



LOOKING FOR THE MAGIC

Susan Hudson
Tanya Rubin



TIP 1 : FOUR MAGIC WORDS – WHAT DO YOU THINK?



Should I tell
her those
shoes don't
go with that
jacket?



TIP 1 : FOUR MAGIC WORDS – WHAT DO YOU THINK?

- What others think is important
- People don't follow policies, procedures and processes because they were never consulted on the issue
- Buy in = bringing people on your journey
- Ask staff for their opinions – LISTEN and CONSIDER their view
- *Four Magic Words, John Parker Stewart. Executive Excellence 20.9 (Sep 2003):11*



TIP 2 : CREATE AN ALLIANCE – HAVE AN ORGANISATIONAL PARTNER(S)



TIP 2 : CREATE AN ALLIANCE – HAVE AN ORGANISATIONAL PARTNER(S)

- We learn form others
- Find a fellow traveller on your journey – find someone who has been there and done that
- Create forums – discuss common challenges and goals
- UWS – Project Officer forums; School Manager forums; academic and senior staff forums

- *Sebalj, D., Hudson, S., Ryan, J., Wight-Boycott, J. Journal of Higher Education Policy and Management, Vo. 29, No. 3, November 2077, pp.275-287*
- *Fullan, M, and Scott, G. (2009) Turnaround Leadership for Higher Education, Jossey-Bass, San Francisco*



TIP 3 : CHALLENGE YOURSELF – STEP OUT OF THE BOX



Are we
there
yet?



TIP 3 : CHALLENGE YOURSELF – STEP OUT OF THE BOX



- Opportunities come from all directions
- Don't pass them by !!!

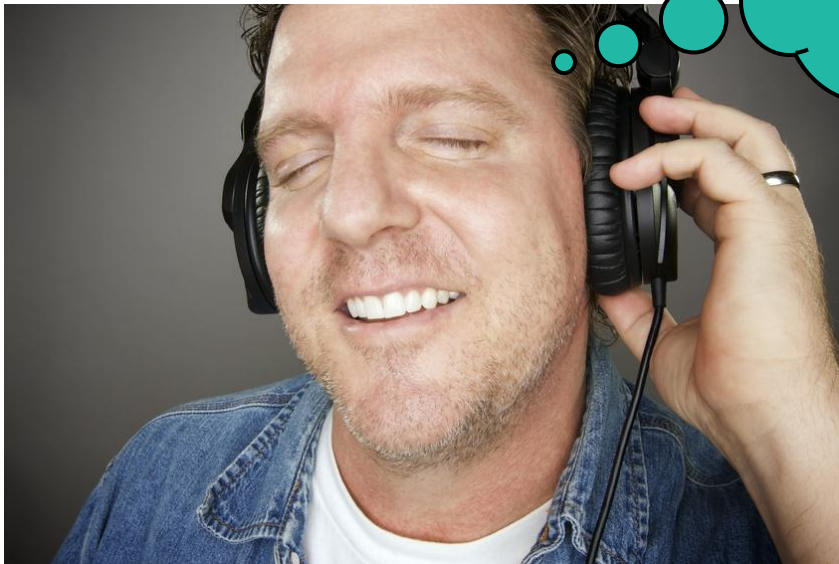




SAY THANK YOU – IT'S ALL THEY WANT TO HEAR



Mmmm –
that
sounds
good...



TIP 4 SAY THANK YOU – IT'S ALL THEY WANT TO HEAR

- It's simple.....Just say *thank you*
- Everyone wants to know they are appreciated

Thank You Card | University of
Western Sydney (UWS)



TIP 5 HAVING THE HARD CONVERSATION – THE LONGER YOU LEAVE IT THE HARDER IT GETS



TIP 5 HAVING THE HARD CONVERSATION THE LONGER YOU LEAVE IT THE HARDER IT GETS



- Raise issues on the spot
- Don't leave matters thinking they will disappear – They won't !!
- Seek HR support – that's what they are there for.

(Roche, F, KnowHR Blog 2008)



