

Leadership Foundations: My Leadership Difference

by Siti Salwa Idris

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1. Key learning point(s)

The Edward Jenner programme was significant improved my personality as human and it is also update my knowledge, attitude and style as leader and polish up my leadership style. The importance of leadership had apply in my unit and I could see the difference after implementing what I have learned. Besides that I learned to engage with people (staff and patient) and patient centred theory was applied. This is really help me to do job excellent and improved myself too. In addition I have better understanding and deal with people around me in very well way. This programme was really amazing journey to improve myself and my working environment. I was really grateful to have this opportunity.

2. Background and setting

I am working as dental restorative specialist and as a head of the unit for 4 years. The unit are responsible to treat the referred patient who needs dental restorative treatment and I need to manage the unit too. I applied the patient centred during clinical session and I could see my patient can appreciate it and my colleagues also improved their attitude and care during treating the patient. For the management of unit, a lot of improvement had be done and is more organised. I have make the discussion with my colleagues before I make a final decision for any issue. I applied the adaptive leadership knowledge and it was work to our unit. The decision we made are win-win situation. Everyone was happy and the conflicts was reduced.

3. Your actions

I was really impressed with patient centred and adaptive leadership theory. Therefore, after I read about Francis Inquiry, I try my best to treat patient well and understand patient more. It is not on me only to get the good result. Therefore I need to inform my colleagues about the patient centred theory. When all of us understand about it, the management of patient become excellent. For instance, I will make sure the patients and their families are giving great care and understand their needs and feelings. Yes of course, at the beginning it was difficult to do it but with time my colleagues and I managed to do it very well. Again I want to emphasise the communication skills are important and the feedbacks form each of my colleagues are highly appreciate it to ensure the success.

Next, in management part I was made the changes. Before the changes made, my colleagues and I did the meeting. All the issue were raised and discussed in detailed. The adaptive leadership was used in order to settle the issue. For example purchasing procedure was handle only by one person in order to reduce the error. Everyone was understand and agreed with the decision. In this situation, I have moved from a hero in trying to settle the management alone but work as a team to achieve the objective of our unit.

Yes, my superior was helping me to make this become a reality. I do appreciate my colleagues who help me and understand in this changes.

4. Effects of the change

The outcomes that I could see are both for clinical and management at our unit. The management of patient become smooth and the final treatment plan was making easier compared than previous. My patient and my colleagues were happy during the consultation and doing the treatment. The part of management at our unit, I could see my colleagues were understand their role to ensure the success of our unit. The job was done together as a team. There is no hero situation was applied anymore. My colleagues are accepting the change in positive way. I also did the meeting to get their feedback from my colleagues to know their thought and any opinion after we are implementing the job. In addition, I think the communication is the important to ensure all the success in our unit. At the end of the day, we are feel attach and belong to our unit.

5. Lessons learned

Yes, I would do differently especially management of time for doing this programme. In the beginning I was started good but in the middle of programme I was too busy with meeting and courses made me not have time to continue the module that I left. However, I did my best to catch up what I left. I made notes for each module.

My advice to colleague who is starting this programme, please manage your time accordingly. This is important to ensure to get benefit from all the modules and hope they are enjoy too. It is important to make notes and the notes can be used in the future for reference. The modules are really interesting and have a very valuable for leadership.

6. Next steps

I will read all my notes from this programme and revisit the Edward Jenner Programme from time to time to ensure the that I could refresh and apply in my daily working life. If I have time, I will try to explore other programme to increase my knowledge about communication and leadership course. I am planning to do my special interest programme, this is to enhance my clinical skills that could be used during treating the patient.

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