

# HIGHER EDUCATION OPERATIONS PROFESSIONALS LEADERSHIP SUMMIT

PRACTICAL TOOLS TO EXCEL AS AN EFFECTIVE & EFFICIENT OPERATIONS PROFESSIONAL IN THIS COMPETITIVE & COMPLEX INDUSTRY



20 - 23 APRIL 2020  
MERCURE SYDNEY

## LEARN FROM



**Dr Lesley Ashton**  
Executive  
Director, Research  
Operations



**Karen Warnes**  
Chief Operations  
Officer, ZCEAP  
Programme



**Kevin Anderson**  
Chief Operations  
Officer & Campus  
Director



**Mark Loveard**  
Chief Operating  
Officer



**Renaye Peters**  
Vice President, Campus  
Infrastructure &  
Services



**Alastair Dawson**  
Senior Deputy Vice Chancellor,  
International & Services &  
Vice-President



**Lynn Greenwood**  
Executive Director,  
Art & Design  
Faculty



**Ghee Ping Khoo**  
Head of  
International  
Admissions



**Professor  
Rodney Clarke**  
Head of Discipline,  
Operations



**Susan Loomes**  
Executive Director,  
Business Operations,  
Sydney



**Satya Webster**  
Associate Director,  
Service Operations  
& Design



**Dr Sharna Spittle**  
Director of Teaching  
& Learning, Strategy  
& Operations



## CONTACT US

Call +61 2 8239 9711  
Use Code - I

## EVENT PARTNER



# EXCEED EXPECTATIONS, ACHIEVE EXCELLENCE

Operations are the heart of Higher Education, ensuring streamlined processes, productive staff, and efficient departmental performance. As continuous change and dwindling budgets cause disruptions throughout Higher Ed institutions, we must look to leadership as the remedy.

With guidance from renowned operational professionals across all faculties and departments in Higher Education, this event will equip you with the skills to improve collaboration and engagement, be a powerful change agent, and become more efficient undertaking your day-to-day tasks. You'll walk away knowing how to exceed expectations for both stakeholders and students.

- ▶ **Leadership** skills to hone your team's agility & improve operational efficiency
- ▶ **Enrich** service delivery & operational effectiveness through cross-collaboration
- ▶ **Master** time management & discover strategies to do more with less
- ▶ **Build** stakeholder influence & practice data-driven decision-making

## Book and Save

### VALUE PLUS

Save up to \$1000  
Book before 3 February 2020

### SUPER SAVER

Save up to \$500  
Book before 26 February 2020

### EARLY BIRD

Save up to \$200  
Book before 25 March 2020

## PRE-SUMMIT WORKSHOP

20 APRIL

### WORK SMARTER, NOT HARDER - MAXIMISE YOUR PRODUCTIVITY & POTENTIAL

As resources and budgets tighten, operations professional's workloads are increasing. You'll need to find ways to manage you and your team's time - so how can you work smarter, not harder? How will you uplift your team's capability and leverage their strengths?

This practical and interactive workshop will equip you with the organisational skills to reach your full leadership potential, while improving the operational performance of your institution.

#### Reflect on your leadership strengths and weaknesses

- ▶ Understand and develop self-awareness
- ▶ Assess the responsibilities and attributes of successful leaders
- ▶ Identify your leadership brand

#### Work smarter, not harder

- ▶ Tips and tricks to be more productive
- ▶ How to delegate tasks effectively
- ▶ Strategies to master prioritisation

#### Build a cohesive, engaged and high-performing team

- ▶ Understand your team's drivers and motivate them toward success
- ▶ Recognise and optimise an individual's strengths
- ▶ Build a culture of continuous improvement and development

#### Create your plan of action

- ▶ Refine your leadership skillset
- ▶ Define your next step toward leadership
- ▶ Summarise your learnings and create SMART goals

### EXPERT FACILITATOR

**Maria Newport**  
Managing Principal

**NEWPORT O'CONNOR**  
EXECUTIVE COACHING & CONSULTING

**BOOK  
NOW**

Visit  
[www.liquidlearning.com](http://www.liquidlearning.com)

Call  
+61 2 8239 9711

## STEP INTO THE C-SUITE

KEYNOTE

9:00 - 9:50

Mark has had a varied and fascinating career as an executive in the aviation, telecommunication, energy and technology industries, before moving into Higher Education. Reflecting on his leadership journey, Mark will share some of the ups and downs that have shaped his values-based leadership style and prepared him for a COO role.

