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