

Leadership Foundations: My learning and impact

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1. Key learning point(s)

Define why this particular learning was so significant for you.

There are so many learning points I have learnt from this leadership course and I never had a chance before to learn something related to leadership. Before this I thought leadership is something you were born with but now I know that it is something that we can learn and will continuously learn throughout our journey as leaders.

- a) The differences between leadership and management. Leadership is more on strategic thinking and problem solver. Management is more on keep things on track and organize thing accordingly.
- b) The importance of engaging people especially my team and the importance of delegating the tasks.
- c) The importance of having personal values and to have a personal development so that I can always improve myself and always stick to my principles and values so that I am not easily being used or fooled.
- d) The importance of providing a patient-centred care. Always put myself as patient and what I need or expectation from the healthcare provider.
- e) The challenges in healthcare are varieties and have their own tensions and impact in many parts of healthcare system (clinician, patient, finance, manager).
- f) Adaptive leadership need to be applied when there are differences in value, belief and behaviour.

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 senior dental officer in government dental clinic. My focus is more on clinical work. But I am also entitled to work on some of clinic's management and administration. I can see after I learn about leadership from this programme, I am more professional in handling cases and become less emotional towards others. I learn to think and take action wisely before I will regret it later.

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 straight implementing my learning in my practice but this just on my own. But slowly my colleague notice I am improving in handling case and from there I start sharing

my knowledge's with them. My biggest challenge is myself, as I always doubt and not confident in everything I do. My husband is my biggest supporter and also my backbone as he has his own experience as leader as he runs his own company. I am considering him as my mentor as he always give me the advice in being a good leader and not giving up on myself.

4. Effects of the change

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

I am more confident, less emotional involvement, more engaged with my team and also my patients and I always think before any actions taken. The biggest outcome is that I am contributing more towards improvement of my clinic. I am proud of that and I will continuously learn in improving myself so that I have bigger impacts towards others and the healthcare system itself.

5. Lessons learned

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

Yes, I wish I could learn this programme earlier and implemented it more widely. I would advice my colleagues to take this programme as it not only have a lot of positive impact in me but also changed me to someone better in person and thus as a leader.

6. Next steps

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

I will continue to learn more about leadership and always apply it in my daily practice whenever it is possible and suitable. My leadership journey will not stop but always grow and bloom throughout my career.

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