**Mark Loveard**

Chief Operating Officer

Victoria University of Wellington



## UNIVERSITIES & FUTURE INFRASTRUCTURE - DELIVERING MORE WITH LESS

CASE STUDY

9:50 - 10:40

Universities are under pressure to upgrade facilities and invest in infrastructure while minimising expenditure growth. Renaye will share her leadership lessons from meeting the increasing student expectations of campus infrastructure at Monash University.

**Renaye Peters**

Vice President, Campus Infrastructure & Services

Monash University



## MORNING TEA

10:40 - 11:00

## DESIGN THINKING - CREATING VALUE THROUGH PROBLEM SOLVING

CASE STUDY

11:00 - 12:00

Misguided internal communications. Plans being rolled out by the organisation without sufficient consultation. Senior staff so occupied with students they forget to listen to and understand their employees. Sound familiar?

Design thinking is a client-focused, practical, and creative solution-based technique to solve predicaments of any nature. Kevin will supply you with the tools you need to tackle a range of issues, deliver rapid-acting solutions, and gain immediate buy-in from stakeholders.

**Kevin Anderson**

Chief Operations Officer & Campus Director

James Cook University



## COMMUNICATE WITH IMPACT & INFLUENCE

MINI-WORKSHOP

12:00 - 1:00

Higher Education is a chessboard of complicated stakeholders, from academics, professional staff, and vendors. With dual and triple reporting lines, accountability can be unclear. Communication and negotiation skills are essential to building influence - which will get your issues on the agenda. In this interactive mini-workshop session, Communication Coach, Arabella, will provide you with the skills to make an impact and communicate confidently.

**Arabella Macpherson**

Founder & Communications Coach

Resonate Communications



## LUNCH

1:00 - 1:50

## BRIDGING THE GAP BETWEEN ACADEMIC & PROFESSIONAL STAFF

PANEL

1:50 - 2:50

The 'us and them' culture is a common challenge in Higher Education. As an operations leader, it is your responsibility to ensure clarity around roles and responsibilities, so all staff are working collaboratively in partnership.

**Dr Sharna Spittle**

Director of Teaching & Learning,

Strategy & Operations

Victoria University



**Karen Warnes**

Chief Operations Officer, ZCEAP Programme

Australian National University



**Susan Loomes**

Executive Director, Business Operations, Sydney

Notre Dame University



## UPSKILL YOUR STAFF & EMBED A CULTURE OF CONTINUOUS IMPROVEMENT

CASE STUDY

2:50 - 3:40

Is continuous improvement in Higher Education a craze or a necessary reaction to surmounting challenges? In Lynn's Faculty, they have looked beyond the implementation of tools and improvement projects, to focus on nurturing and developing the enabling patterns of behaviour and cultural attributes.

**Lynn Greenwood**

Executive Director, Art & Design Faculty

University of New South Wales



## AFTERNOON TEA

3:40 - 4:00

## NETWORKING 101

EXPERT COMMENTARY

4:00 - 4:30

Although many find networking daunting, it can open doors to professional and personal opportunities. This interactive session will help you overcome awkwardness to network genuinely and effectively.

**Maria Newport**

Managing Principal

Newport O'Connor



## DRINKS & CANAPÉS

4:30 - 5:30

Continue to network while you enjoy complimentary refreshments.

**BOOK NOW**

Visit  
[www.liquidlearning.com](http://www.liquidlearning.com)

Call  
+61 2 8239 9711

## FROM ACADEMIC TO OPERATIONAL EXECUTIVE - TRANSITIONING INTO A LEADER

KEYNOTE 9:00 - 9:50

Career pathways within Higher Education are diverse and wide-ranging, so how do you know if you're capable of a new role? Lesley believes that vocational strengths and talents, such as adaptive leadership, collaboration, customer service, communication and project management far transcend teaching prowess and technical proficiency. Lesley will share her leadership journey from academic to an executive, highlighting potential barriers to success and offering practical strategies on how to overcome these.

