

Leadership Foundations: My learning and impact with Edward Jenner Program.

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Submitted to the NHS Leadership Academy
for the award of LEADERSHIP FOUNDATIONS

Edward Jenner programme : Launch and Foundations
NHS Leadership Academy
January 2020

1. Key learning point(s)

The most significant learning for me was how confident I was to be a leader. How I can possess a good leadership role. Since childhood, I was a shy person and only talked when there were important issues. As time passed by, I didn't expect that I will be promoted to become a leader in a health institution with few specialists under my control. In most situations, I always asked myself if I can handle the problems well or not.

I have learned how to improve engagement with my superiors, with my colleague and my below staff, and not forgotten with other stakeholders. I have learned to communicate well and bravely. I also learned how to stick with my own opinions and decisions even my close friends were disagree with mine.

2. Background and setting

Explain a bit about your role and how you see your leadership developing as a result of this programme.

I am a district health officer, taking charge about the health of the population (89,000 citizens) and with 469 staff under me. I have 34 medical officers, almost 200 nurses, 30 medical assistants, 3 specialists, almost 100 environmental officers and the rest almost 100 positions are support groups health care personnel.

I deeply thinking I need to improve my leadership functions in view to bring my institution succeed among all others institutions in this state and country. I learned that inspired leader is all my staff and my colleagues want. I saw that in few aspects, my department is still far behind others.

And based on 9 dimensions of healthcare leadership model, I try to improve myself. I will not change myself 360 degrees suddenly, but if the character is worth to try, I will try because to be an inspired leader, it is not an easy step. It would take much time and effort and I will not give-up. I have seen few of my friends entered this program and they show a very awesome improvement in their job as a leader.

3. Your actions

Tell us how you implemented the learning in practice. Was this just you on your own? Did you include any of the stakeholders you identified whilst on the programme? Did you have any challenges? Who or what helped you implement your learning in practice?

The most important leadership character is my communication skills. The journey of improvement in 9 dimensions have just started and hopefully I will gain better feedback from my colleague and staff.

I began to improve my communication by starting my day with greeting and smiling to all people I have met. I have implemented how to give and receive feedback in a well-mannered way although I thought I am always a good person in my daily response dialogues.

Leading with care is another my vision. Previously the staff having lack of work desire because of working environment was not supportive for them in terms of medical and non-medical equipment. They have worked in a workplace that has a lot of structural damage. But then, towards the end of this year when I have engaged a good relationship with state leader, it was easier to request more budget for building development. With the help of my executive officer and another assistant, we were managed to fix few buildings and these really boost my staff work desire.

This changes also include stakeholders and other agencies. The main key is communications and engagements.

4. Effects of the change

What outcomes have you noticed as a result of the learning you have implemented?

My staffs are friendlier than I thought. They showed an awesome quality of job and look happier. The burden of job were being managed properly and less report I have received. I received more feedback that they are hoping more buildings being repaired.

I learned that I can perform well in my leadership role. All I need to do is speak out and talked to them.

5. Lessons learned

Would you have done anything differently? What advice would you give to a colleague starting the programme?

I think I need to change my bad personalities, change my roles of leadership, and change my engagements with others especially our stakeholders. I will recommend this program to my friends and my staff supervisors. .

6. Next steps

What steps will you take to embed your learning into your daily practice beyond this programme?

9 Dimensions are worth to implement in my leadership journey. I will encourage my staff and myself to take more responsibility in our role and job. I will try to implement patient-centeredness in our patient management. I have realised my capabilities and what expected from me to become an inspired leader one day.

Word count : 831 words.