

# Leadership Foundations: My journey of learning and impact

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

I want to improve my leadership style and improve health system performance and the health status of the population through effective healthcare leadership.

## **2. Background and setting**

My job as Medical officer of health requires me to be good and perfect in leadership management. I joined this programme to learn new things about leadership and to improve my leadership style. I want to be knowledgeable, confident, courageous and resilient for my organisation.

## **3.Your actions**

I joined this programme on my own and my challenge is I need to spend more time during my working days and weekends to finish this task.

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

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

- 1.Motivated to be good and effective leader as I gained new experience and knowledge.  
Motivated to provide better health service to community
2. More coaching to the staffs instead of giving instructions.
3. Improved sense of belonging to the organisation.

## **5. Lessons learned**

It is a good programme for those who want to build strong foundation of leadership skills and can help enhance confidence and competence, I would suggest my colleague to join this programme.

## **6. Next steps**

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

Leadership is a process to influence other people to achieve the objectives of the organization or company. It is the ability to lead or being able to inspire and motivate others to attain the targeted goals. A good leader is lead by example. It is developed through a never-ending process of self-study and training. The leader is responsible to regulate control and change performance of the group members. Leadership is an influential process that a leader should have knowledge, resource for dispensing rewards, formal authority and charisma to be a successful leader. As a leader, it is important to be skillful in order to attain specific organization objectives.

The first key requirement to embed leadership is by providing opportunity for self-led or solo learning using multiple stimuli. The conventional method of leadership learning is by attending leadership development courses and during the course one will listen to fantastic ideas. Usually after sometimes this motivation will fade and the old habit will take over again. Therefore, in order to maintain the motivation, continuous stimuli need to be given to the brain thus enable to provide leadership learning that last longer. According to neuroscientist, John Medina that the more hooks to memory, we offer the greater learners recall. Things that can improve recall by providing multiple stimuli such as visual, audio and emotional. This also equal to what Confucius said 'I hear and I forget, I see and I remember, I do and I understand' thus practicing what has been learnt is the best way to maintain the motivation of leadership

rather than only listen to the leadership theories. Relating what has been learnt in daily practice at workplace is the key to make sure that motivation lasts long. Without consistent leadership learning, one may lose the motivation over time. Therefore, the best way is continuous learning and many courses especially online method easily available nowadays.

Second key requirement to embed leadership is through practice and exercise. Focus on what one wants to achieve in an organization is also important. Leadership is also showing behaviours that impact the other members of the organization to achieve the objective required. In order to make new idea for workplace, successful, continuous practice and exercise be applied. Leaders play important role to guide the other team members in doing so. This repetitive way of practice, something new will then become habit and finally the organization will have some new and fresh ideas. As a leader it is vital to find the best way that works best to the team from different style of motivating and guiding people. A good leader must know when is the best time to adjust the approach to workers, as this is an era of ever-changing demands in workplace. The opportunity must be given equally to all workers and this became the opportunity for them to provide their best performance, meanwhile the leader must continuously guide them with best approach in order to meet the goals desired for that organization.

Other than that, to be a good leader, one has to emphasize on empathetic leadership. This can lead to harmonious environment in the organization itself. Therefore their workers will not feel stressful in order to work and achieve the company goals. Leaders must be empathetic to understand the need of the workers especially in this new generation and challenge. By doing so, workers will feel more motivated and can do tasks more positively to meet the targeted goals. Leaders need to listen and relate things and coaching to drive effective leadership. This ability becomes a great value to leadership. Leading by actions and examples is another factor in leadership. The leader must first follow the policies and the procedures of the organization before the leader wants their workers to do the same. However, some leaders only vocally supporting their policies but their action says otherwise. This is very unacceptable in good leadership. By giving example to their employees in good way, the leaders will show accountability to them. In the end, the employees will not have any excuses following the organization policies and procedures. Therefore, the phrase lead by example must be a motto to the leaders.

As a leader in servicing public, key factor of accepting 'customer is always right' phrase is important as it is the world of client-centric service. Leaders role is to respond to every client feedback mechanism and reporting. This will help the organisation adapting to what client satisfaction. The method is by looking at it as general and tackle any feedback smartly so that

both parties will have a win-win situation. The capability of a leader to look into this thoroughly and effectively take action will lead to a better management of the organisation. In this era of digital world and informations can be obtained at the tip of the fingers, one must be competitive to be the best. The organization members must be smarter. In order to do this, leaders play an important role to make continuous learning as the main management agenda to gain and sustain a competitive advantage. First the leader himself must upgrade the knowledge and the only can be applied to the employees by arranging workshops or small group discussion to achieve this. Learning is also can be done online, which is the easiest method in this kind of era.

In conclusion, there are few requirements to embed leadership. First to provide opportunity for self-lead learning using multiple stimuli and the good method is by learning online besides attending physical courses. Secondly is by reflective exercises to allow leaders to try out new ideas in the workplace. Other than that, ensuring there is social learning element ie through interactive workshops or group discussion, this especially important for emotional connection and feedback. Overall program should be designed and delivered in small chunks include both online and offline. Lastly support and encouragement for leaders should be provided for ongoing practice , reflection and refinement of learning experience until new habits achieve and became a norm.

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