

# Example Final CPD Summary

## Section A – Criteria of the AMA

Please describe your professional development under the following headings. Consider:

- What have you learnt?
- What has been the impact on your development?
- What do you still need to develop?

### **1. Look back at your Knowledge Journal, how have you developed your understanding of and commitment to museums, their purpose and their work (200 words)?**

As part of the initial self-assessment I identified knowledge areas, 1, 10, 11, as in need of further development.

To develop an understanding of:

Area 1, I have worked with the collections advisory group on the ethical disposal of objects from the museums handling collection.

Area 10, I met with the head of museums to discuss how our museum service is governed. This was much more rewarding and far less intimidating than I had imagined.

Area 11, I have joined GEM and the SHCG and am now an active member of my local Museums Federation, this has given me a much better idea of the role of sector bodies, nationally, regionally and in relation to my practice.

I also continue to read Museum Journal in order to keep my knowledge in other areas up-to-date.

### **2. Describe how you have developed and maintained effective relationships within and beyond the workplace (200 words).**

Having asked a good friend for some feedback on how I communicate, and analysed my communication style with an online questionnaire, I identified that whilst I'm good at communicating my opinions in formal settings such as in presentations and to some extent in writing, I really struggled with networking and more informal types of communication.

With this in mind I have taken a really proactive role in my local AMA support group and became co-ordinator in the second year of my AMA. I have also joined my local museums federation, GEM and SHCG. This has given me an opportunity to meet people from different professional backgrounds and I feel my confidence in networking and my own ability has grown immensely. With this increased confidence, I feel much more comfortable approaching colleagues from outside my department, and have recently worked with the collections advisory group on a disposal matter, something I would have shied away from previously.

### **3. Discuss key activities you have undertaken that enabled you to think critically around issues facing the sector (200 words).**

At meetings of the AMA support group we often set aside time to discuss a topical or ethical issue, participating in these discussions has really helped me develop a critical understanding of issues I have read about in Museums Journal. I have been particularly interested to hear how certain issues affect different types of organisation. I have developed a particular interest in how museums are using their stored collections, and attended a Museums Association One Day Conference to get a more in-depth understanding of this issue and how it affects the sector.

### **4. Describe how you have developed and enhanced skills, knowledge and experience in a**

**specific area (200 words).**

In the first year of my AMA I developed expertise in 20<sup>th</sup> century working history, the specific area of social history that I had written my dissertation on. However, after enhancing my knowledge in this area, writing a short piece for the SHCG Newsletter and giving several talks to the local history group, I decided to tie this specialist area into my passion for museum education. Over the last year I have investigated how social history collections can be used in museum education. This research led to the successful application for Effective Collection Funding to transfer duplicate objects (relating to 20<sup>th</sup> century working life) from the collection to the care of the local Age Exchange. I am now working with Age Exchange to develop loans boxes so that the objects can go out to local nursing homes to be used for reminiscence.

**5. In addition to the work based project discuss any ways you have effected positive change in your work (200 words).**

My role within the organisation has always brought me into contact with several departments, however improving my confidence in the way I communicate has really had a positive impact on the way I work; I am now much more able to approach colleagues from any department of the museum, and work in a truly consultative and cross departmental way. I am also in touch with many more colleagues in the region, and feel that this more joined up approach has really benefited my work.

**6. In addition to your work based project how have developed effective management of yourself, time and resources (200 words)?**

In order to 'push' my development I have taken on new responsibilities and spend a greater degree of my time building relationships away from my desk. In order to do this I have had to become much more effective in the way I manage my time and workload. Putting together an Effective Collections funding bid has provided me with a great opportunity to develop much needed budget and resource management skills.

**Discuss in no more than 500 words**

- **The impact of CPD on you, your job and your career**
- **What you have learnt from the CPD process**

I have found CPD a useful tool with which to stretch and challenge myself to do things that I would not otherwise choose to do. Although my current role requires yearly appraisals and work plans, until I embarked on CPD, I had not thought clearly about my future aspirations or what I needed to do to achieve them. Nor had I pushed myself to gain the skills that did not come naturally to me. Writing a SWOT analysis enabled me identify the areas in which I am not confident. I then used my CPD plan as a way of improving them, for example, by writing an article and seeking critical feedback from colleagues on my presentation skills. The most notable benefit that CPD has given me is the skill of networking and broadening my horizons outside the bubble of my organisation and role within it.

CPD has also helped me to discover my preferred learning style. I find learning on my own a very isolating and de-motivating experience. With improved confidence, I now value the dialogue and interaction with others on training courses or more informal sessions. I have found the work-shadowing and secondment sessions particularly rewarding, as not only was I inspired by what other museums achieve, but I was also gaining from one-to-one meetings with experienced staff. In particular, work-shadowing the education manager at York Museums Trust was extremely useful, not just in terms of gaining ideas and knowledge but also in making me think about my future career direction.

In my current role I have an opportunity to work with education, exhibitions and collections, although this has given me a broad understanding of the varied work of museums I was still undecided as to whether I would follow a more specialist route, and if so what route that would be. Although I have found activities working towards developing a subject specialism in social history rewarding, especially writing the article, it is the work I have done using objects within education that has really inspired me. This has led me to think I will pursue a more education and interpretation led career in the future. As this is a change of direction I plan to do more research (such as reading job descriptions and talking to peers in such roles) into the potential avenues this could lead to (reflected in my future plan).

## Section B - Work-based project evaluation

The WBP will be assessed on the following AMA criteria:

5) Effect positive change in your work:

6) Demonstrate effective management of yourself, time and resources:

Project title:

Improving Volunteer Management

When answering the following questions please provide examples to support your development.

### **1. Did you manage the WBP effectively, how did you achieve this? Include details of how you dealt with any changes or challenges to your original plans.**

Setting a timeline for the project with key benchmarks (outlined below) allowed me to effectively manage this project, which is manifest in the draft volunteer induction programme produced in June 2011.

The key stages of the project were to:

- identify and research examples of best practice in staff induction
- design consultation process
- carry out consultation with volunteers
- design volunteer induction programme
- pilot programme
- launch volunteer induction programme

Carrying out the work-based project also taught me the importance of building in capacity to allow for any unforeseen challenges, and time to implement any changes that arise from the pilot phase. One unforeseen challenge was that the nature/demographic of the museum's volunteer staff changed significantly during the project (due to the recruitment of 10 interns). Piloting the induction programme with new volunteers exposed the need to further develop the career development element of the induction programme, something that was not raised in the original consultation or planned for in the original project schedule.

### **2. How has your practice changed as a result of the WBP and why did you choose to change it? (this may include applied logical and creative thinking and problem solving)**

I have become much more confident and professional in the way I work with volunteers as a result of this project, by working in a consultative manner I have also improved my relationship with both the volunteers and other members of staff. Having to make last minute changes to the project also reinforced the importance of regularly reflecting on and evaluating my work and the nature of my working relationships.

### **3. What has been the impact of the WBP on your organisation and how did you achieve this? Include details of relationships you developed and the dissemination of your findings.**

As well as the improved relationship with volunteers, this project has raised my profile with colleagues across the organisation. I now have a really good working relationship with our HR team and will be working with them to redevelop the volunteer recruitment procedures in the future. Once completed the volunteer induction programme will be rolled out across the organisation, thus improving the way we work volunteers and the local community, a key objective of the museum.