



University of
Western Sydney
Bringing knowledge to life

Get out of the Rut:

Finding Opportunities in Routine

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Feeling trapped?



Or bored?



Signs of a rut

- » Glazed looks
- » Conversations that include “....that’s the way we have always done it...”
or
“....that’s just the way it is...”
- » Repetitive errors
- » Staff meetings where you are the only one that speaks
- » Lackluster performance

Airing the dirty laundry



A UWS Admissions example

Admitting non award students in consecutive semesters in the same year

Make them apply again

Treat the second application as if it was new

Make decisions before semester 1 results available

How do you find you way out?

- » Review
- » Delegate
- » Motivate
- » Trust
- » Question

Can we do it better?

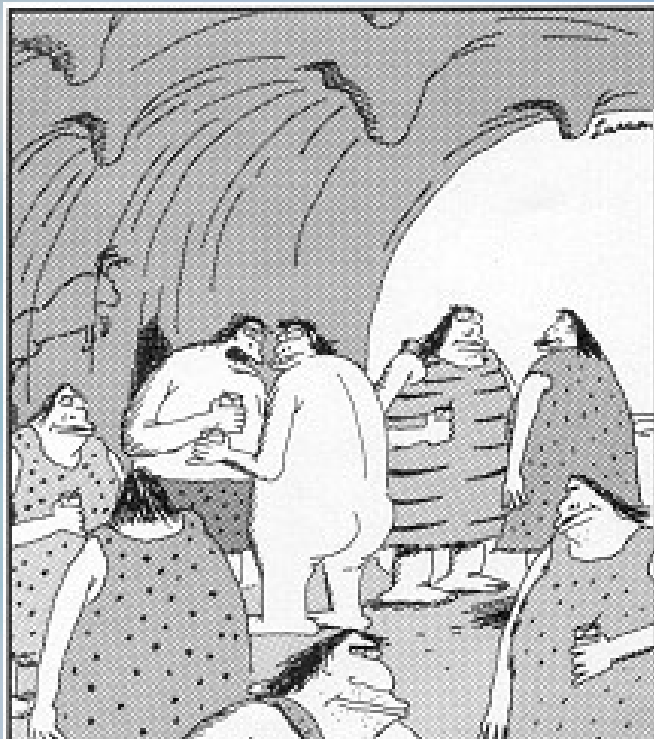
- » What are the outcomes we are trying to achieve?
- » What is the level of service our clients expect (are we there yet)?
- » Can we eliminate double handling?

Can it be automated?

- » What do we mean when we say automated?
 - » A new system
 - » Self service
- » Who initiates an automated process?
- » Does it improve service to the clients?

Do we need to do it at all?

- » Are we doing it from habit?
- » Is there a real need?
- » Who does it serve?
- » Why?



What are the opportunities?

- » Empowering staff
- » Staff development
- » Identifying underutilised skills
- » Identify training opportunities
- » Knowledge transfer
- » Process improvements
- » Service improvements

What are the limitations?

- » Externally set deadlines
- » Political considerations
- » \$\$\$\$
- » Staff skills
- » Morale
- » Leadership

Motivating the team

- » Give them buy in
- » Rewards work
- » Say thank you
- » Make a fuss of achievements
- » Social activities
- » Don't push too hard

Implementing FISH

1. Be there
2. Play
3. Make their day
4. Choose your attitude

In the admin setting

Be there

- » Leave the baggage at the door
- » Remember why we are there
- » Set achievable goals for the day

Play

- » Don't throw things!
- » Meet Peter Panther
(another UWS anecdote)

Make their day

- » Do something positive for someone
- » Pay a compliment to a colleague
- » Say thank you
- » SMILE

Choose your attitude

- » Don't wear you cranky pants to work
- » Take 5 to regroup
- » Do unto others.....

The last word

