



# Listening with Confidence (Advance active listening)

# How to hear & be heard

by

```

<style>
/* Course Entry Route */
.row.courseRoute{
  margin-left:0;
  margin-right:0;
  padding-bottom:1em;
  margin-bottom:1em;
  border-bottom: 1px solid rgb(51, 51, 51);
}
.courseRoute div.caption{
  display: block;
  font-size: 0.75em;
  font-weight: 400;
}
.courseRoute .courseTitle,
.courseRoute .courseLength,
.courseRoute .courseType,
.courseRoute .courseDeadline{
  font-weight: bold;
  padding:6px 0;
}
.courseRoute .courseTitle{
  color: #2993d0;
}
.courseRoute .courseApply{
  padding-top:7px;
  padding-left:0;
  padding-right:0;
}
/*ACCORDIONS / COLLAPSE
*****/

.panel-group .panel {
  border-radius: 0;
}

.panel-group .panel+.panel {
  margin-top: 10px;
}

.panel-default {
  border-color: #e7e7e7;
  border-radius: 0;
}

.panel-default .panel-heading {
  padding: 0;
  background: transparent;
  border-radius: 0;
}

.panel-default .panel-title > a {
  display: block;
  padding: 28px 30px 28px 20px;
  font-size: 18px;
  color: #2993d0;
  text-decoration: none;
}

.panel-default .panel-title > a .prefix{
  display:none;
}

.panel-default .panel-title > a .fa {
  float: right;
}

```



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```
.accordionStandard .panel-default .panel-title > a{
  position: relative;
}
.accordionStandard .panel-default .panel-title > a .fa.fa-caret-right {
  float: none;
  display: block;
  position: absolute;
  right: 20px;
  top: 40%;
  top: calc(50% - 10px);
}

.panel-default .panel-title > a:not(.collapsed) .fa:before {
  content: "\f0d7";
}

.panel-body {
  background: #eee;
  padding: 20px;
}

.panel-open-all {
  border-top: 1px solid #e7e7e7;
  margin: 20px 0;
  padding: 20px 20px 0;
  font-size: 18px;
}

.panel-open-all .fa {
  margin-left: 5px;
}

.panel-group > .panel-open-all > a.closeAll > i.closeAll:before {
  content: "\f0d7";
}

.banner .accordion_box .panel-group .panel .panel-heading .panel-title a span.flagExternal{
  background-image: url('https://www.ucd.ie/t4cms/ucdmaincore_new_window_icon.png');
  background-repeat: no-repeat;
  background-position: center center;
  display: inline-block;
  width: 14px;
  height: 14px;
}

/*BUTTONS
*****/

.btn {
  border-radius: 0;
}
.btn-spacer{
  height: 34px;
}

.btn.default {
  color: #0a4873;
  background: #eee;
  border: 0;
}

.btn.blue {
  background: #2993d0;
  color: #fff;
}
.btn.blue:hover {
```



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# How to hear & be heard<sup>by</sup>

```

background: #45a1de;
}
.btn.darkblue {
background: #0a4873;
color: #fff;
}
.btn.darkblue:hover {
background: #5f839e;
}
.btn.yellow {
background: #f0c650;
color: #0a4873;
}
.btn.yellow:hover {
background: #f8ce58;
}

main#single-column-content {
background-color: white;
}

.image.video img {
display: block;
margin: 0;
}

img {
max-width: 100%;
height: auto;
}

img {
vertical-align: middle;
}

img {
border: 0;
}

img[Attributes Style] {
width: 100%;
}
</style>

```

```

<!--<h1 class="pageTitle">General Information</h1-->
<h3>General Information</h3>
<p>The WST Summer School sessions return from July 1-3.</p>

```

<p>WST Summer School is where we invite you to participate in one of our small hands on peer-to-peer sessions to learn some information from your colleagues across the organisation.</p>

<h3>What does that mean?</h3>

<p>Each session is hosted by a colleague within the organisation who has a skill set, a process or some insight that they are happy to share outside of the normal training offerings.&nbsp; Groups for the sessions are purposely small so that the facilitator can spend time engaging with the participants about the session topic.&nbsp; Participants will be contacted in advance and asked to prepare a relevant example or have real life work that the facilitator can help them with during the session to make sure they get the most value from participating. By hosting these small numbers, attendees will get to focus on their particular learning; be able to implement the information in real time and learn from the experiences and questions of the group.</p>

<p>These are hands on sessions where you will be asked to work with examples. Participants will be asked to prepare these examples or bring elements to work with during the sessions.</p>

<h3>Sessions Offered:</h3>

<p>To help identify which session might be most valuable to you they are described with</p>



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- an outline of the offering
- the type of problem the session will address
- what type of person or role would get the most value from the session

### Logistics

All sessions will be held in UCD Agile, Ardmore Annex unless otherwise flagged.

They are approximately 60 minutes each unless otherwise flagged.

In advance of each session there will be a 30 minutes meet and greet with tea/coffee and pastries for an opportunity to meet your colleagues and facilitator. This will take place in the Agile space.

