife.org.uk
Chris Campbell	Glasgow Life Assistant/Learning Assistant	Various	07729784236	christopher.campbell@glasgowlife.org.uk
Richard Egan	Glasgow Life Assistant	Ibrox Library	0141 276 0712	richard.egan@glasgowlife.org.uk
Blaise Ewiri-Labi	Glasgow Life Attendant	Cranhill Community Centre	0141 276 1591	blaise.ewiri-labi@glasgowlife.org
Esther Hutchinson	Learning Assistant	Various	07979 787076	esther.hutchinson@glasgowlife.org.uk
Paul Johnston	Glasgow Life Assistant	Parkhead Library	0141 316 2293	paul.johnston@glasgowlife.org.uk
Claire Lambie	Cultural Services Officer	Blairtummock House	07774336554	claire.lambie@glasgowlife.org.uk
Gregor Leishman	Area Project Coordinator	Woodside Library	0141 276 1525	gregor.leishman@glasgowlife.org.uk
Murray McIlroy	Learning Assistant	Various	07852426560	murraymcilroy@googlemail.com
Margaret O'Donnell	Cultural Services Officer	Netherton	0141 276 1525	margaret.odonnell@glasgowlife.org.uk
Jacquelyn Stoner	Cultural Services Supervisor	Dennistoun Library	0141 276 0768	jacquelyn.stoner@glasgowlife.org.uk

Staff Ambassadors contact list

MUSEUMS COHORT

NAME	JOB TITLE	VENUE	TELEPHONE	EMAIL
Ann Ainsworth	Curator (Geology)	GMRC	0141 276 9331	ann.ainsworth@glasgowlife.org.uk
Yla Barrie	Volunteer Coordinator	GMRC	0141 276 9351	yla.barrie@glasgowlife.org.uk
Claire Coia	Curator (Open Museum)	GMRC	0141 276 9314	claire.coia@glasgowlife.org.uk
Joanna Crawford	Learning Assistant	Riverside	0141 287 2743	joanna.crawford@glasgowlife.org.uk
Anna Henderson	Learning Assistant	GOMA	0141 287 3064	anna.henderson@glasgowlife.org.uk
Shahana Khaliq	Assistant Curator	(Kelvin Hall project)		shahana.khaliq@glasgowlife.org.uk
Elaine Lawrie	Admin Officer	GMRC	0141 276 9371	elaine.lawrie@glasgowlife.org.uk
Tony Lewis	Curator (Scottish History)	GMRC	0141 276 6091	anthony.lewis@glasgowlife.org.uk
Gemma Mannion	Learning Assistant	Kelvingrove	0141 276 9554	gemma.mannion@glasgowlife.org.uk
Ally McAdam	Assistant Museum Manager	St Mungo Museum	0141 276 1625	alison.mcadam@glasgowlife.org.uk
Lyn Mooney	Learning and Access Curator	GOMA	0141 287 3052	lyn.mooney@glasgowlife.org.uk
Iain Simpson	Learning Assistant/Stand in APO	Scotland Street School Museum	0141 287 0529	iain.simpson@glasgowlife.org.uk
Sonja Taylor	3D Designer	GMRC	0141 276 9462	sonja.taylor@glasgowlife.org.uk
Katie Webbe	Conservator	GMRC	0141 276 9346	katie.webbe@glasgowlife.org.uk

Previous Staff Ambassadors

All staff who have already been through the Staff Ambassadors Programme are available to lend support and advice to current Ambassadors.

Caroline Austin	Gallery of Modern Art
Tarn Brown	Glasgow Museums Resource Centre
Martin Craig	Gallery of Modern Art
William Docherty	People's Palace and St Mungo's
Elaine Dockery	Kelvingrove Art Gallery and Museum and Trongate 103
Rachel Erickson	Open Museum
Kathleen Fitzpatrick	Kelvingrove Art Gallery and Museum
Jade Graham	Scotland Street School Museum
Alan Greenlees	Glasgow Museums Resource Centre
Janice Hamilton	Glasgow Museums Resource Centre
Susie Ironside	Glasgow Museums Resource Centre
John Irwin	Gallery of Modern Art
Jennifer Keenan	People's Palace, Scotland Street School Museum and St Mungo's
Irfan Khokar	Glasgow Museums Resource Centre
Heather Robertson	Riverside Museum
Stephanie de Roemer	Glasgow Museums Resource Centre
Polly Smith	Glasgow Museums Resource Centre
Pippa Stephenson	Glasgow Museums Resource Centre
Julie Taylor	Glasgow Museums Resource Centre
Louise Treble	Burrell Collection
Elena Trimarchi	Riverside Museum and Scotland Street School Museum

