



Leaders' insights

Rhonda Morton

Australia's #1 university for student experience
17 years in a row

Agenda

Many perspectives

One key point

Four themes

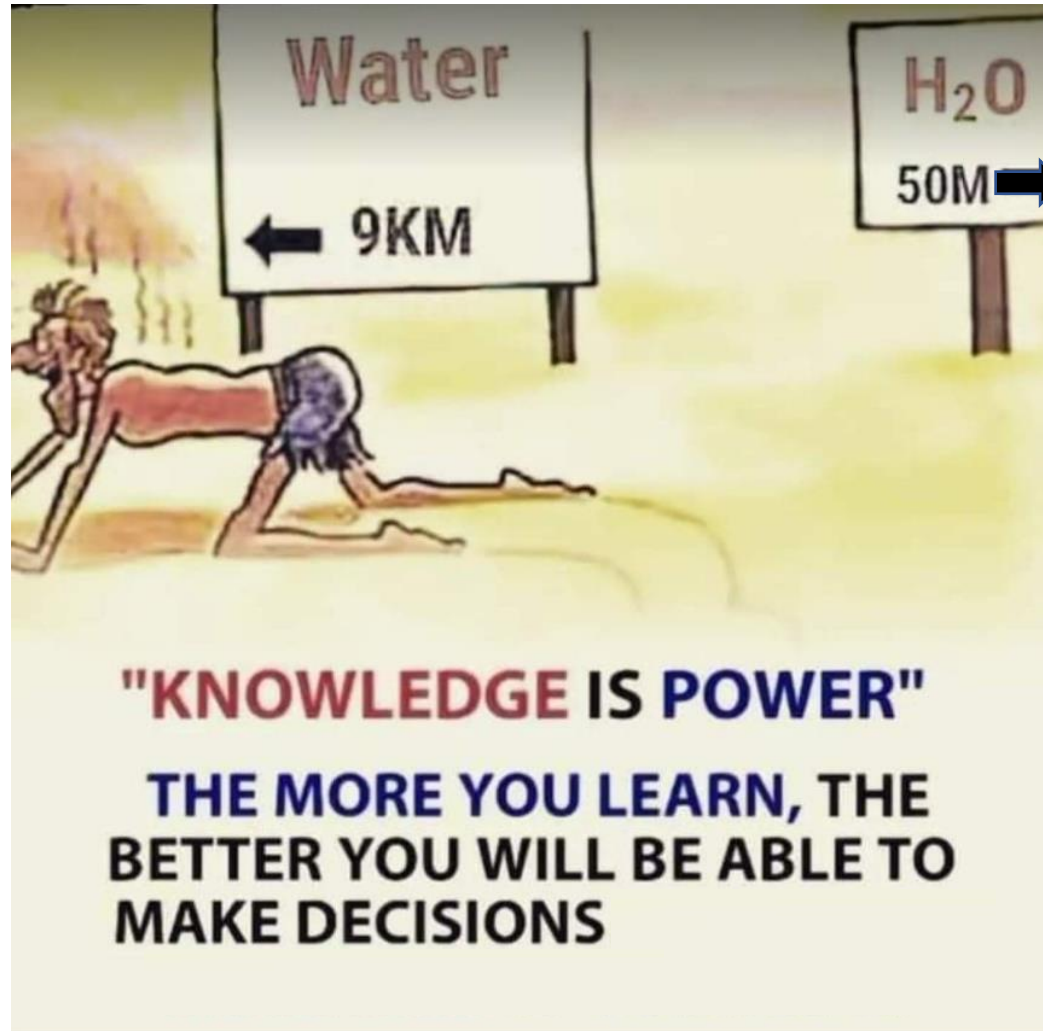


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Advisory boards

On leading through complexity and crisis

Trust
leadership



Empowered
people



- #EndPJParalysis
- #Last1000days
- Time is the most important currency in healthcare

Kate: healthcare leader



Passionate about healthcare

Cares deeply about people

Is ethical, competent,
approachable, trusted

Emma: healthcare leader

Passionate about healthcare

Cares deeply about people

Is ethical, competent,
approachable, trusted





Kate



Emma?

