

WORKFORCE DEVELOPMENT GRANT REPORT - APRIL 2008

Project activity

We applied for the workforce development grant to deliver some training for all members of staff at the museums & galleries service (approximately 25 staff), but especially for the front of house team. We wanted to get as much activities in as possible on one day to make it great value and as useful as possible for everyone attending. The activities of the day were:

Forward planning – a presentation and discussion was led by the Museums Manager in which all staff had the opportunity to discuss and contribute to the Forward Plan of Tameside Museums and Galleries Service, learn about future developments and talk over the forthcoming new Rutherford Gallery and Portland Basin Museum's refurbishment.

Museum of the Manchester Regiment – A presentation was delivered by the Regimental Curator, Garry Smith on the history of the Regimental Collection and the associated care and duty of the collection.

Object & picture handling training – The object handling sessions were led by the Social History and Art Curators. The session covered handling, documentation and storage, with handy tips to remember for front of house staff who come across objects on a daily basis. It also covered our acquisitions and disposal policy.

Walking Tour of the local area – After lunch we were led on a walking tour around Ashton-under-Lyne and the museum's canal side towpath. Staff learnt about the industrialisation of the area, how much it had changed and got to see local landmarks, all of which will be useful for customer enquiries and visitor satisfaction in the future.

Visit to museum stores – after the walk we headed to the museums stores to show all the staff the care and upkeep involved for the Tameside Museums & Galleries collections.

Learning outcomes

These learning outcomes relate to the ILfA GLOs: **Knowledge & Understanding [K&U], Skills [S], Enjoyment, Inspiration & Creativity [E, I & C], Attitudes & Values [A&V], Action, Behaviour & Progression [A, B & P]**

Forward planning Learning Outcomes -

A,B&P – The hope is that this activity had a positive knock-on effect on FOH staff, encouraging them to develop their knowledge of the site and its exhibits and recording information as part of the job where possible

A&V – Increased positive feelings towards place of employment, promote feelings of inclusion, and to feel valued.

Regimental Collection Presentation Learning Outcomes -

K&U – Staff increased knowledge of the collections and its history, make links and deepen understanding

E,I&C – Staff enjoyed learning more about the history of the area and the Manchester Regiment.

Walking Tour Learning Outcomes –

K&U – Staff learnt factual knowledge and developed understanding of topics relating to the Portland Basin site, the surrounding environment and its exhibits.

E,I&C – Staff enjoyed being with members of the team learning together and being able to discuss heritage issues in a wider context.

A&V – staff developed more empathy towards people in the past; to foster appreciation of the FOH role.

A,B&P – The hope is that the training had a positive impact on the way FOH staff deal with the general public in this area, showing increased confidence when in a guiding/interpreting capacity.

Object handling & collection awareness training Learning Outcomes -

K&U – Staff learnt more about handling, documenting and storing objects and deepened their understanding of museum processes.

S – Staff are now able to handle a variety of objects in an appropriate manner

E – A sense of enjoyment and excitement in museum objects and the stores was encouraged.

A&V – The aim was to increase staff's appreciation of the breadth and richness of the museum's collection and pride in working for the Service. We also developed more empathy for curatorial staff over the issues faced in collections management whilst providing a forum for FOH staff to share their concerns and anxieties that come from dealing with members of the public and their objects.

A,B&P – The hope is that the training had a positive impact on the way FOH staff deal with the general public in this area, showing increased confidence and shared approach.

How the organisation has benefitted

The organisation benefitted enormously from the day. It allowed people to meet on a more relaxed level from all areas of the service, staff learnt new skills and more information about their surroundings and local heritage. It allowed people to interact over lunch who wouldn't normally talk to each other as much. It felt as though a sense of team and purpose was established. All in all it was extremely worthwhile in not only developing staff but also to promote a sense of wellbeing and community within the service. Thank-you.