



UiO : University of Oslo

Is good role understanding a key to better services?

- Lessons learned from pilot training programme for research support staff

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UiO in brief



8
faculties

Our breadth is our strength.
New possibilities and solutions arise
when knowledge from different subject
areas and disciplines meet.



28,007
students

Of these students, around 14,500 are
at the bachelor's level, 6,400 are at the master's
level and 7,000 are in professional programmes
and integrated master's programmes.



6,609
full-time equivalents

Three-quarters of our staff are
in research and teaching positions,
the rest are support or administrative
personnel.



2
museums



2,000
events

2,000 events – debates, seminars
and conferences – arranged by UiO
are open and free to all.



**Study abroad
award**
1st place



UiO was ranked as the world's 62nd best
university, Europe's 22nd best university
and Norway's best university in 2017.
Shanghai Ranking of World Universities



5
**Nobel Prize
winners**

Fridtjof Nansen
Peace Prize,
1922
Odd Hassel
Chemistry, 1969

Ragnar Frisch
Economics, 1969
Ivar Giaever
Physics, 1973
Trygve Haavelmo
Economics, 1989



Purpose for this session

- Background to the training programme
- Participants
- Choice of content and methodology
- Structure of the programme
- Feedback from the participants
- Lessons learned and key takeaways



UiOs strategi for
Horisont 2020



Participants

- 18 participants
- three faculties
- two professional roles from research support: research administrators and project controllers



A close-up photograph of a hand tearing a piece of white paper from a larger sheet of light gray paper. The torn piece of paper is irregularly shaped and has the words "Positive Minds" written on it in a cursive font. The word "Positive" is in black ink, and "Minds" is in red ink. The hand, with fingers visible, is positioned at the bottom left of the torn piece, having just made the tear.

