

Driving Innovation Whilst Juggling Business as Usual

Daphnee Devlin

Thursday 31 October 2019

Icebreaker

Is everyone naturally inclined to innovate?

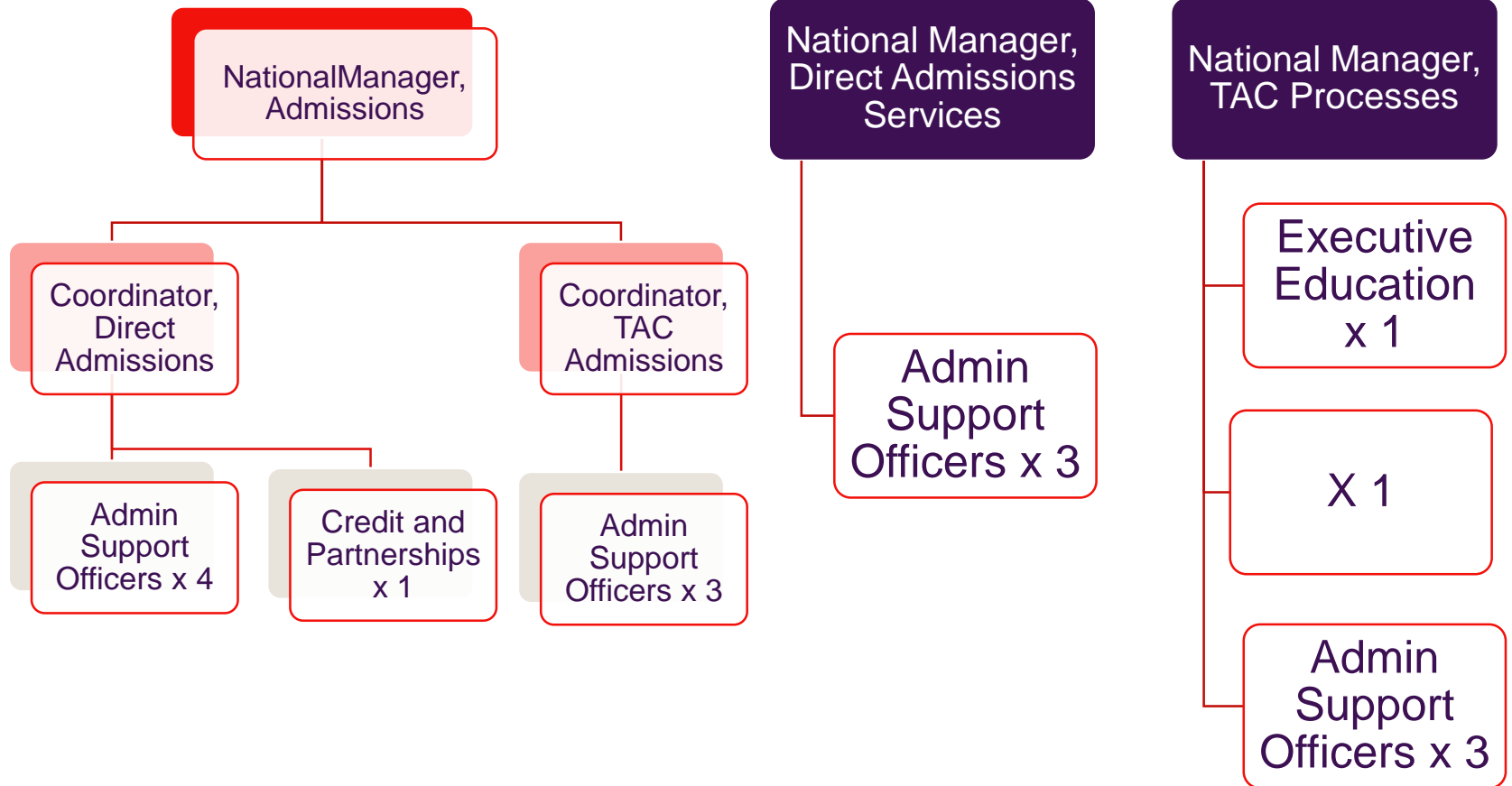
Does your role require you to innovate? (If so, how often? All the time, sometimes, never)

Does your supervisor encourage and support you in innovating? How so?

