

Leadership Foundations:
My learning and impact in Empowering Leadership
Skill

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1. Key learning point(s)

Define why this particular learning was so significant for you.

I had learnt good, new and useful information and knowledge as a guide to become outstanding leader. Starting January 2019, I had been promoted to be nursing supervisor at new hospital. Therefore, being new people at new place require me to transform myself into excellent leader that subordinate will be remembering- in positive way. Therefore, I'm searching on how to improve myself to be good leader and I start enrol in this program.

2. Background and setting

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

I'm a clinical nursing supervisor at new organization. This program provides very interesting knowledge that guides me to become outstanding leader. For example, skills in giving feedback to the subordinate, importance in engagement with others, different type of power and leadership style that we need to deal in daily routine working life.

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?

Being new in organization, I tried to do reshuffle nurses between units to another unit in order to promote new environment to my staff. At first, they can't accept changes and ignore my order; they also met hospital director to object the order from me. Luckily, the plan was proceed. Few meeting and discussions had been made, and offer them to give feedback to me. I also acknowledge staff's personal values in making decision. The idea of reshuffle staff is to help them getting experience in difference area of practice so that they can become outstanding nursing manager in future.

4. Effects of the change

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

I can challenge myself to overcome fear to manage and leads the others. There is important to engage with others, appreciate others and always promote positive attitude to subordinate for them to appreciate the leaders. It is important to understand power driven among group of staff and use them to work accordance with organization vision and mission.

5. Lessons learned

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

Through this program, we could see example in different country. In healthcare setting, there are numerous and various people we need to entertain and dealing with, not only between healthcare workers, cleaners, medical suppliers, politicians, ministries, social workers, top management, and of course patients and their significant others. So my advice for new enrol, do appreciate other opinion.

6. Next steps

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

After going through this Edward Jenner program, I have a clear idea in differentiate between leaders and managers. By position, I'm a clinical nursing supervisor or easily described as matron to my nurse in my organization. The position I'm obtained are based on experience, grade and hierarchy in the organization. Therefore, I've learned that not all managers can be a good leader and all leaders are a good manager. Being in middle manager of the organization, I have to tackle both superior and subordinates. At launch, I've learned that there are three perspectives on leadership, which we need to deal with. At first, I'm might thinking I'm a leader by position as I've promoted to higher post in organization. But having subordinates with leadership by nature process and senior staff requires extra effort in becoming good leaders.

Working in organizations allows communicating and engaging with different type of people. In hospital, the main focuses are patient in which we focus on patient satisfaction, patient safety, positive outcomes, and patient centred care or we can say patients or client always right. But as leader and manager, we also need to focus on staff's welfare, satisfaction and emotion in order to maintain staff from resign. Because of that, the topic on appreciation on personal values is very good in helping

me to be outstanding leader in future. From experience, the subordinates sometimes need the top management to hear their feeling, opinion and appreciate their hard work and contribution for the organization. Therefore, keeping the experience, loyal and excellent staff give benefits both to organization and increase patient satisfaction. But every worker in organization including management must have inner feeling of self-belonging to promote excellent services and happy working environment.

The feedbacks receive from client and patients are important to measure our service and quality of care. It can be positive feedback or negative feedback. As the leader, in giving feedback to subordinates require knowledge, skill and practice so that no hurt feeling occurs. Some people might felt embarrassed on the feedback given but some might felt as a challenge to become a better person. Having learned from the acting video between supervisor and subordinate, environment, tone, expression, gesture, language and willingness of the recipient are factors for positive way in giving feedback.

Being a leader, it opens a gate to know more people and develop networking with others. Getting to know other's personality type is a bonus skill for a leader. The four quadrants of personality type which consist of right upper (A), right lower (B), left lower (C) and left upper quadrant (D). If ones possess all four quadrants, it is good to handle the people, but it is impossible. The leaders have to mix up the compatible staff according to personality type and give assignment to their own expert. For example the A personal who are good in numbers, statistic, they can be assigned as in charge of annual report, but this task given to D type, the report might be late. But leader should appreciate every subordinate strength and weakness and mould the staff into better person. It can be done by getting to know others, know the power that driven between staff and feedback from friends and client.

Therefore, through this Edward Jenner Leadership program, I have a clear picture to handle my subordinate but it might take sometimes because I'm still young and new in the organization.

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