

✓ NEAS 2019
MANAGEMENT
CONFERENCE
LEADERSHIP
IN ASEAN AND AUSTRALIA
INFLUENCERS IN ELT
8-10 MAY 2019 • DOLTONE HOUSE • SYDNEY AUSTRALIA

SAVE
THE DATE
8-10 MAY
2019

What does leadership
mean to you?

Who are the influencers in ELT
in ASEAN and Australia?

What do they have to say?

How can we connect
across the region?

**OVER 200
CENTRES** TAFE, SCHOOLS,
BOUTIQUE,
UNIVERSITY,
MULTINATIONAL,
ONLINE
ELT CENTRES

**AUSTRALIA'S LEADING
PROVIDER OF ELT
PROFESSIONAL DEVELOPMENT**

FORTNIGHTLY CONTACT WITH OVER
10,000 SUBSCRIBERS

**LARGEST QUALITY
ENGLISH TEACHING NETWORK
IN THE SOUTHERN HEMISPHERE**

**STAKEHOLDER DRIVEN
QUALITY ASSURANCE**

MEET QUALITY MEMBERS BY VISITING
neas.org.au

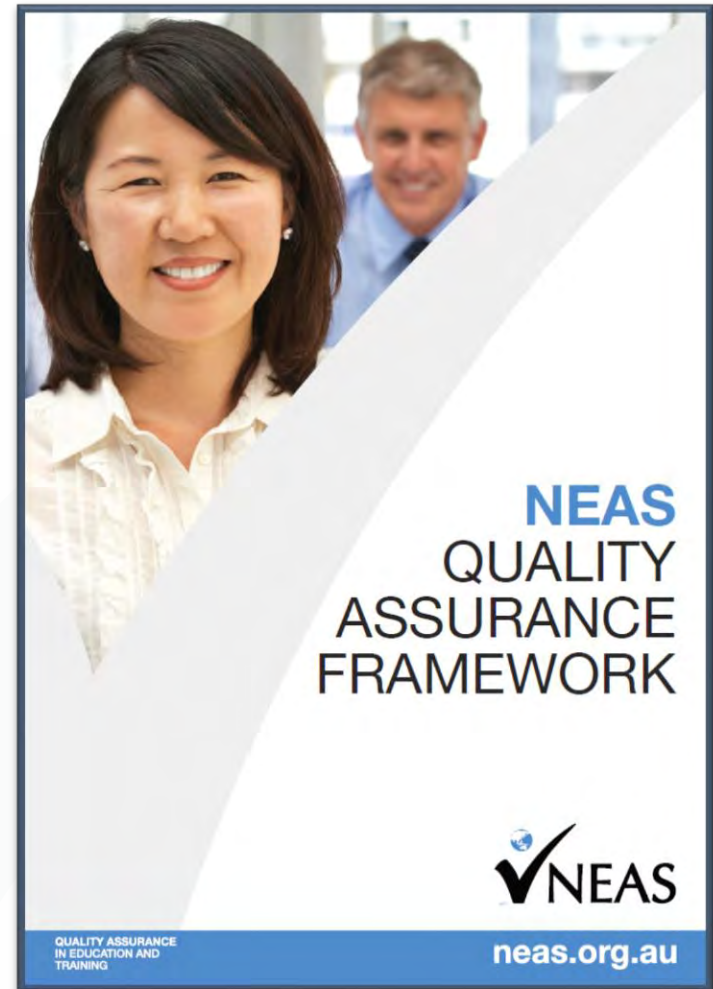


Change Management

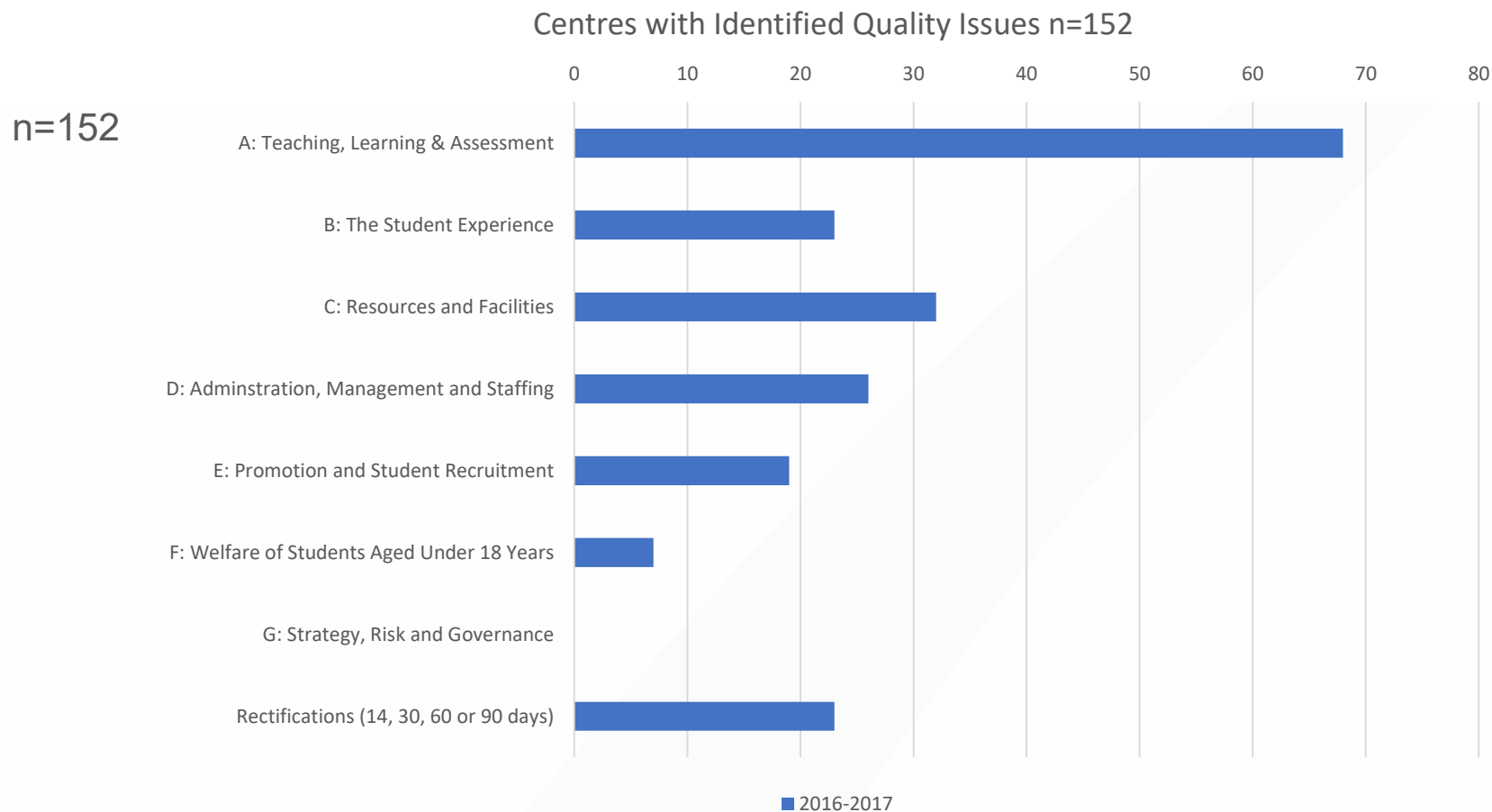


Our Framework for Quality

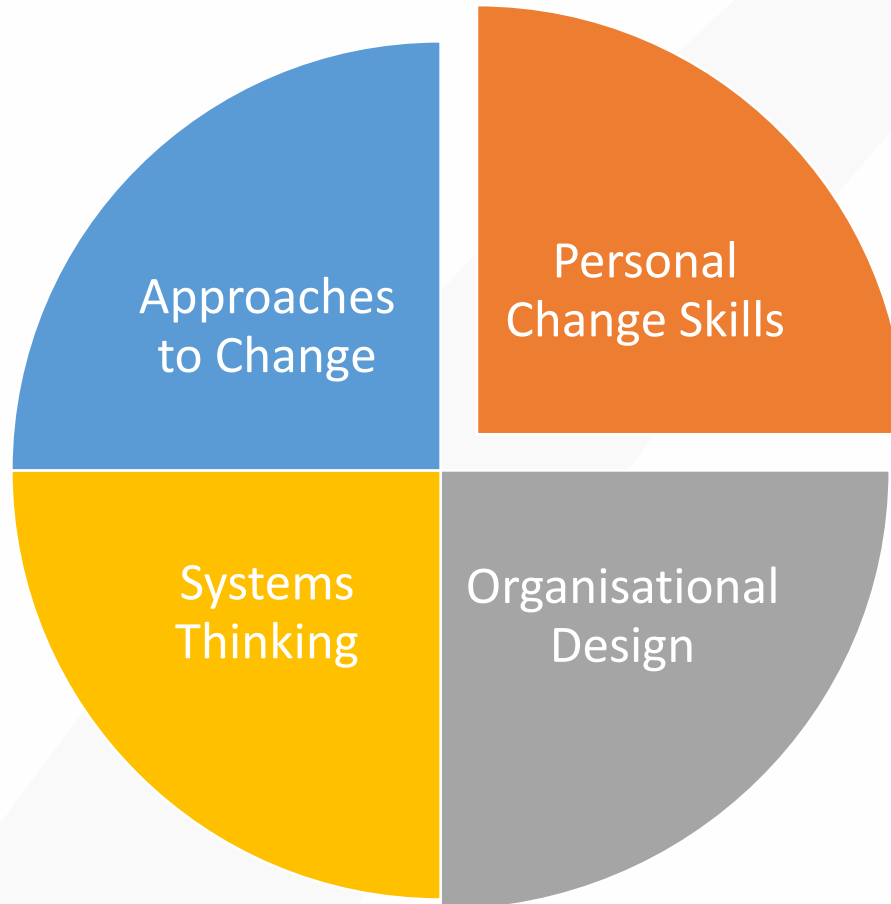
- A. TEACHING, LEARNING AND ASSESSMENT
- B. THE STUDENT EXPERIENCE
- C. RESOURCES AND FACILITIES
- D. ADMINISTRATION, MANAGEMENT AND STAFFING
- E. PROMOTION AND STUDENT RECRUITMENT
- F. WELFARE OF STUDENTS UNDER 18 YEARS
- G. STRATEGY, RISK AND GOVERNANCE



Rectifications



Components of Change Management



How Good Are Your Change Management Skills?

1. I usually receive good support from senior executives for changes that I want to implement.