TIP 6 TIME OUTS – UNDERSTAND YOUR STAFF



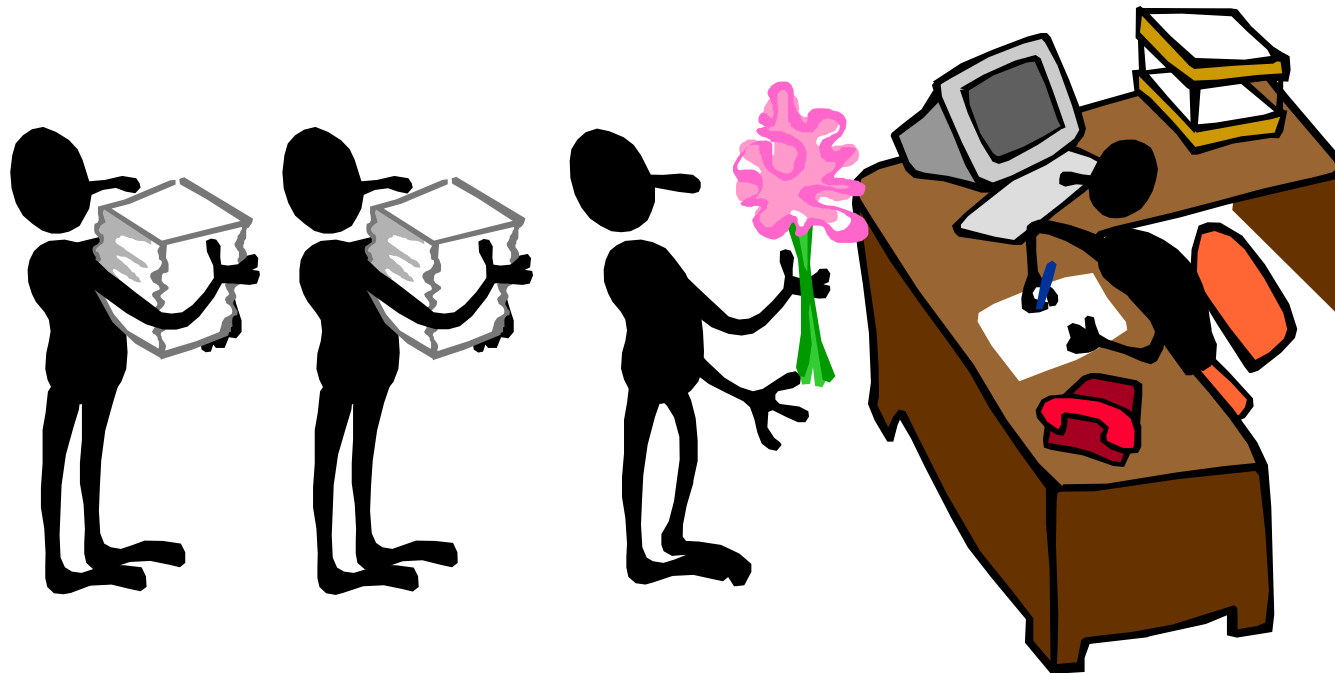
TIP 6 TIME OUTS – UNDERSTAND YOUR STAFF

- Show a genuine interest in your staff
- Find out what motivates, inspires, drives, annoys your staff
- Having a connection lets YOU plan and organise better

www.studergroup.com/newsletter/Vol1.../roundingforoutcomes.htm



TIP 7 REWARDS – IT'S THE LITTLE THINGS THAT COUNT



TIP 7 REWARDS – IT'S THE LITTLE THINGS THAT COUNT

- Recognition at the local level is important
- Reward a job well done
- Local Achievement Award Policy



TIP 8 STAFF DEVELOPMENT – YOUR PEOPLE SHOULD COME FIRST



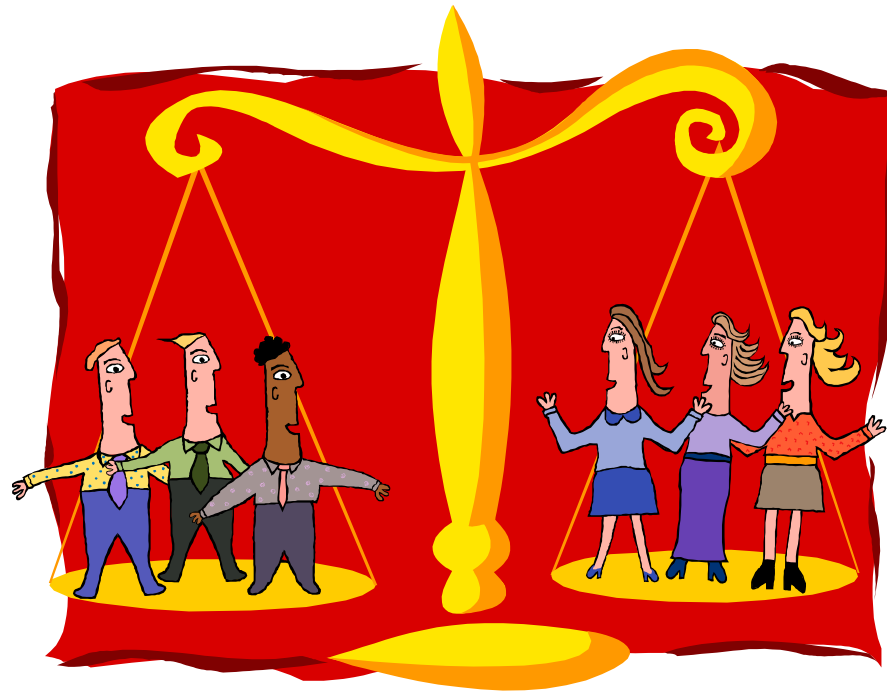
TIP 8 STAFF DEVELOPMENT – YOUR PEOPLE SHOULD COME FIRST

- Guide your staff to do more than they think they can.
- Foster a learning environment

Cottinger, W (1999), Managing Fairness. Executive Excellence, 16, Oct. 1999



TIP 9 EQUITY – BE FAIR, AND BE SEEN TO BE FAIR



TIP 9 EQUITY – BE FAIR, AND BE SEEN TO BE FAIR

- Fair and balanced decision-making
- Provide the same opportunities to all
- Include everyone
- Having integrity draws good people to you

Brown, M.E. and Trevino, L. K, 2006, Ethical leadership: A Review and Future Directions. Leadership Quarterly 17 (2006), pg. 595 – 616

Scott, G and McKellar, L, 2012, Leading Professionals in Australian and New Zealand Tertiary Education, ATEM website



TIP 10 TAKE THE LEAP – MAKE BOLD SUGGESTIONS



TIP 10 TAKE THE LEAP – MAKE BOLD SUGGESTIONS

- Have courage to do the tough stuff, not just the popular stuff.
- Plant the seed of big ideas

Sosik, J. J. And Cameron, J. C, 2010, Character and Authentic Transformational Leadership Behaviour: Expanding the Ascetic of Self Towards Others. Consulting Psychology Journal: Practice and Research, 2010, Vol. 62, No. 4, pgs 251-269



LIFE IS TOO
SHORT NOT TO
HAVE FUN AT
WORK!





Thank You



QUESTIONS

SHARE YOUR TIPS

