

The only constant is change

- Jennifer Grossi
- Julie Williams

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Pre-merger Timeline



Rumours



Meetings



Blogs

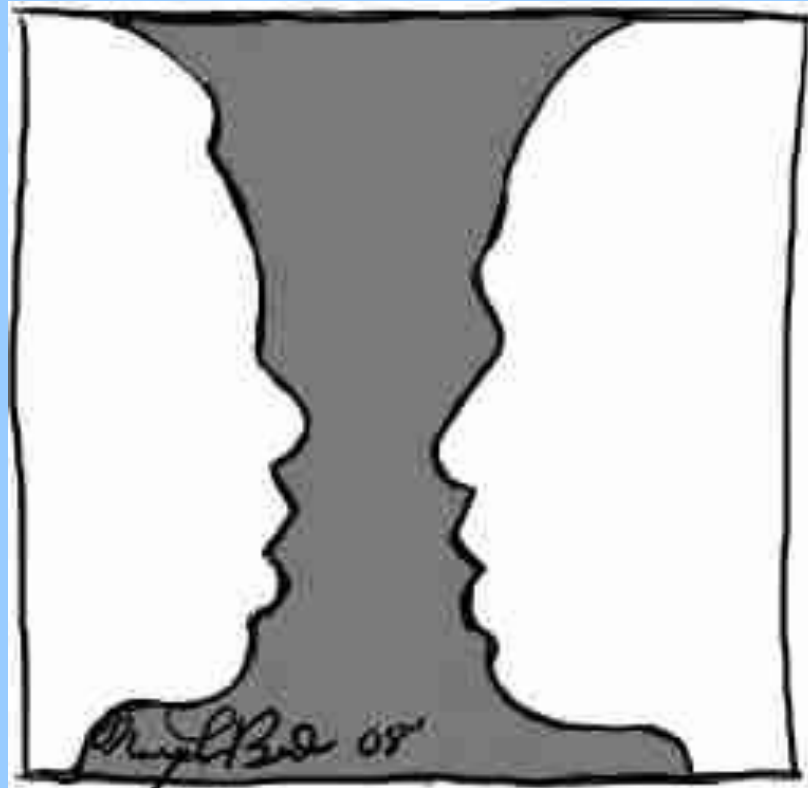


Newsletters

Change

- “Progress is impossible without change, and those who cannot change their minds cannot change anything.”
 - George Bernard Shaw
- “To improve is to change; to be perfect is to change often.”
 - Winston Churchill
- “If we don’t change, we don’t grow. If we don’t grow, we aren’t really living.”
 - Gail Sheehy
- “The only way to make sense out of change is to plunge into it, move with it and join the dance.”
 - Alan Watts

What do you see?



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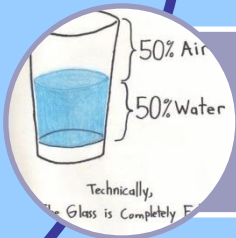
Perspectives



Optimist



Pessimist



Realist

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Dear Optimist, Pessimist
and Realist. While you
guys were arguing about
the glass of water being
half full or half empty,
I drank it.

~The opportunist

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Instigating change can be as easy as dragging an elephant



