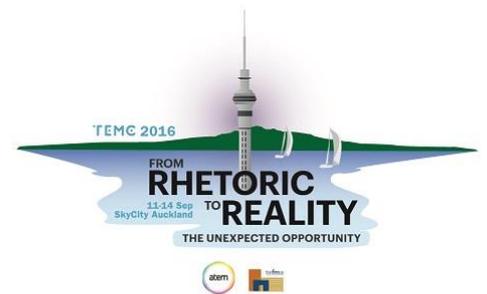


Concurrent Session F
Tuesday 13 September 2016
11:30am – 12:20pm



Session 5
Influencing Academic Decision-Makers for Better Process
Outcomes – Lateral Leadership in Action
Kathryn Blyth, Gerard Goodwin-Moore
Australian Catholic University

Kathryn Blyth has been Academic Registrar at ACU since 2011 and has worked in the Australian higher education sector since 2004, previously at the University of Wollongong and UTS. Kathryn is Chair of ATEM NSW/ACT Region. Prior to migrating to Australia in 2004, Kathryn lived in several countries including 10 years in Japan. Kathryn has an MBA from Henley Management College and the Master of Tertiary Education Management from the L H Martin Institute, University of Melbourne in 2011.

Gerard Goodwin-Moore is National Manager, Student Policy and Appeals at ACU and has 29 years' experience in the higher education sector. Prior to joining ACU, Gerard worked at UTS for 19 years, in roles including Campus Manager and Faculty Manager for two different faculties – Health and IT. Previously, he worked for the University of London in business development and management. He holds a BSc (Hons) from the University of London.

In this presentation we discuss the success achieved in bringing together the contributions of professional staff and academic decision-makers in the development of the course approval and quality assurance process at our institution.

We show how the principles of lateral leadership can be successfully applied to establish mutually supportive and trusting relationships and build a partnering mindset to achieve better process outcomes.

We focus on influencing process improvement through better engagement with the academic community, building appreciation and mutual respect for the expertise that all parties have, the development of robust frameworks and the unexpected opportunities that have flowed on from this work. We illustrate how with this trust in place, we have been able to move from baseline discussion of mechanics of a process, to more sophisticated exploration of key longstanding issues.