2. I create a plan for change for my department and team, and I let other departments deal with the impacts as they choose.
3. I communicate successes throughout the organization, so that everyone understands the positive impact of a change project.
4. I try to understand my organization's culture and values as important elements of a change project.
5. When change is happening, I expect people to continue to perform at 100 percent.
6. Once I'm successful with a change project, I declare victory and move onto the next project.

How Good Are Your Change Management Skills?

7. If I think something must be changed, I start right away and make it happen.
8. To get backing and support from my team, I talk with team members about what is causing the need for change.
9. If key individuals are convinced that change is needed, the rest of the stakeholders will usually come on board.
10. Change is as good as a rest, so even though it might not be necessary, it often helps to "mix things up a bit."
11. It's harder to manage change effectively when the organization has previously managed change projects badly.
12. I let people get comfortable with changes before I decide if any training is necessary.

Change Equation

Dissatisfaction x Desirability x Practicality > Resistance to Change

Change Management Activities

- Ensuring that there is clear expression of the **reasons for change**, and helping the sponsor communicate this.
- Identifying **"change agents"** and other people who need to be involved in specific change activities, such as design, testing, and problem solving, and who can then act as ambassadors for change.
- Assessing all the **stakeholders** and defining the nature of sponsorship, involvement and communication that will be required.
- Planning the **involvement** and project activities of the change sponsor(s).
- Planning how and when the changes will be **communicated**, and organizing and/or delivering the communications messages.
- Assessing the **impact** of the changes on people and the organization's structure.
- Ensuring that people involved and affected by the change understand the **process of change**.
- Making sure those involved or affected have **help and support** during times of uncertainty and upheaval.
- Assessing **training** needs driven by the change, and planning when and how this will be implemented.
- Identifying and agreeing the **success indicators** for change, and ensure that they are regularly measured and reported on.

