

# **Essentials for Effective Leadership in Health Care**

**Dr. Myo Sett Thwe  
M.B.,B.S., M.P.H., M.H.Pol.**

**“The ultimate measure of a man is not where he stand in moments of comfort and convenience, but where he stands at the time of challenges and controversy.”**

**Martin Luther King Jr.**

**“Many of life’s failure are people who did not realize how close they were to success when they give up. Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.”**

**Thomas A. Edison**

**How Do You  
Understand the  
Word,  
' Leadership ' ?**

**Leadership is like beauty; it's hard to  
define, but you know it when you  
see it.**

**“Leadership is the art of getting someone else to do  
something you want because he wants to do it.”**

**Dwight D. Eisenhower**

- So is it art or science?
- Is a leader born or trained?

**“Leaders become great, not because of their power, but because of their ability to empower others.”**

**John C. Maxwell**

**“Remember the difference between a boss and a leader;**

**a boss says ‘Go!’**

**a leader says ‘Let’s go!’**

**E. M. Kelly**

**How Do You  
Decide Whether  
' Leadership ' Is  
Effective or Not?**

# Effective Leadership or Result Based Leadership

**Effective Leadership = Attribute \* Result**

- ❖ Leaders must strive for excellence in both:
  - demonstrating leadership attributes and
  - achieving results
- ❖ Four types of results – Employee R (human capital)
  - Organizational R (learning, innovation)
  - Customer R (customer satisfaction)
  - Investor R (profit, cash flow)

# Leadership Is Both Rational & Emotional



**A leader is one who knows the way,  
goes the way, and shows the way.**

*John C. Maxwell*

**Why Effective  
Leadership Is  
Important in  
Hospital Care  
Setting ?**

# Importance of Effective Leadership in Health Care

- ❖ Workforce challenges
- ❖ Changing consumer expectations and demands
- ❖ Fiscal constraints
- ❖ Increasing demands for access to care
- ❖ Mandate to improve patient center care
- ❖ Issues concerned with quality of care and patient safety
- ❖ Demographical and epidemiological transitions
- ❖ Globalization and social, cultural & environmental changes

# Applying Leadership Theories in Hospital Management

- ✓ Great Man Theory
- ✓ Trait Theory
- ✓ Behavioral Theory
- ✓ Situational Leadership
- ✓ Transactional Leadership
- ✓ Transformational Leadership
- ✓ Servant Leadership
- ✓ Different Styles of Leadership
- ✓ Maslow's Need Theory and Other Motivation Theories
- ✓ Contingency Theories of Leadership
- ✓ Leader of Leaders Concept
- ✓ ??? Enlightened Leadership