```

<div class="panel panel-default">
  <div class="panel-heading" role="tab" id="heading:ROWNUM">
    <h4 class="panel-title"></h4>
  </div>
  <div id="collapse:ROWNUM" class="panel-collapse collapse" role="tabpanel" aria-labelledby="heading:ROWNUM">
    <div class="panel-body">
      <p><table>

```

```

<tbody>
  <tr>
    <td style="text-align:left; width:18.2895%"><strong>Name</strong></td>
    <td style="text-align:left; width:21.7105%"><strong>Facilitator</strong></td>
    <td style="text-align:left; width:20%"><strong>Start Time</strong></td>
    <td style="text-align:left; width:20%"><strong>Duration</strong></td>
  </tr>
  <tr>
    <td style="text-align:left; width:18.2895%"><strong>Content Creators Workshop</strong></td>
    <td style="text-align:left; width:21.7105%"><strong>Paul Fitzgerald</strong></td>
    <td style="text-align:left; width:20%"><strong>&nbsp;10:00</strong></td>
    <td style="text-align:left; width:20%"><strong>&nbsp;60 minutes</strong></td>
  </tr>
  <tr>
    <td style="text-align:left; width:18.2895%"><strong>Outline</strong></td>
    <td colspan="4" style="text-align:left; width:81.7105%">
      <p>&nbsp;</p>

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UCD Workvivo is here and with it comes the need for more image and video-rich content. In this short workshop, I'll be showing you how to create basic animated GIFs, animated movies and quick, blog-style videos using tools freely available to UCD employees.

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</tr>
<tr>
  <td style="text-align:left; width:18.2895%"><strong>Problem Addressed</strong></td>
  <td colspan="4" style="text-align:left; width:81.7105%">
    <p>&nbsp;</p>

```

This session may be useful for anyone who is updating UCD Workvivo or other social media channels on a regular basis and is looking to create more engaging content. You won't need extensive experience with graphics or video to participate but those attending should note that some preparatory work may need to be completed in advance to get the most from the workshop.

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# Listening with Confidence by How to hear & be heard (Advance active listening)

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</tbody>
<tr>
  <td style="text-align:left; width:18.3961%"><strong>Name</strong></td>
  <td style="text-align:left; width:20.3324%"><strong>Facilitator</strong></td>
  <td style="text-align:left; width:21.8572%"><strong>Start Time</strong></td>
  <td style="text-align:left; width:19.4373%"><strong>Duration</strong></td>
</tr>
<tr>
  <td style="text-align:left; width:18.3961%"><strong>Using Super Hunch to develop your idea</strong></td>
  <td style="text-align:left; width:20.3324%"><strong>Ciaran Bryan</strong></td>
  <td style="text-align:left; width:21.8572%"><strong>12:00</strong></td>
  <td style="text-align:left; width:19.4373%"><strong>60 minutes</strong></td>
</tr>
<tr>
  <td style="text-align:left; width:18.3961%"><strong>Outline</strong></td>
  <td colspan="4" style="text-align:left; width:81.8014%">
    <p>&nbsp;</p>
```

<p>A practical demonstration and hands on use of the Super hunch sketch pad template. This session will show how you can use the template to develop a hunch into an idea that is both feasible and impactful. Describe five fundamental components about your hunch, gain feedback on it and develop your idea into a &quot;Super Hunch&quot;.</p>

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<p>This session is designed to address common challenges in idea development by providing a structured framework through the Super Hunch Sketch Pad. It helps transform vague hunches into viable ideas by evaluating feasibility and impact, encouraging effective collaboration and feedback, and streamlining decision-making processes. Participants will save time and enhance decision quality, benefiting from diverse perspectives and ensuring their ideas are both creative and practical. Ultimately, the session empowers individuals to refine their initial ideas into well-thought-out, impactful &quot;super hunches&quot;, making them more likely to succeed in their respective areas.</p>

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<p>People who have an idea, but want to think it through in a more structured way with the goal of making it more feasible and impactful.</p>

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# Listening with Confidence by How to hear & be heard (Advance active listening)

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  <tr>
    <td style="text-align:left; width:18.2895%"><strong>Getting the most out of your Workvivo Space</strong></td>
    <td style="text-align:left; width:21.7105%"><strong>Mark Simpson</strong></td>
    <td style="text-align:left; width:20%"><strong>&nbsp;14:00</strong></td>
    <td style="text-align:left; width:20%"><strong>&nbsp;60 minutes</strong></td>
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<p>Are you getting the most out of your Workvivo space? Join this hands on session with Mark Simpson for some tips, tricks & techniques for getting the most out of your Workvivo Space to engage your audience.</p>

