Is good role understanding a key to better services?

- Lessons learned from pilot training programme for research support staff

Konstantinos Chilidis and Linn Stoelan
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 14,583 are at the bachelor's level, 5,408 are at the master's level and 7,016 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


Study abroad award

1st place

World's 62nd best university

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

Nobel Prize winners

Prishtina Niemeyer Peace Prize, 1982
Ivar Gausva Physics, 1970
Odd Hassel Chemistry, 2000
Ragnar Frisch Economics, 1969
Trygve Haavelmo Economics, 1969

2,000 events

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

105
Horizon 2020 projects

43
ERC grants

600+
Projects in the EU framework programme
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
Strategy for research and innovation cooperation with the EU Horizon 2020 and ERA

UiOs strategi for Horisont 2020
Participants

- 18 participants
- three faculties
- two professional roles from research support: research administrators and project controllers
Positive Minds
Structure – main topics

• Who are we?
• Career development
• Communication – inspiration and motivation
• Working strategically
• Financial and legal services
• Teamwork
Tre vesentlige kvaliteter i forskerløftet

- Problemløsning – vår hovedroll er å assistere andre (vitenskapelige og administrative), forutse og ordne opp med ethvert praktisk hinder som de kan møte
- Evnen til å tolke og finne mening i tekst or numeriske data – viktig å generere og/eller tolke informasjon
- Kommunikasjon på mange nivå – mellom oss og forskere eller kolleger
Increase competence
Increase role awareness and confidence
Strengthen network, collaboration and knowledge sharing

Very good and good
Not so good
«Concentrating on soft skills and communication is the right focus in competence building for research administrators»

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