Do we talk about innovation and improvements enough with our teams?

How is innovation driven in your area?

ACU Admissions

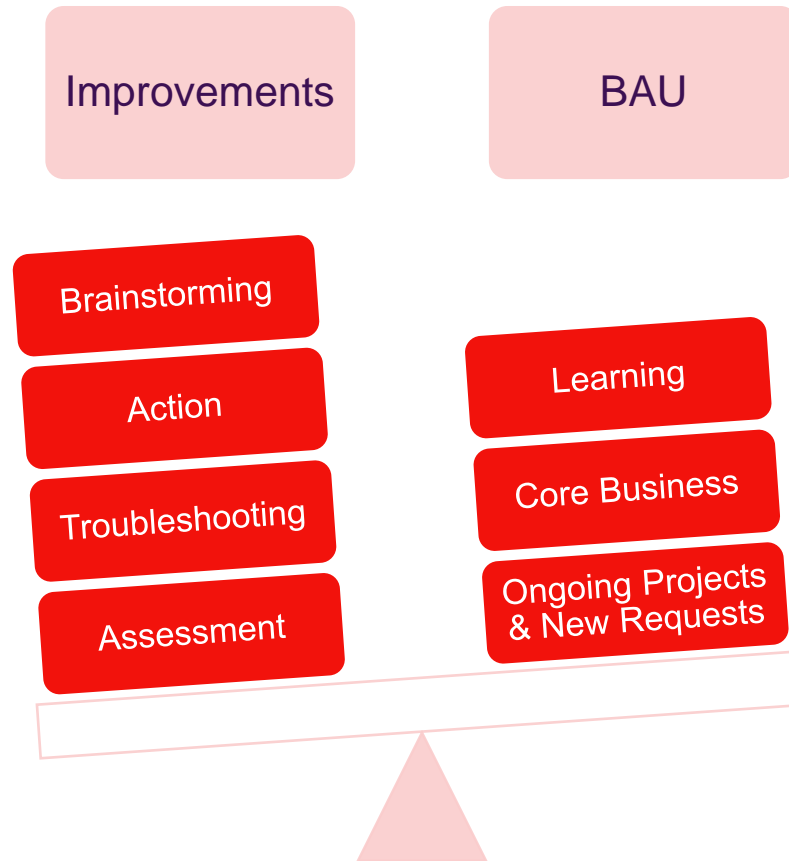


*It's not about doing more with less,
it's about working smarter.*

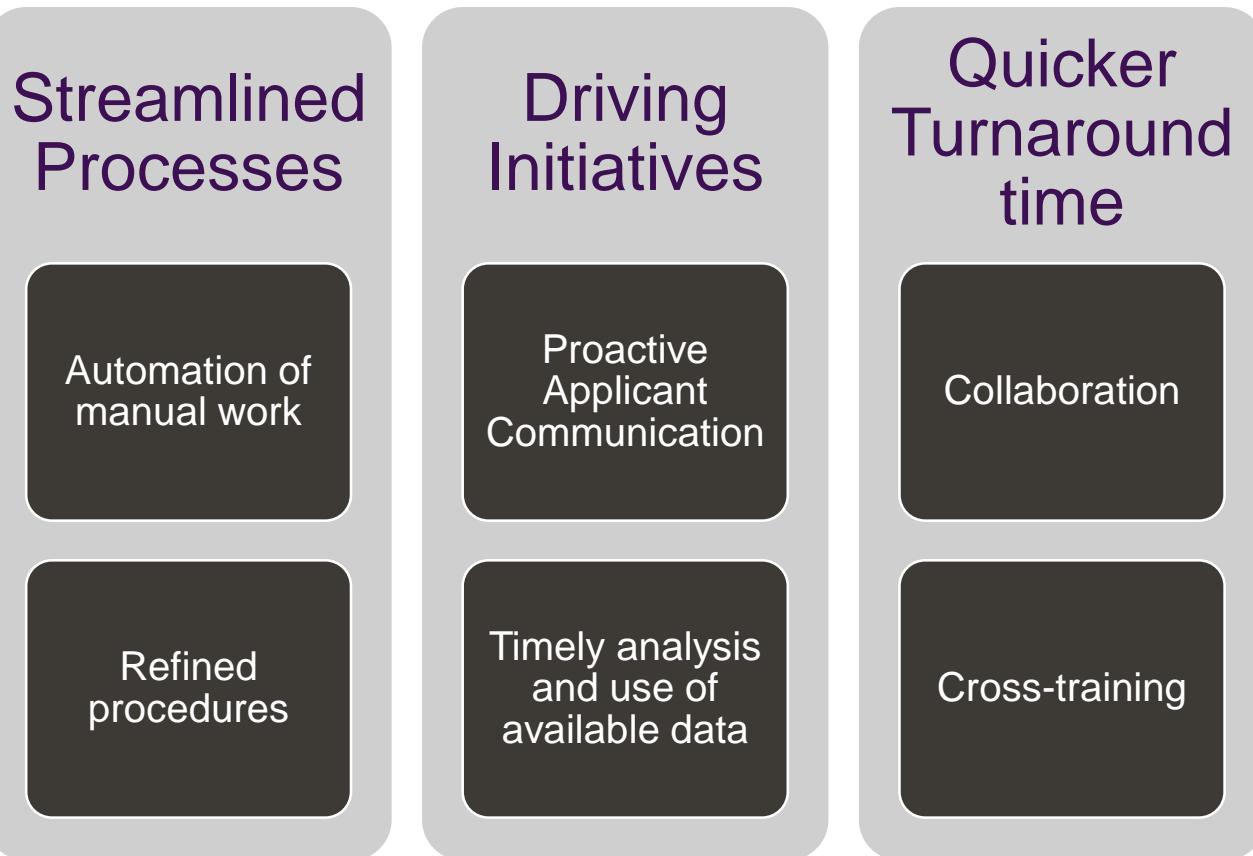
Key Drivers of Innovation**

1. Trust and Openness
2. Support and Space for Innovation
3. Risk Taking
4. Freedom
5. Conflict and Debate
6. Challenge and involvement
7. Articulated Values
8. Employee Engagement
9. Team work
10. Place and environment
11. Respect and Fairness
12. Meaning and purpose

The Juggle is real!



Business and Service Improvements



Community Achievers' Program



Quicker offers

Turnaround times halved.

Introduction of rolling close dates.



Improved UX

Revamped application form.

Blocking of duplicate applications.



Efficiency

Automation of CAP applications loading into Banner.

Elimination of days' worth of manual work.

<https://www.acu.edu.au/study-at-acu/admission-pathways/i-volunteer-regularly>

How did we get there?



Risks and Downfalls

- Things go wrong
- Desired Results are not achieved
- Too big a focus on Improvements can result in a drop of standard service delivery in other areas
- Change Fatigue

Discussion

How can we empower and enable staff to be as innovative as they would like to be/as we want them to be?

Discuss practical ways innovation is or can be incorporated in the BAU:

How can we make innovation more approachable/less daunting for our teams?

What would make innovation easier or a bigger part of your/your team's role?

What is one thing you are going to do/discuss on the topic of Improvement and Innovation when you get back to the office?

Key Takeaway

- ❖ Innovation through Collaboration
- ❖ Don't give up! Some ideas are not for right now but can be planned for later
- ❖ Think of the smallest possible feature to improve
- ❖ Hold regular reviews: What have we accomplished this month?
- ❖ Separate the improvements from BAU and celebrate them!