or

Four themes remain constant

1. Self Care

2. Planning time .. Time to think

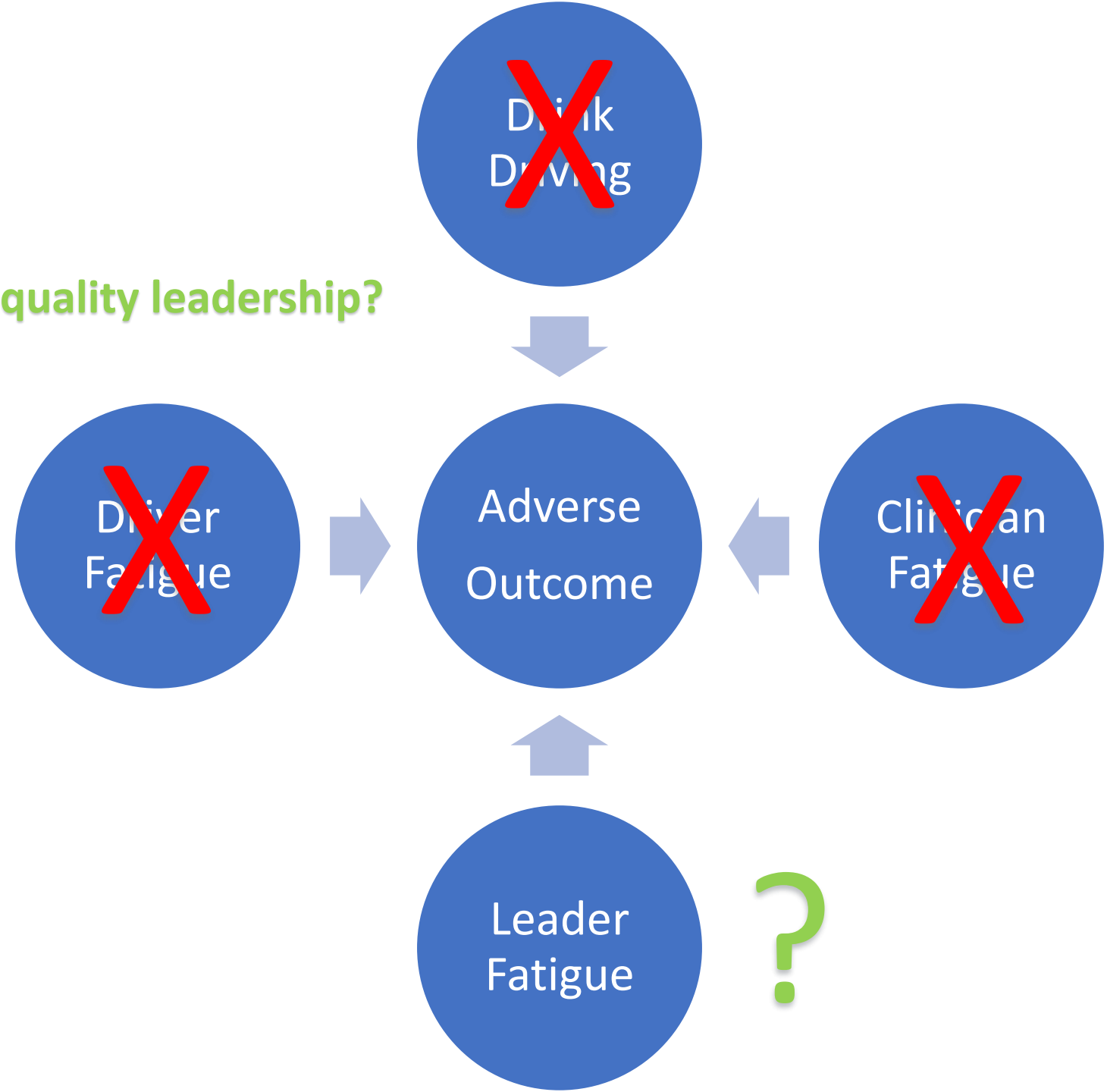
3. Delegation

4. Difficult conversations and performance management

JUST GONNA TAKE
A QUICK SPIN...



