

Higher Ed's Hidden Infrastructure: The Impact of Quality Management

THE PROBLEM: WEAK MANAGEMENT IS A HIDDEN LIABILITY

Poor Management Stalls Careers & Suppresses Salaries



Strategic Initiatives Fail More Often



2.3 TIMES
MORE LIKELY TO
MEET OBJECTIVES



INITIATIVES
FAIL OR DELAY

Institutions Don't Equip Managers to Succeed



FEWER THAN 50% of 50% of institutions provide structured training for new managers.

THE SOLUTION: BUILDING A MANAGEMENT SUPPORT SYSTEM

Implement Structured Development Pathways



EXAMPLE:
Arizona State University's program boosted "supervisor supports my development" scores by 18 percentage points.

Create a Transparent Feedback Ecosystem



EXAMPLE:
University of Michigan's "Leadership Pulse" survey helped reduce voluntary turnover among high-performers by 22%.

Align Recognition & Rewards with Leadership Excellence



EXAMPLE:
Northeastern University's Leadership Impact Award winners saw turnover in their units drop to less than half the institutional average.