**Dr Lesley Ashton**  
Executive Director, Research Operations  
**The University of Sydney**



## OPERATING UNDER PRESSURE - HOW TO KEEP YOUR COOL

CASE STUDY 9:50 - 10:40

Tightening resources creates pressure on operations leaders to be across multiple projects. How can you remain calm and composed? Our speaker will share the strategies they use to ease stress and stay on top of a burgeoning workload.

TBA

## MORNING TEA 10:40 - 11:00

## CREATING CHANGE AGENTS THROUGH TRANSFORMATIONAL LEADERSHIP

CASE STUDY 11:00 - 11:50

Transformational leadership encourages, inspires and motivates employees to innovate and create positive change. Reflecting on his experiences including securing the first Australian university approval to establish a campus in Indonesia in 2020 and reducing costs of international university operations by 40% in 16 months, Alastair will share the benefits of using Transformational Leadership to bring new ideas into reality.

**Alastair Dawson**  
Senior Deputy Vice Chancellor,  
International & Services & Vice-President  
**CQUniversity**



## MEASURING SUCCESS - GET TO GRIPS WITH KPIS

EXPERT COMMENTARY 11:50 - 12:50

As Higher Education transitions into a commercial demand-driven environment, institutions need a strategy that helps decision-makers act with confidence. A well-developed scorecard and KPI system is a critical driver of organisational effectiveness. However, building a performance system is about managing institutional performance, not just measuring it. In this interactive session, Martin will share how to select the right KPIs, the benefits and limitations, and how to use this data to inform decision-making.

**Martin Hanlon**  
Independent Business Consultant  
**Martin Hanlon Consulting**

## LUNCH 12:50 - 1:50

## LESSONS LEARNED LEADING THROUGH CHANGE

FLASH PRESENTATIONS 1:50 - 3:00

The Higher Education community is under significant pressure to become more operationally efficient, improve the student experience, and control costs. Each of our speakers will present a 15-minute flash presentation of a project they have worked on, the successes and failures, and their top tips for change management.

**Satya Webster**  
Associate Director,  
Service Operations & Design  
**Flinders University**



**Professor Rodney Clarke**  
Professor, Operations & Systems  
& Head of Discipline, Operations  
**University of Wollongong**



**Ghee Ping Khoo**  
Head of International Admissions  
**The University of Queensland**



## AFTERNOON TEA 3:00 - 3:20

## FROM INSIGHT TO ACTION

ROUNDTABLE 3:20 - 4:20

Explore the takeaways from the summit through group discussion to identify opportunities for progression and create an action plan for your future.

**Maria Newport**  
Managing Principal  
**Newport O'Connor**



## WHO WILL ATTEND?

Operations professionals within all divisions across HE & Tertiary Education:

- ▶ Financial Operations
- ▶ Research Operations
- ▶ Faculty Operations
- ▶ Technical Operations
- ▶ IT Operations
- ▶ Infrastructure Operations
- ▶ Human Resources Operations
- ▶ Legal Operations
- ▶ Marketing / Communications Operations
- ▶ Student Recruitment Operations
- ▶ International Operations
- ▶ Business Improvement
- ▶ Shared Services

# POST-SUMMIT WORKSHOP

23 APRIL

## STAKEHOLDER MANAGEMENT - COMMUNICATE, COLLABORATE & NEGOTIATE

The time of working in silos is over. Unlike other industries, Higher Education serves multiple constituents that have overlapping, and at times, competing needs. Navigating this tentacle-like environment of dual, or even triple, reporting lines can be frustrating. Pam will help you to unpack who your stakeholders are and how to build your communication, influencing and negotiating skills to ensure you achieve genuine collaboration.

### The fundamentals of effective communication

- ▶ Tone and clarity of messaging
- ▶ Understand your audience
- ▶ What are you aiming to communicate?

### Engage and collaborate with stakeholders

- ▶ Unpack who your stakeholders are
- ▶ What different roles do they play?
- ▶ The stages of engagement that lead to genuine collaboration
- ▶ Understand your accountability to stakeholders

### Master the art of negotiation

- ▶ Build the confidence to resolve disputes
- ▶ Develop influence through assertiveness
- ▶ Recognise and regulate your reactions and emotions
- ▶ Everyone's got a stake - Empower others through the process

### Take action

- ▶ Reflect on key takeaways
- ▶ Set your goals and action plan

## EXPERT FACILITATOR

**Dr Pam Ryan**

Industry Professor, Learning & Education

**BOOK  
NOW**

Visit  
[www.liquidlearning.com](http://www.liquidlearning.com)

