

Looking for the Magic!

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Susan Hudson has worked across the universities for a total of 21 years. She has been involved in college management, Student Centre management and more recently was the Manager of the Executive Projects Office where she led the implementation of a new staffing strategy at the University of Western Sydney. This led to her recent appointment as Director, HR Strategy and Services. A role which Susan describes as interesting and not without its challenges day after day, after day!!

Susan holds a BA with a major in Communications, a Graduate Certificate in Business Administration, a Diploma from the Australian Institute of Company Directors and a Masters of Leadership and Management in Education.

Susan has a strong interest in change management processes and excellence in service delivery.

Tanya Rubin has worked in the tertiary education sector for 19 years, during which time she has held various professional staff roles in human resources, faculty management, research administration and corporate services. Prior to working in higher education, Tanya had a long career in human resources in both the television and radio industry, and the public service.

Tanya is currently the Manager, Policy at the University of Western Sydney (UWS) and she also holds a Master of Commerce (Workplace Relations) from UWS. Tanya has a particular interest in university related policy development, delegations and process mapping.

There's no magic wand but a few tips will help! We all look for the magical solution to make life a little easier at work. A manager's/supervisor's role can be one of the most challenging – covering budgets, facilities, OHS, area knowledge expertise, and time and project management just for starters. However, all managers know that possibly the key contributor to a successful operational unit is its staff. A manager's relationship with their staff is not only critical to achieving favourable results but can make the workplace a harmonious, vibrant and stimulating environment. You can't future proof your workforce but you can adopt a strategic approach to develop and retain your talented staff for whatever the future brings. This presentation won't conjure up any magical solutions but will offer some meaningful, pragmatic tips to implement in your working life.

Susan and Tanya, both senior managers, have over 30 years experience across four tertiary institutions. They will share with you their ten "top tips" to assist you in improving your relationships with your staff. The tips have been developed through personal experience and observations and will cover a mix of practical suggestions, self reflection, and demonstrations of tools that can help put the ideas and strategies into action. They will introduce you to new initiatives that have been instituted at their university to reward and recognise the achievements and contributions of staff. Topics include reward and recognition, advice on connecting with your staff and how to meaningfully engage with them, how to get staff to contribute and keep them interested; suggestions on how to manage yourself and how to better manage your staff; and for when things don't go as planned, some guidance on how to have the difficult conversations.

This is an interactive presentation which will include an on-line demonstration of new reward and recognition initiatives. Time will also be given for the audience to share their own successful managerial tips.

At the conclusion of the presentation you will have a few new ideas and some simple tools to take back and introduce to your working environment.