1. Is self-care fundamental to quality leadership?





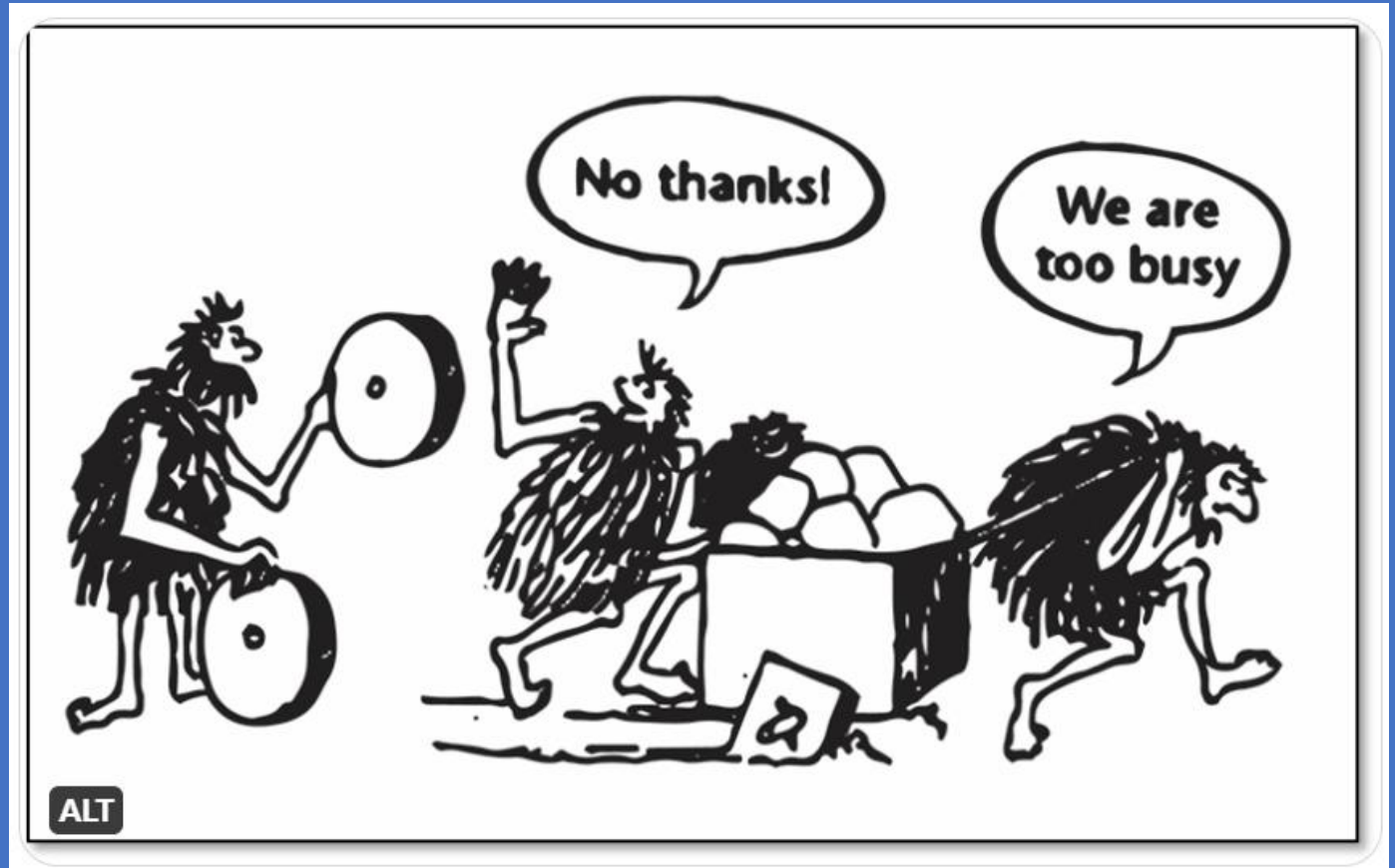
2. Time to see the big picture

Are we so involved in problems that we don't see solutions?

If you only focus on the problem...



...you might miss the easy solution.





Are we taking time out to see the big picture?





"NOPE, I'M NOT BUSY. EVERYTHING IS UNDER CONTROL."

3. Delegation

Design systems for your best performers and manage or support everyone else



I need to allow others to help and not see this as personal failure

From a very highly rated leader's 360 review

Take care of yourself, step back & delegate more, trust in the emerging leaders

Take a step back and trust the team

Give more autonomy to staff members – allow them to gain experience

Caring and
compassionate – is
the best leader I have
ever had

A highly rated leader –
comments from
colleagues

Sometimes run down &
tired, which impacts on
judgement & attitude

Allow yourself space to
create innovative solutions
to complex problems

Makes sure
that everyone
is supported

Puts others
before self

Calm,
experienced,
a real asset

Rely on your senior colleagues

Should not be expected to be
on the floor all the time

Take more time out, to
implement ideas and change

Delegate some of your jobs!

+

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○

And
again

Incredibly passionate and competent - would like to see you prioritise yourself.

Caring about others does not need to be at the expense of your wellbeing

Take time to treat yourself to the kindness you show everyone else

Delegate more



And....

Should delegate more and trust others to do their job

Do not worry what your colleagues will think of you

Stand up when unreasonable demands are made of you

Don't try to achieve so much in one day, there is always tomorrow



Less of this?



—
More of this?

Lowlights (example)

Delegating appropriately

Fostering innovation

Utilising own and others time effectively

Comfortable asking for help

Stepping back for own wellbeing

Feedback from participants



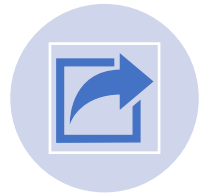
I feel like myself again



I feel so much lighter



I had no idea people think so highly of me



I can see a way forward. I feel energised again



I will focus on pacing myself



I found our session incredibly useful!



I'm developing an action plan to address my priorities



I'm planning a Friday night catchup for some self care!

When we avoid difficult conversations we trade short term discomfort for long term dysfunction.



4. Difficult conversations & performance management



*Creating a high trust environment
improves culture and productivity*





Thank you



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Overall Experience
Learner Engagement
Learning Resources
Skills Development

Student Support
Teaching Quality
Student Teacher Ratio