

Leadership Foundations: My Learning and Impact on Leadership Skill

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1. Key learning point(s)

I develop my career from Assistant Supervisor to current position a Manager in Hospital Foodservice. My aim within my career was to develop as a good Healthcare Foodservice Manager, and with that it meant I have to develop myself as a leader. This course was significant for me as it allowed me to learn the different of leadership styles and how I can adapt my skills without compromising high standards and values. I have learnt that leadership does not just come from the top, rather from all levels within my organisation. I noticed that listening is extremely valuable skill and all opinions need to address properly. I have been able to assess myself and realise my strengths and weaknesses. I am able to seek support for my weakness and to improve my strengths

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2. Background and setting

My role as a Healthcare Foodservice Manager is I am expected to manage a team in hospital foodservice to ensure safe, health and nutritious food were serve to the patients. I need to develop ideas and be able to present them to the team. As part of the team I have to engage other members of staff and work with them to stay motivated when pressures are high. I also have to perform appraisals for staff, and I already provide training and teaching in my department. I wanted to undertake a leadership management course as I have always valued management and leadership as skills is important in an organization. I have developed curiosity with why I respect certain managers and am influenced by certain leaders. As I progress through my career, I now have platforms where I will have power and influence and I would like to assess my current performance as a manager, and subsequently learn how I can improve to become like the leaders that I hold in such high regard.

3. Your actions

I tried to implement my learning in practice during the course. I observed how to experimenting, discovering new knowledge, and making numerous adjustments throughout my organization. After I completed the course, I had a deep reflection about the role I want to play in my team and how I want to act as leader. This course really highlighted the importance of team work in the organization.

However, making changes requires us to be somewhat disloyal to our past. For example if I want to implement a new strategy about standard of procedure, I have to first embrace the fact that my current working techniques are ineffective. As adaptive

leadership is less about power and more about teamwork, I should be willing to listen more and adapt recommendations provided by my co-workers or clients.

In reality, however, I learn to listen to individuals who disagree with me and understand that listening does not necessarily mean abandoning individual goals. I need to better inform about my employees' needs. Therefore, I can work more effectively to execute changes.

4. Effects of the change

I have noticed a result of this learning I have implemented is that I have been able to identify and develop technical healthcare professionals with potentials into future leaders.

There has been good engagement with the project as it is often a daily question that is asked of the right people will do everything within their power to build a great organization.

The leaders will delegates roles to team members. Optimal talent mix entails using everyone's skills rather than just those of top-level executives. A clear charter means that the company or team follows well-defined goals, duties, and ground rules, while trust helps to foster strong bonds among employees, employers, and clients.

5. Lessons learned

This programme has highlighted some interesting points and got me thinking within my current role about what sort of leadership skills I may need have without realising that I need them. I would like to work on idea, concepts and understanding within my organization. This will ensure my thoughts are well-structured so that I can more efficiently work together with my team members to enact a more robust plan that is future proof.

Implementing Plan-Do-Study-Act will help me to determine what is the potential obstacles of the project may be, mitigate those obstacles and determine if there is scope to improve the project beyond what I may have initially conceived. However, it is not easy to think of the future how to allow for continuity of the project in the absence of a 'site leader'. Therefore, this required identifying at first someone to head the project that would remain on the operation site in order to ensure the project works effectively and high quality service happens.

For the future however, it raised the question of is there a way to create a permanent driven leader (technologically) that only needs limited manager to check up on it once in a while to ensure it is still fit the purpose.

6. Next steps

I committed now to use Plan-Do-Study-Act more regularly. They are simple, effective structured ways to make project management and implementation more effective and efficient. Gathering idea from the team member at first and finally having SOP to standardize the procedures and can help reflects on progress of the project. I can access the impact that may come out from the project and improvement will be done to enhance the task.

The skills that this programme taught me are about healthcare leadership model where I can use it to become better leaders. Leaders should understand the underlying emotions that affect their team, and care for team members as individuals, helping them to manage unsettling feelings so they can focus their energy on delivering a great service that results patients care and other service users. Not only this, but I feel my approach to problems and logistical issues is more strategic and efficient, allowing for pragmatic solutions.

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