Call  
+61 2 8239 9711

## WHAT OUR DELEGATES ARE SAYING

*“It was a great experience, I picked up tips on various topics and had the opportunity to meet some amazing people in the higher education space. The presentations were unique and engaging, bringing new ideas and thoughts.”*

*“It was a well thought out event catering to a broad range of needs and experiences - very impressive.”*

*“Liquid Learning provides a thought-provoking conference that equips you with practical tips.”*

## ALSO AVAILABLE

# HIGHER EDUCATION FINANCE & RESOURCE EFFICIENCIES SUMMIT

Best practise techniques to inform strategic thinking & enhance financial performance



11 - 14 MAY 2020 | SYDNEY

## Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone

## Delegate Information

#	Title	Full Name or TBA	Position	Email	Attendance Date/s
1					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23
2					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23
3					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23
4					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23
5					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23
6					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23
7					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23
8					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23
9					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23
10					<input type="checkbox"/> 20 <input type="checkbox"/> 21 & 22 <input type="checkbox"/> 23

## Your Investment

Options (per person)	Value Plus Rate	Super Saver Rate	Early Bird Rate	Standard Rate
Qty	Register and pay by 3 February	Register and pay by 26 February	Register and pay by 25 March	
4 Days	\$3695 + GST = (\$4064.50)	\$4195 + GST = (\$4614.50)	\$4495 + GST = (\$4944.50)	\$4695 + GST = (\$5164.50)
3 Days	\$2895 + GST = (\$3184.50)	\$3395 + GST = (\$3734.50)	\$3695 + GST = (\$4064.50)	\$3895 + GST = (\$4284.50)
2 Days	\$1995 + GST = (\$2194.50)	\$2495 + GST = (\$2744.50)	\$2795 + GST = (\$3074.50)	\$2995 + GST = (\$3294.50)
1 Day Workshop	\$1495 + GST = (\$1644.50)	\$1745 + GST = (\$1919.50)	\$1895 + GST = (\$2084.50)	\$1995 + GST = (\$2194.50)
Discounted off standard rates :	<b>Save up to \$1000</b>	<b>Save up to \$500</b>	<b>Save up to \$200</b>	All prices listed in Australian Dollars

Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7	20% off Standard Rate Team of 8 - 9	30% off Standard Rate Team of 10 +	Partner Discount	Members of supporting organisations receive a special 10% discount off standard rates!	TOTAL incl GST
----------------------------	-------------------------------------	-------------------------------------	-------------------------------------	------------------------------------	------------------	--	----------------

**Conditions:** Group discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.

**Note:** Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration options are per person only.

## Payment Details

Payment is required prior to attending this event

- Credit Card
- Cheque (payable to Liquid Learning Group Pty Ltd)
- Electronic Funds Transfer
- Please invoice me:
- Purchase Order No. #

### Credit Card Details - Please charge my credit card for this registration:

Card Type  Visa  MasterCard  American Express

**Note: 2% surcharge applies to American Express payments**

Card Number                      Expiry  /

CVV    Full Name as on card

Cardholder's Contact Number

Signature

X

### Electronic Funds Transfer (EFT)

Please transfer funds directly to:  
Westpac Account Name: Liquid Learning Group Pty Ltd  
BSB: 032 002  
Account No: 407 273  
SWIFT Code: WPACAU2S

Amount

Please quote ref HOPM0420A - S and registrant name

## Authority

Authorising Manager's Details: This registration is invalid without a signature

Name Position Phone

Email Signature Date

X

Email this form to: [registration@liquidlearning.com.au](mailto:registration@liquidlearning.com.au) or Call us on: +61 2 8239 9711

**Registration Policy:** If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued. This credit note will be valid for use at any future event held by Liquid Learning Group Pty Ltd in twelve months following the date of issue. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details. Liquid Learning Group Pty Ltd takes all care to produce high-quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail,

we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby the performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate. If an event is cancelled or you are unable to attend the rescheduled event, you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following the date of issue.

**Disclaimer:** Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

**Privacy Statement:** Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box:

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, tel: +61 2 8239 9700, email: [database@liquidlearning.com.au](mailto:database@liquidlearning.com.au)  
© 2020 Liquid Learning Group Pty Ltd ACN 108 415 354