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Challenges we faced



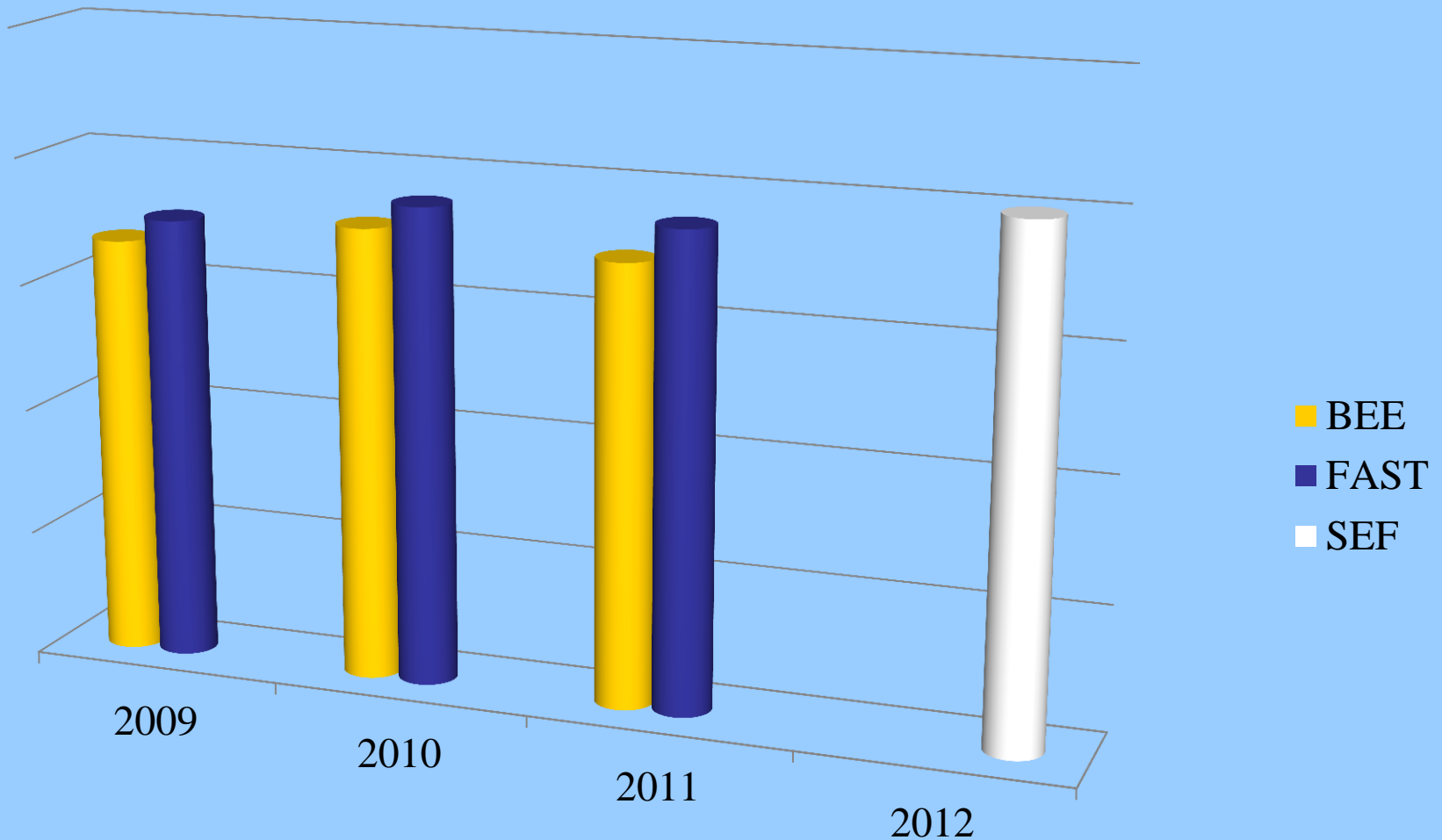
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