

Leadership Foundations: My Learning Journey as Healthcare Foodservice Team

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1. Key learning point(s)

Define why this particular learning was so significant for you.

I joined the Talent Grooming Program (TGP) organized by the Ministry of Health Malaysia. One of the elements that need to be done is completing Edward Jenner Program. During the briefing, I feel scared and a bit reluctant to start this program. Surprisingly after started with Launch I start to feel excited and want to know more about what I can learn next. I even write down notes from the videos and try my best to respond to all the questions given.

The most significant values that give quite impact to me were personal development, listening and emotional intelligence. I also learn a lot of new approaches to engaging people and how to effectively use power and influence in my work. I try my best to make my time so I can complete each chapter comfortably and enjoying every session. I try to adapt the knowledge I earn from Edward Jenner Program and try to be a good leader for my team.

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 Healthcare Foodservice Officer and act as a Head of Foodservice Unit in my hospital. I worked at the public state hospital which caters to about 1221 patients. My kitchen certified with ISO 9001:2015, HACCP and HALAL. I am managing 51 staff with varied age groups. Being a leader for this team is challenging for me as the workload was intensively high every day and the kitchen environment is hectic. Before this, I always lose my temper because most of the time my staff did not meet my expectations and when challenges come across. With all the certifications need to maintain and high workload in food production, I feel so hard to meet my stakeholder expectations with my small capacity as a middle manager.

But since I start my Edward Jenner Program and learn the various way of adapting to my stressful job I feel enlightened. Praise to God I manage to be calmer and less angry. My emotion is controllable and during challenging situations, I manage to be professional and try to find solutions especially by using the new knowledge of power and influence. As for my staff, I try to be a good listener to know what actually happens to them instead of just get angry and pointing out the mistakes. I can see that my leadership skills improved and I can improve more.

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 try to implement a few learning points to practice such as listening skills, adaptive leadership and know myself and others with the Johari Window concept. Firstly, I try to fix my staff attendance problem. I try to include my Head of Department and also the Deputy Hospital Director to handle this situation. At first most of the staff get angry with the situation but I try to convince all of them to change and improve themselves for a new start year 2020. Praise to God so far I can see positive progress although still early to predict I pray the change will be better and better. Next, I change my way of arranging my desk work and try to delegate and communicate more with my subordinates. As previously I always try to manage everything on my own and end up being burnout and stress. After learning sessions with Edward Jenner Program I found out the best way to communicate, delegates and strategized my work to get the best results. I will also be more flexible and try to engage more with people and build my network through social activities and get involved more in association at my hospital. With this engagement, I know more people and can get more opinions and also helps others when needed.

4. Effects of the change

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

I have noticed that I am more systematic, calm, being able to plan and strategize and energetic. Every morning I start my day by producing a list of work that needs to be done and prioritized my work properly. I also being less judgmental and pessimistic with others especially my staff. I managed to start my year 2020 by having early preparation of some important work and conduct a few meetings smoothly unlike previous years of work. I also improved my communication with my team. The best part was I start to balance between my work and personal life as I start to exercise after work and get involved with my hospital association for social activities. I did not work overtime and I feel less stressful.

5. Lessons learned

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

If I had learned all this useful knowledge during my early working year I can be a more professional, productive and good leader. I also will not do all the tasks by myself and

being burnout and stressful alone. I can delegate and do work more systematically with the cooperation of all staff and other departments. I can enjoy work-life balance and always be happy to go for work. Good communication skills also help me to ease my job. The best key points that I had learned that successful people not only doing the task that they being asked to but they also find what they can contribute.

I already encourage two of my colleagues to enroll Edward Jenner Program so they can get to know more about how leadership should be and how to manage their work improvement. I advise them to keep track of and learn new knowledge from this program.

6. Next steps

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

I will share what I had learned from Edward Jenner Program and adapt it in my leadership journey through my working carrier. I will try the best to take challenges as an opportunity and solves it more effectively, be more practical, listen, communicate effectively, respect myself and always motivated. The key points that I already write during the learning process will be my reference so I will always in track and share the spirit with my team.

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