How to Effectively Manage AV Staff

Standard Operating Procedures (SOPs)
- SOP Basics
- Establish the Need for SOPs
- Draft the SOP
- Test SOP
- Implement and Maintain SOPs

Staff Development
- Onboard Direct Reports
- Train and Develop Staff
- Identifying Skills & Knowledge Gaps
- Setting Goals
- Training Staff
- Manage Conflict

Stakeholder Engagement
- Understand Higher Education End Users
- Establish End User Communications Channels
- Identify Organizational Stakeholders
- Establish a Relationship with Stakeholders

Incident Management
- Proactive Strategies
- Reactive Strategies
- Incident Notification Methods
- Record Incidents
- High Priority Communication Path
- Activate Response Mechanisms
- Turnaround Policy
- Capture Incident Impacts
- Analyze Incident Data

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