

Work Package Joint 4: Management and Stakeholder Communication Skills

Objectives:

The real challenges for National Metrology Institutes (NMIs) and Legal Metrology Authorities (LMAs) are often not the technical work, but

- how to manage limited financial and human resources
- how to raise more funds for equipment, buildings and people
- how to use available resources strategically to ensure maximum benefit for the customers

This work package therefore aims at training non-technical capabilities of managers of NMIs (National Metrology Institutes) and LMAs (Legal Metrology Authorities), such as capabilities for stakeholder relations, awareness raising, public relations, strategic management or project management.

Target group:

The work package will target two groups, the leaders of National Metrology Institutes (NMIs) and Legal metrology Authorities (LMAs) (directors and senior managers) and line managers such as lab heads and section heads.

Activities:

1. For directors and senior managers training in two focus areas is planned:

A. Strategic Management and Controlling

(Tentative Start: First half of 2015, End: Second half of 2016)

B. Communication: Targeting Decision Makers

(Tentative Start: Second half of 2015, End: First half of 2017)

In each focus area an introductory seminar will be offered where key concepts and tools are introduced. Participants are expected to design a plan how to apply these concepts to their home institutions' challenges and implement the plan during one year. During the year implementation of the plans will be supported and monitored through online conferences with the other participants and trainers. Results will be discussed in a concluding workshop. For each focus area a guide will be published based on how to apply different tools to the specific situation of NMIs and LMAs on the experience of the participants.

2. Training courses for line managers

Three- to five-day training courses will be offered for junior managers in areas such as:

- Project Management
- Team Building
- Customer relations

- Conducting Customer Surveys

The areas of interest will be identified through a survey.