Positive
Minds

communication

humour

broker
know your organisation

diplomacy

teamwork

collaboration

cultural skills

conflict resolution

adaptability

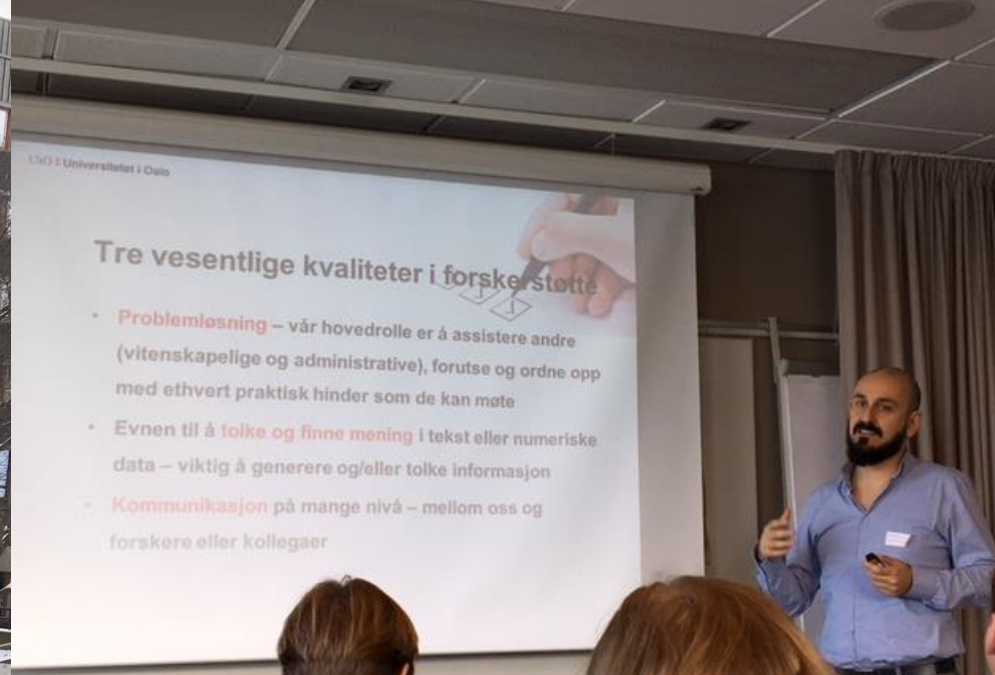
reflection

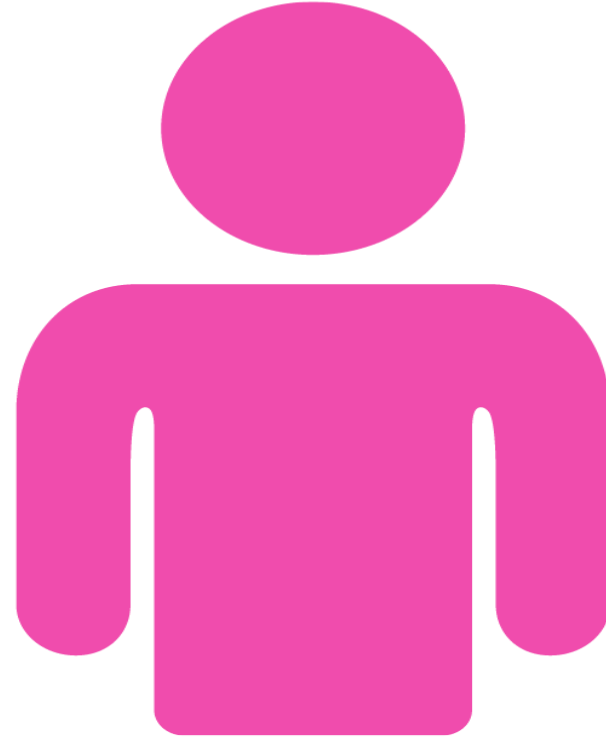
initiative

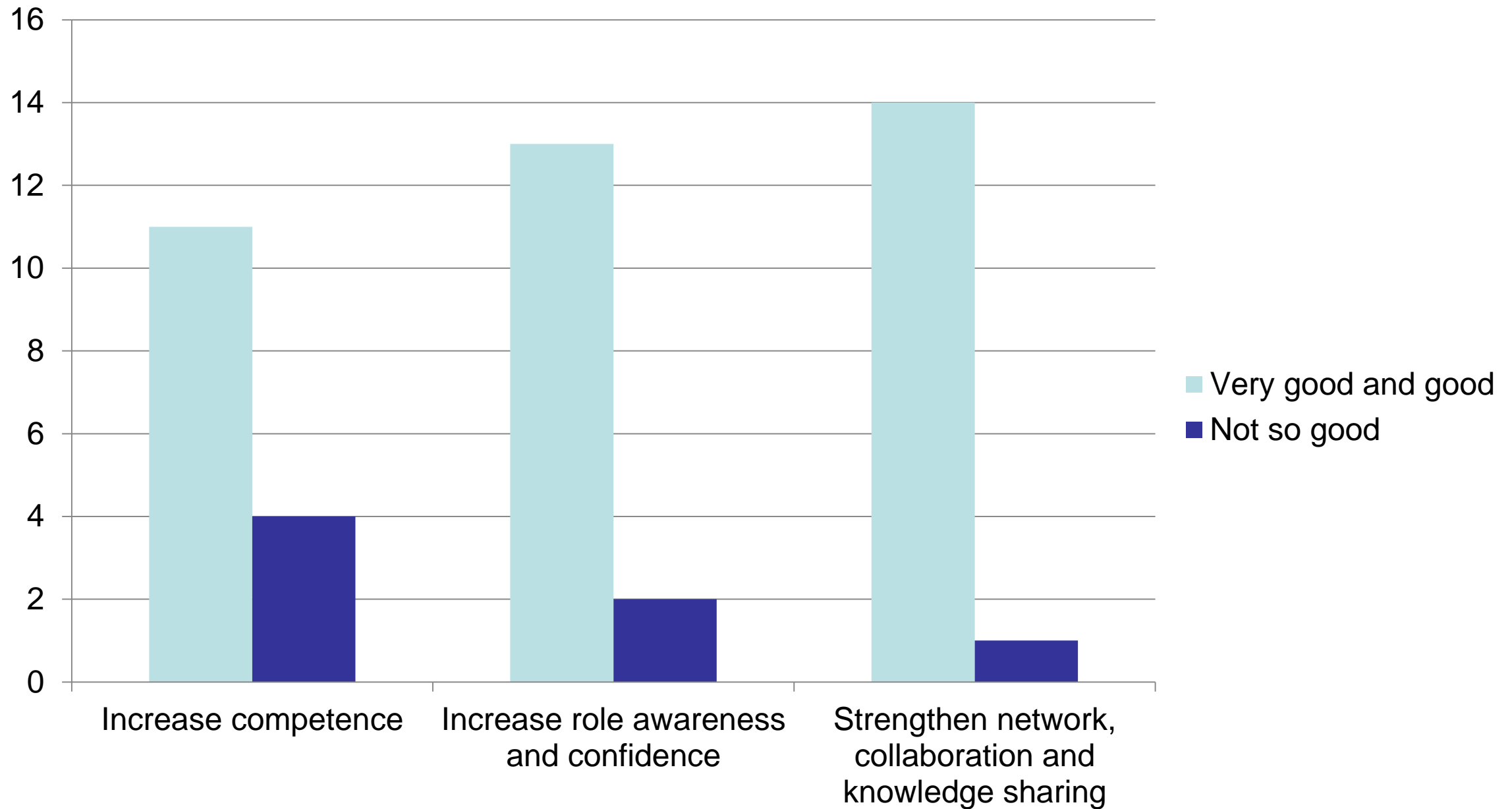
Structure – main topics


- Who are we?
- Career development
- Communication – inspiration and motivation
- Working strategically
- Financial and legal services
- Teamwork












«Some of the participants didn't feel that all topics in the course were relevant»



«Concentrating on soft skills and communication is the right focus in competence building for research administrators»











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