# Fielder's Contingency Theory of Leadership

## Putting Leaders in the Right Situation: Fiedler's Contingency Theory

Leadership Style:  
Least Preferred  
Co-worker

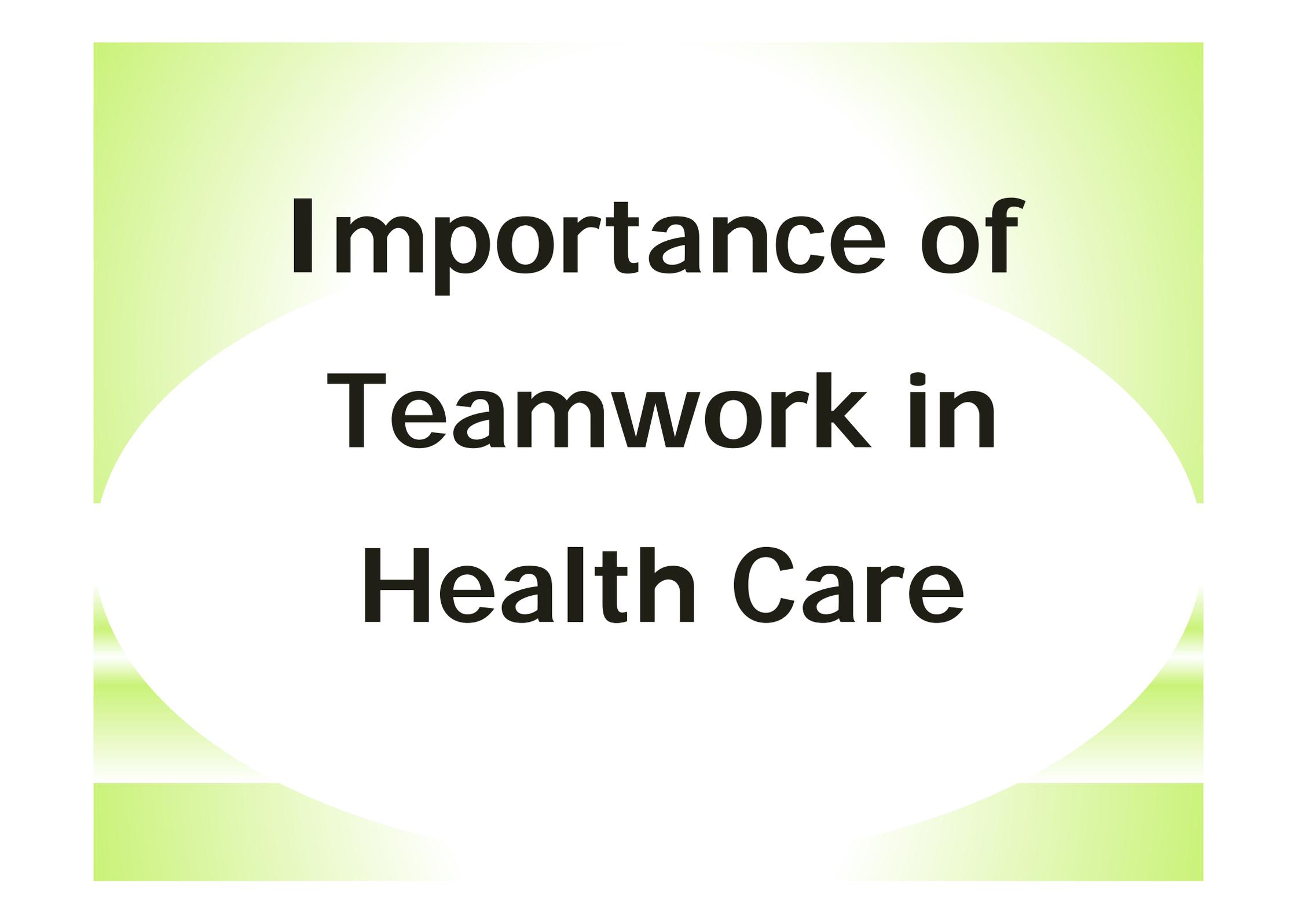
Situational  
Favorableness

Matching Leadership  
Styles to  
Situations

Effective Management, by William  
South-Western College Publishing  
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# Essentials for Effective Leadership

- ❖ Learning and Development
- ❖ Building Technical Competency
- ❖ Building Effective Relations (superiors, peers, subordinates)
- ❖ Knowing Customer's Behavior
- ❖ Making a Strategic Plan for Organizational Development
- ❖ Building Credibility
- ❖ Effective Stress Management
- ❖ Reflecting on Organizational Learning & Transfer Learning into New Organizational Culture
- ❖ Building High-performance Team/s
- ❖ Empowering others
- ❖ Developing a Succession Plan



# **Importance of Teamwork in Health Care**

**Is Teamwork is  
essential in  
health care  
provision? And  
Why?**

# Importance of Teamwork in Health Care

- ❖ Tasks and problems are complex.
- ❖ Cooperation is needed and consensus decisions are essential.
- ❖ There is a high level of choice and uncertainty.
- ❖ Strong commitment of employees is needed.
- ❖ A mix of different competencies is needed.

**The 17**  
**Indisputable**  
**Laws of**  
**Teamwork**

# 1) One is too small a number to achieve greatness.

**“There are no problems we cannot solve together, and very few problems we can solve by ourselves.”**

*Lyndon Johnson*

## **2) The goal is more important than the role.**

**“If a team is to reach its potential, each player must be willing to subordinate his personal goal to the good of the team .”**

*Bud Wilkinson*

**3) All players have a place  
where they add the most  
value.**

**“You must know the team. You must know  
the situation. You must know the  
players.”**

*John C. Maxwell*

**4) As the challenge escalates,  
the need for teamwork  
elevates.**

**“Many people focus too much attention on  
their dream and too little on their team.”**

*John C. Maxwell*

**5) The strength of the team is impacted by its weakest link.**

**“You lose the respect of the best when you don’t deal properly with the worst.”**

*John C. Maxwell*

## 6) Winning teams have players who make things happen.

**These players are –**

- ✓ Responsible
- ✓ Initiating
- ✓ Communicative
- ✓ Enthusiastic
- ✓ Talented
- ✓ Creative

## **7) Vision gives team members direction and confidence.**

**“You must have a long-term vision to keep you from being frustrated by short-term failures.”**

*Charles Nobel*

## **8) Rotten attitude ruin a team.**

**“Good attitudes among players do not guarantee a team’s success, but bad attitudes guarantee its failure.”**

*John C. Maxwell*

**9) Teammates must be able to count on each other when it counts.**

**“In a team, either we are pulling together or we are pulling apart.”**

*Old Saying*

**10) The team fails to reach its potential when its fails to pay the price.**

**“There is no victories at bargain prices”**

*Dwight D. Eisenhower*

**11) The team can make  
adjustment when it knows  
where it stands.**

**“When you know what to do, you can do  
what you know.”**

*John C. Maxwell*

# 12) Great teams have great depth.

**"Rome was not built in a day."**

*Old Saying*

## **13) Shared values defined the team.**

**“You can do what I cannot do. I can do what you cannot do. Together we can do great things.”**

*Mother Teresa*

# 14) Interaction fuels action.

## Four types of communication

- From leader to teammate
- From teammate to leader
- Among teammates
- Between the team and public (?Media)

# 15) The difference between two equally talented teams is leadership.

- **Personal** determine the **potential** of the team.
- **Vision** determine the **direction** of the team.
- **Leadership** determine the **success** of the team.