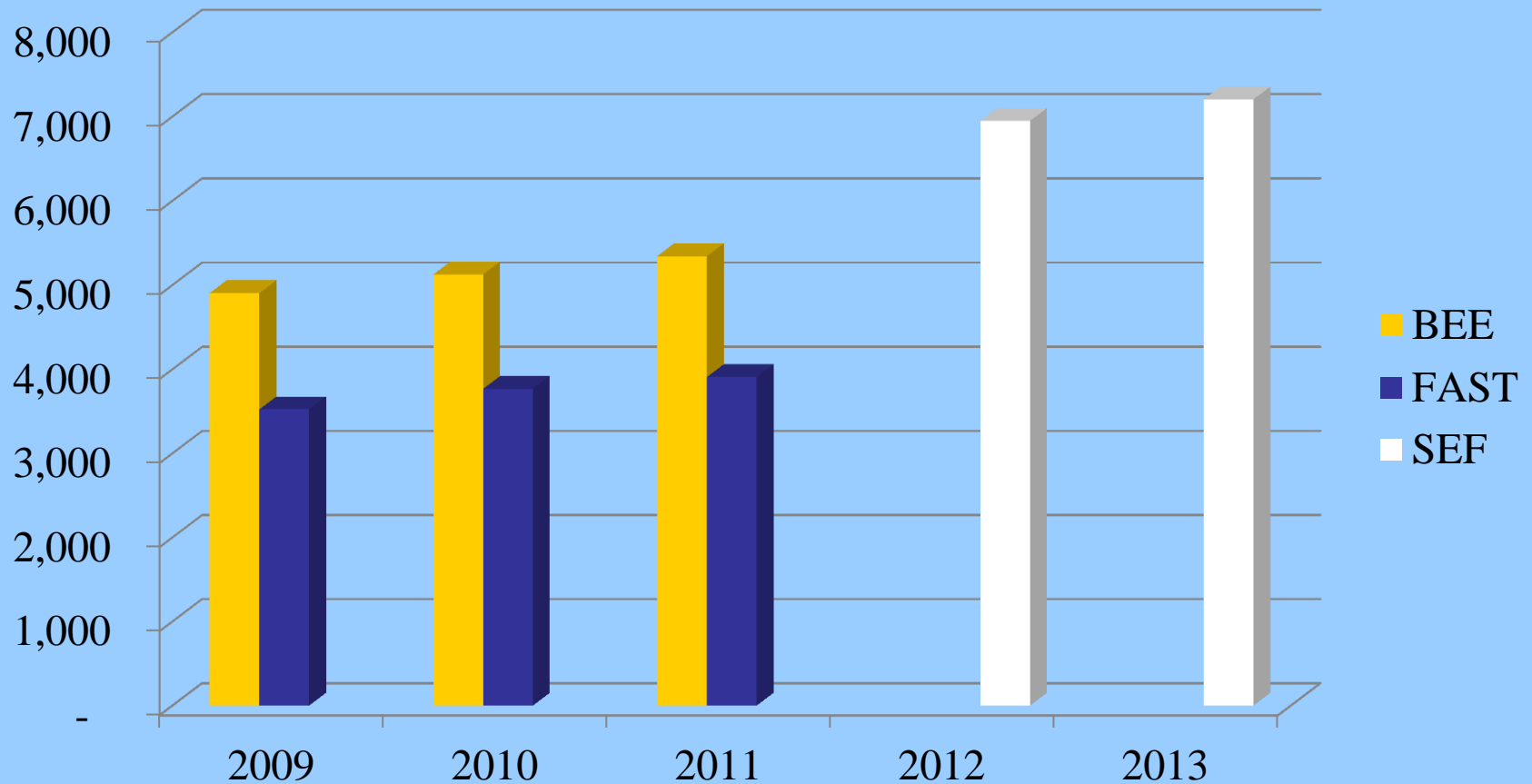
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Ratio of Academic to Professional Staff