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<p>This session will help identify how you can use the features available in your Workvivo space to promote engagement with your essential messages and content.</p>

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<p>Workvivo Space Admins, Workvivo Champions, anyone with responsibility for engaging the organisation with the content on their Workvivo space</p>

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    <td style="text-align:left; width:18.2895%"><strong>Creating an Event Register</strong></td>

```



# Listening with Confidence (Advance active listening)

# How to hear & be heard<sup>by</sup>

<strong>Peter Kenealy</strong>	<strong>&amp;nbsp;10:00</strong>	<strong>&amp;nbsp;60 minutes</strong>
--------------------------------	----------------------------------	---------------------------------------

<strong>Outline</strong>	<strong>&amp;nbsp;</strong>		
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This session will show people how to collect information through a google form and send it to a Google calendar via a sheet. There's lots of tips about setting it up to run smoothly and CRUCIALLY, some coding (examples provided!) to connect it all.

<strong>Problem Addressed</strong>	<strong>&amp;nbsp;</strong>		
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Save time, streamline event planning or management etc, create efficiency, improve data accuracy. Allows people to create a shared calendar from multiple sources using one bespoke form.

<strong>Would suit</strong>	<strong>&amp;nbsp;</strong>		
-----------------------------	-----------------------------	--	--

People involved in coordinating events, Office/School managers, People with responsibilities for shared populated calendars

<strong>Name</strong>				<strong>Facilitator</strong>				<strong>Start Time</strong>				<strong>Duration</strong>			
Value Proposition Canvas				Emma Mescall				&nbsp;12:00				&nbsp;60 minutes			
<strong>Outline</strong>				The Value Proposition Canvas a framework and a visual tool that aids and ensures in the delivery of customers value/needs based on building a profile of the customer and your business. This will ensure that there is a fit between both relationship for excelling your service delivery.											
<strong>Problem Addressed</strong>				This interactive session will allow service providers to reflect, streamlining and explore the relevancy of their offerings in the UCD context to benefit to both your consumers and you.											



# Listening with Confidence <sup>by</sup> How to hear & be heard (Advance active listening)

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</tr>
<tr>
  <td style="height:24px; text-align:left; width:18.2895%"><strong>Would suit</strong></td>
  <td colspan="4" style="height:24px; text-align:left; width:81.7105%">Staff in central services, school/college offices or help desk providers</td>
</tr>
</tbody>
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    <td style="width:20%"><strong>Duration</strong></td>
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    <td style="text-align:left; width:18.2895%"><strong>Listening with Confidence &ndash; How to hear &amp; be heard (Advance active listening)</strong></td>
    <td style="text-align:left; width:21.7105%"><strong>Donal Kiernan</strong></td>
    <td style="text-align:left; width:20%"><strong>&nbsp;14:00</strong></td>
    <td style="text-align:left; width:20%"><strong>&nbsp;60 minutes</strong></td>
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<p>An in person session to share some context and active listening techniques to allow UCD staff to be confident that they have heard what is being communicated, remember their own input and responses and be able to leave those conversations secure in their understanding of what was being communicated to them and by them.&nbsp;&nbsp;&nbsp;We&rsquo;ve all left meetings confused about what just happened, what was said, what did I say and of course, what actions do I have to take now? Join this short session to learn how to understand what is happening when you find yourself in this headspace and some simple techniques to focus and engage in active listening so that you can hear &amp; be heard with confidence in every situation.&rdquo;</p>

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<p>This session will aid employees in engaging in conversations, meetings &amp; sessions where feelings of nervousness, being overwhelmed, over subscribed or challenges around focus or active engagement can lead to a lack of clarity in the objective conversation &amp; the actions that are being asked of them. Through understanding what is happening when focus drifts and having some tools to engage in active listening &amp; communicating effectively participants will be able to leave confident about their engagement.</p>

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 <tr>  
 <td style="text-align:left; width:18.2895%"><strong>Creating NaviLens tags for your area</strong></td>  
 <td style="text-align:left; width:21.7105%"><strong>Emily Smith</strong></td>  
 <td style="text-align:left; width:20%"><strong>&nbsp;10:00</strong></td>  
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<p>Exploring how NaviLens Wayfinding and information technology can help to cultivate an accessible and welcoming campus for our diverse UCD community. We will look at how our built environment can pose difficulties for members of our community and conversely, how NaviLens can help to foster a sense of belonging and better engagement with support services around the campus</p>

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<p>Supporting wayfinding for campus services, particularly in internal spaces. Providing context for users as to how a unit can support them and offering alternative ways to engage with the service in a way that best suits the user.</p>

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<p>&nbsp;</p>

<p>People who want to support universal design and foster an inclusive campus environment in UCD! It would be particularly helpful for teams who have a student / community facing office space / support desk.</p>

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# Listening with Confidence (Advance active listening)

# How to hear & be heard <sup>by</sup>

<strong>Name</strong>	<strong>Facilitator</strong>	<strong>Start Time</strong>	<strong>Duration</strong>
<strong>Facilitating Skills</strong>	<strong>Olga Murdoch</strong>	<strong>&amp;nbsp;12:00</strong>	<strong>&amp;nbsp;60 minutes</strong>
<strong>Outline</strong>			
<p>This session will take colleagues through the fundamentals of facilitation in a hands-on session where participants will be able to understand their role as a facilitator, core facilitation techniques, flagging some regular challenges and working through a few scenarios.</p>			
<strong>Problem Addressed</strong>			
<p>Effective facilitation is crucial for team productivity and engagement. This session will help you learn how to plan and facilitate effective sessions, enhance participant engagement and how to gain consensus among a diverse group.</p>			
<strong>Would suit</strong>			
<p>Managers, team leaders, project coordinators, and anyone involved in organising or leading group discussions and workshops who would like to know how to get the most out of a facilitated session.</p>			

<strong>Name</strong>	<strong>Facilitator</strong>	<strong>Start Time</strong>	<strong>Duration</strong>
<strong>Using the Booking Centre on Infohub for Event Management: advanced users</strong>	<strong>Laura Toby</strong>	<strong>&amp;nbsp;14:00</strong>	<strong>&amp;nbsp;60 minutes</strong>



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<td style="text-align:left; width:18.0718%"><strong>Outline</strong></td>
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<p>This session is designed for those who are already familiar with the standard setup of the Booking Centre functionality in InfoHub. It will introduce you to the more advanced features that are useful for event managers.</p>

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<p>This session will demonstrate how to:</p>

- <li>&nbsp;<ol>Create events for internal staff/student events or set up events with external attendees, including handling payments.</li>
- <li>&nbsp;<ol>Link your finance code to direct booking payments to your cost centre.</li>
- <li>&nbsp;<ol>Advertise your event for both internal and external attendees. There will also be an opportunity to ask general questions about using the Booking Centre (please note: specific issues cannot be troubleshooted during this session).</li>

