



Leading from the Middle

What it means and how to do it well

The Subtle Art of Managing

LEAD YOUR BOSS

JOHN BALDONI
Author of Great Communication Secrets of Great Leaders

Presentation Framework

- **Lead Your Boss: The Subtle Art of Managing Up**
BALDONI, J. (2018). Lead your boss: The subtle art of managing up. AMACOM.
- My own 26 years in higher education, as a team member and leader.

About Me



Amanda Cornelius

Associate Vice President

amanda.cornelius@nau.edu

Departments

- Admissions
- Registrar
- Orientation
- Advising
- Financial Aid
- Enrollment Management

Organizations

- Universities
- Community College
- AASFAA / WASFAA / NASFAA
- HOAs
- Committees

Titles

- Student Employee
- Advisor (Admissions, Academic, FinAid)
- Secretary, Chair, President
- Program Manager
- Director
- Associate Vice President

Group Share

What do you think leading from the middle means?



advocating

planning

knowledgable

Working the System

confidence

effective

Breaking Down the Doors

Pushing Back the Right Way

understanding

serving

Thinking & Acting Strategically

efficient

Letting Others Create the How

Preparing Others to Lead

supporting

supervising

Leading with Presence

affecting

Leading Up

communicating

bridge

Bending Not Breaking

A row of wooden figures, with one red figure in the center foreground, symbolizing leadership.

Part 1

What does the leader need?

Enrollment Management

August 2023

Anika Olsen
Vice President

Susan Gillette
Executive Assistant Sr

Marcela Pino Alcaraz
Chief of Staff

- Arizona Innovation Alliance
- FACTS Program
- Financial and Budget Oversight
- Operations Management

Amanda Cornelius
Associate Vice President

- Jacks on Track
- OSFA Client Services
- OSFA Operations and Compliance

Chad Eickhoff
Associate Vice President

- Enrollment Assessment and Analytics
- Admissions and Enrollment Services

Chris Mott
Associate Vice President

- Graduate and Online Recruitment
- Statewide Enrollment Services
 - Yuma Success Team
- University Admissions Processing

Tim Pettry
Associate Vice President

- Enrollment Contact Center
- Enrollment Management Communications
- Enrollment Technical Services

Know the Mission, Know Yourself



A large group of skydivers in various colorful suits (red, blue, yellow, green, black) are falling in formation against a clear blue sky. The skydivers are arranged in a large, roughly circular pattern, with some in the center and others towards the edges. The text "Part 2" is centered over the middle of the formation.

Part 2

What does the team need?

Associate Vice President

Director Client Services

Director Operations & Compliance

Assistant Director Financial Oversight

Assistant Director Client Services

Assistant Director Scholarships

Assistant Director Operations & Compliance

Business Analyst, Lead

Accountant, Sr.

Manager

FA Advisor, Int. Phoenix-based

Manager Front Counter Operations

Manager NAU Foundation

FA Advisor, Int. Private Donor

FA Advisor, Int. AZ Teachers Academy

Manager FA Processing

Manager Personalized Learning

Business Analyst, Int.

Accountant, Int.

Assistant Manager FWS, Study Abroad, eTRP

FA Advisor, Int. Grants

FA Advisor, Int. Graduate Programs

FA Advisor, Int. Communications

FA Advisor, Sr. ScholarshipUniverse

Assistant Manager Loans

Assistant Manager Verification & Documents

FA Advisor, Int. Personalized Learning

Business Analyst, Int.

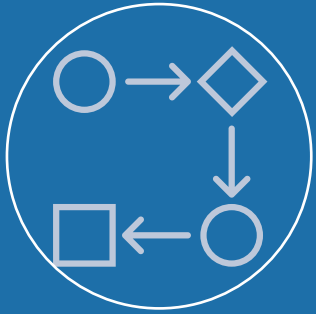
FA Advisor, Int. FWS

FA Advisor, Int. ScholarshipUniverse

FA Advisor, Int. Loans

Business Analyst, Int.

Embrace the Big Picture, Know Your People



Letting Others
Create the How



Breaking Down
the Doors



Working the
System



A 3D rendering of a puzzle with one red piece standing out among many grey pieces. The red piece is in the center, and the grey pieces are arranged around it, some slightly raised and some slightly recessed, creating a sense of depth. The background is a light grey color.

Part 3

What can I do to help the leader
and the team succeed?

Share the Knowledge & Move Forward



Bending but
Not Breaking



Preparing
Others to Lead



Leading with
Presence



advocating

planning

knowledgable

Working the System

confidence

effective

Breaking Down the Doors

Pushing Back the Right Way

understanding

serving

Thinking & Acting Strategically

efficient

Letting Others Create the How

Preparing Others to Lead

supporting

supervising

Leading with Presence

affecting

Leading Up

communicating

bridge

Bending Not Breaking



Contact Info



Amanda Cornelius

Associate Vice President

amanda.cornelius@nau.edu

928-523-8960



OASFAA
2024
Unmasking Financial Aid

Thank you!