

Leadership Foundations: My learning experience and the impact on me

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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
March 2019

1. Key learning point(s)

Define why this particular learning was so significant for you.

This particular learning was so significant to me as it gave me a different view about leadership. Being a leader is a great different to being a manager. Sometimes we can be confused by this term. Thinking that we have managed the locality well does not mean that we have been a good leader. We are not born as a leader and it needs learning, experience and guidance. Thus this learning has helped a lot in various factor in developing a true sense of leader in a person.

I like the part that asked me to pick up the previous bosses that I liked most, and also the one that I hate most. After quite certain that I had chosen the right one, it was to my surprise to see that I did have the similar attitude and the personality of the ex-boss that I hated. It gave me the opportunity to review myself and to reflect about others as well as myself.

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 Family Medicine Specialist. Being a specialist in a health clinic has directly appointing me as the leader of the clinic which consists of 60 staffs. At the same time, I am also being the advisor of multiple units in the district. The staffs that I am responsible at, divided into many categories. The largest part are the supporting staffs, including the nurses, paramedics, attendants and drivers. Where else only small proportions are professionals which are doctors and pharmacist.

As a result of this programme, I have been more reflective of myself. Typically I was easily pleased with what I have done. However, with this knowledge I can see the personal development that I have developed. I really appreciate the ability of me engaged with people with the responsibility and the flexibility I have developed.

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?

I had implemented the learning in my practice especially during meeting and task distribution. I tried to be a good listener and at the same time, firm in giving orders. Understanding the concept of patient centeredness and be applied to both, patient and staff. Thus this concept has helped me a lot in dealing with patient and staff, which make them ease to communicate with me.

Dealing with staff can be quite different compare to dealing with patient. This is because they have quite a different in view of the clinic and also their expectation. This had been adequately discussed in the topic of Francis Inquiry. In here, what was happening has already happened and will keep on happening in real life if the matter has not been handled well. This is quite a challenge but with the help of team members especially the head of units, I have been able to cope with any of the situation. I have always remind myself that I am not alone, and I will never be success by working alone.

4. Effects of the change

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

I have noticed quite a positive outcome especially among the staff. They are more acceptable in any task that I distributed and have tried their best to fulfil the responsibility. However not all people in length with the concept as some of the patient and also staff are still very used to the old technique of ordering.

5. Lessons learned

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

Until the end of the course, what I can say is that try to open our mind and let the process of changes slowly developed. Do not just changed everything because sometimes the existing leadership is already good, just need some modification to make it better.

Looking at a glance into the programme, some people may feel like the programme is quite heavy and tedious, even some of them unable to finish it. My advice is that,

do it bit by bit, do not force yourself to finish it in a go because it will just waste our time and we will not get the maximum of it.

6. Next steps

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

I have tried to adopt this learning experience within my family and until now I can say it has a good outcome. The children are really appreciate when we treat them like an adult, appreciate their opinion, does not scold them in public and distribute task to them. Even the adult also being able to express their wish and opinion in a harmony way, as they know that even if the opinion is not so relevant, we will phrase it in a positive way.

Word count : 923