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Bachelor Degree Enrolments



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Other challenges we faced

- Decrease in corporate knowledge
- High percentage of staff in new roles
- Increase in student numbers
- High workloads
- Stakeholder complaints
- Confusion, frustration and low morale
- Reluctance to change
- Gaps in processes

Strategies

In Flight Review:

- Workload issues
- Stakeholder complaints
- Lack of communication

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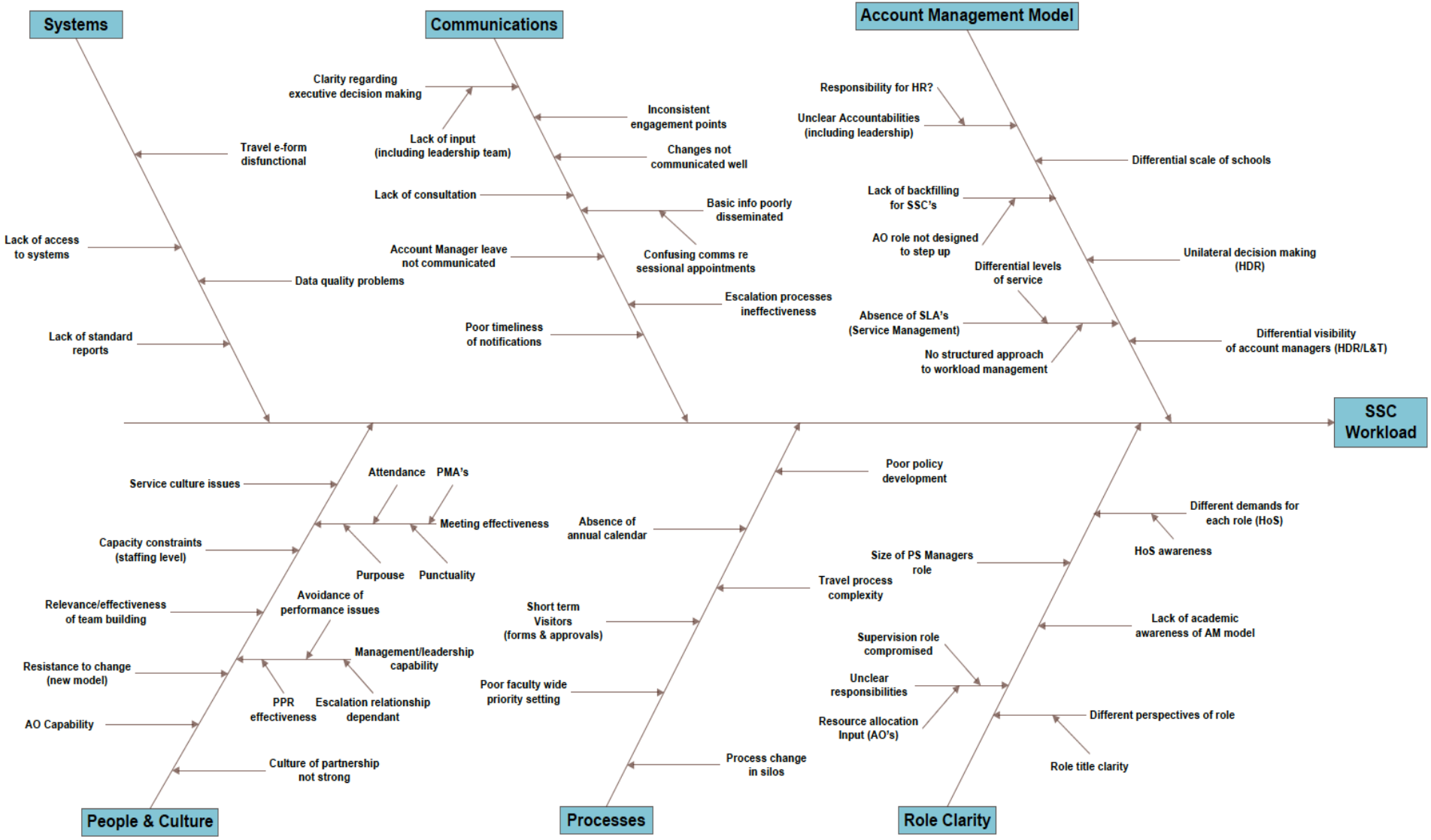
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Root Cause Analysis

- The In Flight Review led to a Root Cause Analysis focussed on the workload pressures of the Senior Services Coordinator role.
- Series of brainstorming sessions to discuss the factors contributing to the high workload of the Senior Services Coordinators.

Cause and Effect Diagram: Senior Service Coordinators Workload





Role Clarity

Develop a Functional Accountability Matrix to clarify who is responsible for what functions and to what extent (RASCI)

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RASCI

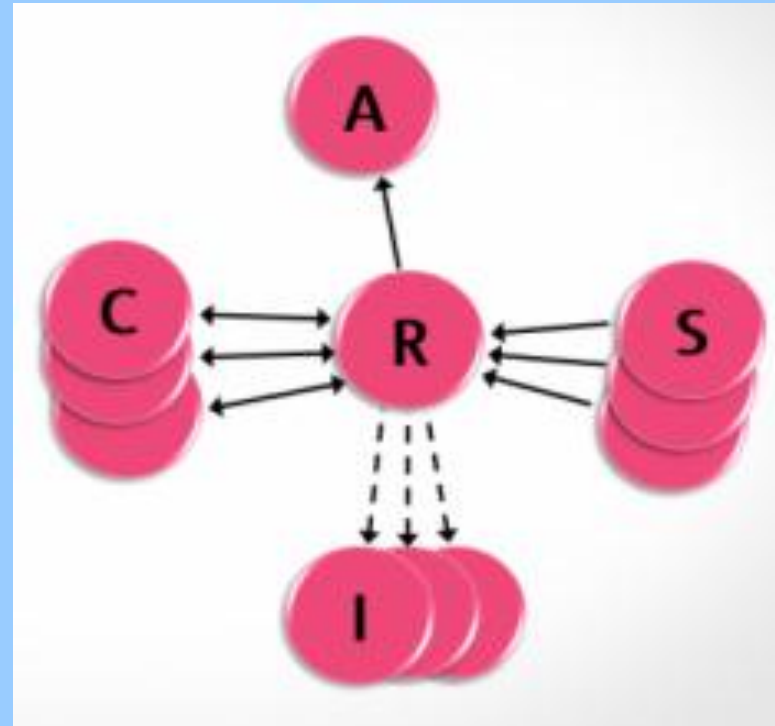
R – Responsible

A – Accountable

S – Support

C – Consulted

I – Informed



Account Management Model



Develop and document the account management model to clarify accountabilities and expectations (including clarification of SSC role/purpose)