Overcoming Cultural Barriers to Change

Cultural Barriers to Change	Cultural Supports for Change
Fear and distrust – thinking that everyone is out for themselves.	Trust in the company and the people that work there.
Concern with short-term profits and the bottom line.	Long-term business focus.
Hierarchical structure with top-down decision making.	Employee empowerment to make decisions.
Poor communication – the "messenger is shot", information is hidden, employees are uninformed and skeptical.	Open and honest communication – information is sought after.
Failure is covered up.	Failure triggers investigation and analysis.
Crushing of new ideas, with criticism given with intent to find fault.	Promotion of innovation and creativity.
"Us versus Them" mentality, turf wars between departments or business units.	Cross-functional teams.
Top management talks a big game but doesn't do much themselves.	Top management that leads by example.
Enforcement of very rigid policies and rules that don't allow for much judgment.	Flexibility of rules, processes, and procedures that can be adapted to suit the situation.

A Culture of Practice Model



Policies, Behaviour, Culture

- What kind of existing policies do you have which cover this area?
- How do you think they could be improved / further developed?
- In what ways do you think your policies might inform behaviour and, subsequently, the culture of your Centre?



Member Lifecycle



FULL MEMBER / ENDORSEMENT

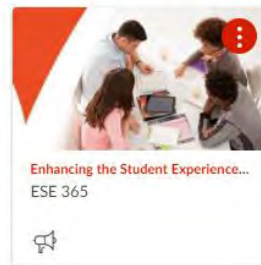
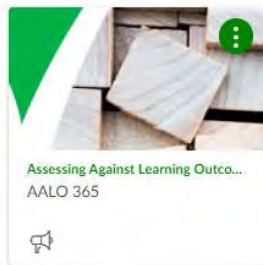


ASSOCIATE MEMBER



NEAS Online and Micro-Credentials

Strategy, Risk and Governance (SRG)
Assessing Against Learning Outcomes (AALO)
Enhancing the Student Experience (ESE)



Starter



Thinking
Cap



Risky
Business



Quality
Enforcer



Action
Planner



Review
Champion

Types of NEAS Membership

New membership services from 1 July 2018

	Full Member (Endorsed Centre)	Associate Member (Individual)	Life Member
NEAS News, NEAS QLS, NEAS Online, Management Conference	✓	✓	✓
NEAS Assist, NEAS Quality Endorsement, NEAS Benchmarking, NEAS Premium Product	✓	✗	✗
NEAS Trade Missions, Marketing Representation and International Events	✓	✗	✗
Assessment of Teacher Qualifications	✓	✓	✗

Brand Refresh 2018

A photograph of a woman with glasses and long dark hair, wearing a blue denim shirt, sitting at a desk and typing on a laptop. The background is blurred, showing an office or study environment.

Register now for our Strategy, Risk and Governance course. You can start your learning anytime.

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Areas for Consulting

Customised QLS for Your Centre

Quality Area	Services / Products
Teaching, learning and assessment	Curriculum, syllabus, student materials, teacher guides, assessments
The Student Experience	Orientation guides, social programs
Resources and Facilities	Space efficiency
Administration, Management and Staffing	Business plans, HR forms, professional development programs
Promotion and Student Recruitment	Marketing plans, engagement support
Welfare of Students Aged Under 18 Years	Policies and best practice guides
Strategy, Risk and Governance	Business improvement and consulting

A large blue speech bubble with a white checkmark icon. Inside the bubble, the text reads: 'NEAS 2019 MANAGEMENT CONFERENCE', 'LEADERSHIP IN ASEAN AND AUSTRALIA', 'INFLUENCERS IN ELT', and '8-10 MAY 2019 · DOLTONE HOUSE · SYDNEY AUSTRALIA'. A smaller grey circle at the bottom of the bubble contains the text 'SAVE THE DATE 8-10 MAY 2019'.

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