

Leadership Foundations:

My learning and impact on improving management at  
the Pharmacy Practice and Development Section of  
Perlis State Pharmaceutical Services Division.

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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  
May 2020

## **1. Key learning point(s)**

I have learnt that there were so many aspects of leadership that I do not know before I join the program. The definition of a good leader encompasses a lot of things and the program had taught almost everything that I need to become a great leader.

## **2. Background and setting**

My position at the Pharmacy Practice and Development Section requires me having to deal with data management and strategic planning to further develop the pharmacy service in the state as well as the country as a whole. This programme had certainly opened my mind into various components in healthcare leadership to enrich my own personal values in order to become a great leader at work or even at home.

## **3. Your actions**

I had learned a lot by going through the material on the website and taking some time to discuss some of the practical components together with my colleagues. Along the way, we have tried to actually implement certain concepts outlined in the program such as establishment of person-centred care, leadership behaviours and their challenges in healthcare, power and influence and also adaptive leadership in our own section at work. I had a great time doing this. My team members had been very helpful and supportive. At this stage, looking back all the things that I have done, I think I had managed to inspire others in my team to embrace new methods of solving problems and facing challenges within our organisation.

## **4. Effects of the change**

I realised that the program had changed my perspective of becoming a leader. It led me to be more creative and to discover new opportunities for improvements within the pharmacy practice both at my state and the whole nation in general. I had transformed myself to be a better thinker, more compassionate, and able to inspire those in my team to excel further at work or even in daily life at home. This is something that I never imagine for myself to accomplish.

## **5. Lessons learned**

To be honest, before joining the program I am the type of guy who just following orders given to me by the upper management team. I do not really know how lead really. Most of the time I just do exactly the things that my boss asked me to do unquestioningly. Now with the new leadership knowledge and skills I gained after completed the program, I feel more confident to deal with the daily challenges of working in my section at work and at the same time leading those around me by supporting them to do their job better. So of course, I am recommending everyone to join this program and gain all the good things this program has to offer so that they can become great leaders on their own. Below are two real practical evidences that I

can reflect and share with everyone on the impacts of the program activities I did so far.

#### 1. Making the right decision

My current roles at work often require me to make important decisions at the state level concerning the pharmacy practice at every healthcare facility under my supervision. It is not an easy task sometimes and I was previously tend to adopt heroic behaviour and came to decision on my own without engaging with others thinking that such way can be much easier and less time-consuming. Now that I have learnt the good concept of “host behaviour “ and tested that at work, I realized that engaging with others had not only helped me to get a better decision, but also improves the morale and motivation among my team members.

#### 2. A new change in our reporting mechanism.

For this part, I have implemented the adaptive leadership concept. It has come to my surprise that I would even finally have the what it takes to bring about changes in the whole way of my subordinates shall report or respond to urgent enquiries (from the state) from each of their respective facilities. I have followed the stepwise approach as suggested in the Foundations Unit and it had led me to a success. Now I can proudly say that we had successfully transformed our state reporting system into a new mechanism which more is user-friendly and efficient. With the new way of reporting, it is easier for me to get the actual overall status of what is really happening at the state with regards to certain issues in pharmacy practice on time at anytime it is required by the headquarters. Therefore, I can address any problem and carry out corrective actions (if any) much quicker to improve the situation at each healthcare facilities across the state. This kind of change in practice I brought about is something that I never thought I can do before as a leader in current my position and I am so grateful of the program for this. Thank you for letting me to embark on this learning journey of exploring new dimensions of leadership.

### **6. Next steps**

After this, I shall explore other areas to apply those leadership dimensions I have learnt from this program. There are so much more to explore and so much new exciting adventure awaits. I cannot wait to try translating more of the leadership skills I have just acquired on other scopes of my daily job at work or at home. I will continue to learn and by doing so actually it is really a never-ending journey into knowing myself better and thus will make me to be a better leader day by day.

Word count : 989