```

</ol>
</td>
</tr>
<tr>
<td style="text-align:left; width:18.0718%"><strong>Would suit</strong></td>
<td colspan="4" style="text-align:left; width:81.0073%">
<p>&nbsp;</p>

```

<p>This session is aimed at event managers who handle external attendees, deal with finance related to ticketing, and use the Booking Centre on InfoHub for managing their events.<em>Note: this session assumes you are already using the Booking Centre to manage events. If you are not familiar with this InfoHub service, please see the</em><a href="https://www.ucd.ie/itservices/ourservices/administrativebusinesssystems/booking-centre/booking-centre"><em> IT Services webpage</em></a><em> for information on how to access it and manage events</em></p>

```

</td>
</tr>
</tbody>
</table>
</p>

```

```

</div>
</div>
</div><!--/panel-->

```

```

<div class="text">
<h3>General Details:</h3>
<h10></h10>
<dl>
<dt>Start Date:</dt>
<dd>02 Jul 2024</dd>
<dt>Start Time:</dt>
<dd>14:00</dd>
<dt>Duration(Hours):</dt><dd> 1.00</dd>
<dt>Location</dt><dd></dd>
Ardmore Annexe
Alpha Beta Room <dt>Contact Name:</dt>
<dd>agile@ucd.ie</dd>
<dt>Contact Number:</dt>
<dd></dd>

```

```

</dl>
<div class="image video">
<IMG
src=W_HU_REPORTING.P_WEB_IMAGE?p_parameters=3BD002D2D66839190F9CAE7FD8324C383FE26E1C2559674A0A56E085F6B1E6C0A93833D7274714593BD7A63D9D5E013242B5151A2ED2CC4848FC8D7993DF087F WIDTH=100%></div>
</div><!--/text-->

```



# Listening with Confidence    How to hear & be heard<sup>by</sup>

## (Advance active listening)

**Please note that you must be logged into to avail of the Book Now function.**

```
<div class="panel panel-default">
  <div class="panel-heading" role="tab" id="heading99">
    <h4 class="panel-title"></h4>
  </div>
  <div id="collapse99" class="panel-collapse collapse" role="tabpanel" aria-labelledby="heading99">
    <div class="panel-body">
      <p></p>
    </div>
  </div>
</div><!--/panel-->
```

```
<iframe
width="100%"
height="450"
frameborder="0" style="border:0"
src="https://www.google.com/maps/embed/v1/place?key=AlzaSyC54GPiiUtpxQhsRq9fwapW_SVhXsPBo1l&q=53.307640, -6.220356+Ardmore Annexe,Belfield,,Dublin
4,Ireland"
allowfullscreen>
</iframe>
```