**16) When you are winning,  
nothing hurts.**

**"Leaders are dealers in hope"**

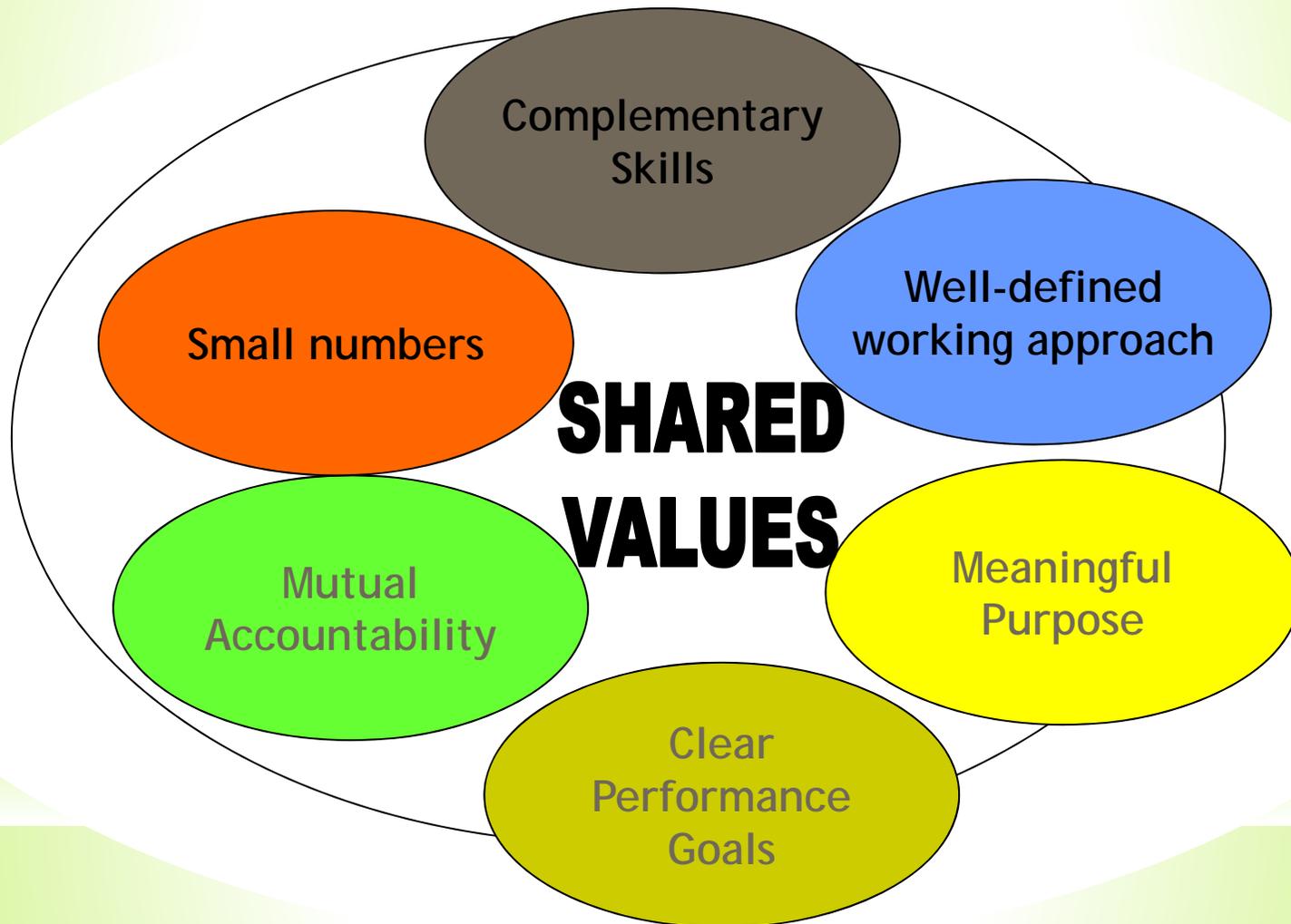
*Napoleon Bonaparte*

# **17) Investing in a team compounds our time.**

**“Where there is a will, there is a way; where  
there is a team, there is more than one  
way.”**

*John C. Maxwell*

# Seven characteristics of a dream team



# Recommended Readings

- ✓ Leadership: Enhancing Lessons of Experience, Hughes, Ginnett & Curphy 2012.
- ✓ Leading Change in Health and Social Care, Vivien Martin, Routledge Publisher, Inc. 2003.
- ✓ The 21 Irrefutable Laws of Leadership, John C. Maxwell, Maxwell Motivation, Inc. 2007.
- ✓ The 17 Indisputable Laws of Teamwork, John C. Maxwell, Maxwell Motivation, Inc. 2001.
- ✓ History of Greatest Leaders & You, Cinque, Eventoff & Sandfier, the Cinque Foundation, 2010.
- ✓ Unlimited Resources on Google.

**Any Question &**

**Thanks for Your**

**Attention**