Systems

Develop a standard suite of faculty/school reports to reduce effort consumed by ad-hoc requests for information (SSC's engaged in report design process)

Communication

- Develop communications guidelines & protocols
- Define engagement model (two way) for Account Managers
- Consider establishing regular service management forums



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Processes

Review policy/decision-making processes to ensure appropriate consultation with stakeholders



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People and Culture

Establish appropriate forums between relevant teams to build mutual awareness and understanding



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How we survived

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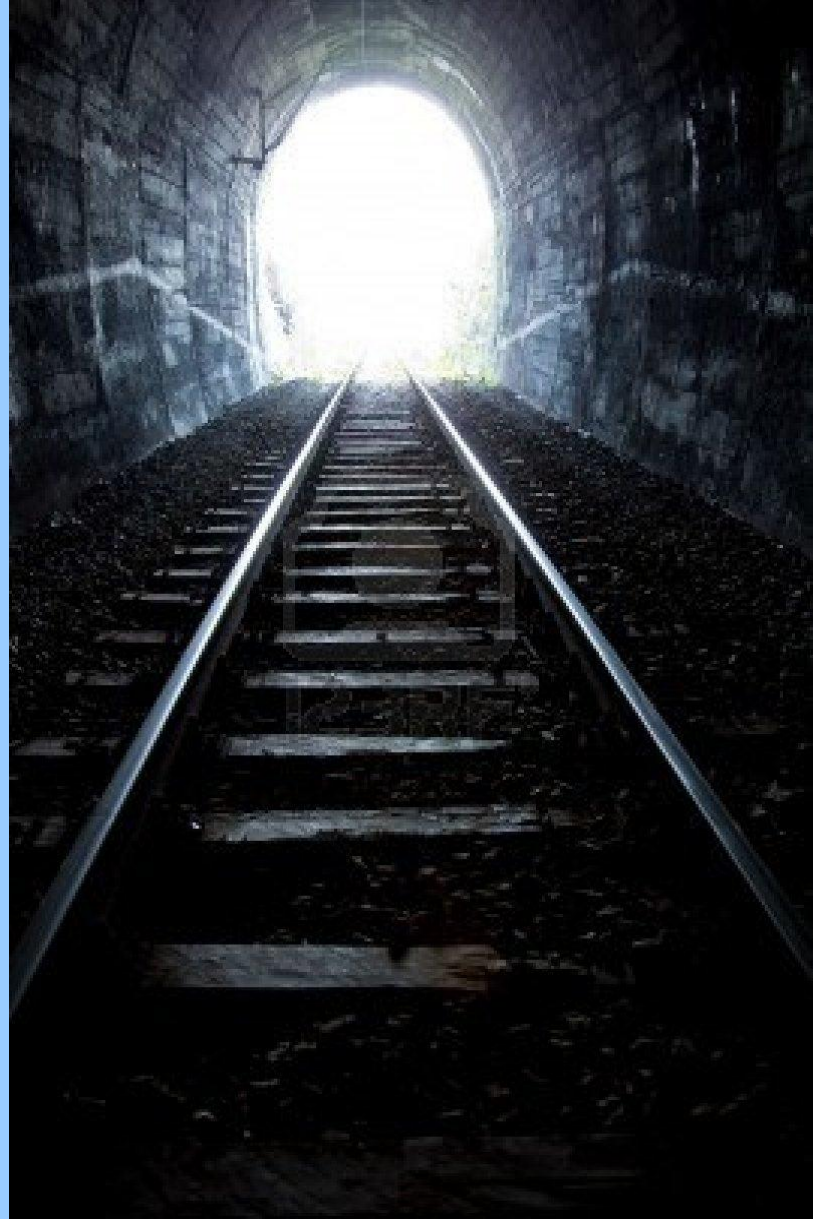
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- Perseverance
- Good will
- LOTS OF HARD WORK
- High level of commitment and engagement within the Faculty Services team
- Support for one another

Are we
there
yet?



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Heading in the right direction

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