Leadership Responsibilities and Effective Team Leadership

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Outline

• The PARP program
• Team leadership
• Role of Team Leader
• Attributes of Successful Team Leaders
• Summary
P-A-R-P Advocacy Project

• **P** = Equal payment for both genders with the same Medical Practice.
• **A** = Advancement and award for leadership position among Women in Medicine.
• **R** = Recognition on Women’s Health Research
• **P** = Professionalism: among many cores of competencies one is “team work”.

Why is Team Leadership Important?

• Teamwork is a basic principle of success and integrity for any business
• We all work in teams- professionally and personally
• With new practice models teamwork and collaboration will become even more important
• Physician’s training traditionally focuses on being autonomous, making decisions, and being independent
• Strong leadership skills lead to high performing teams to improve patient safety and health outcomes
Role of the Team Leader

- The role to the team leader is similar to that of an orchestra conductor, and the team she is leading, the orchestra
- Team members have different roles and skills but all work together towards the same goal
- The team leader has the vision and knowledge to read music and help others work together to produce harmonious music

Characteristics of a good leader

- Many books and articles give long lists of leadership characteristics including:
  - Being flexible but firm
  - Having a plan/vision/clear mission
  - Being honest with integrity
  - Having a sense of humor
  - Making eye contact and using an effective voice
  - Being knowledgeable
  - Following through
- How do you incorporate these into your own style?
Attributes of Successful Team Leaders
Suzanne Bates

- Inspire people
- Motivate and take time to motivate
- Communicate with energy and confidence
- Turn challenges into opportunities
- Get the team engaged
- Take time to share the message with others

Successful Leaders Inspire

- Tell a personal story
- Lead by example
Successful Leaders **Motivate**

- Communicate and articulate – what is the purpose of what you are doing, why does it matter, and how does it fit in with the larger mission?
- Listen to responses
- Discuss problems
- Encourage new ideas
- Give recognition through reward or feedback
- Be available

Successful Leaders **Communicate Effectively**

- Poor communication may result in suboptimal patient care and medical errors
- Assumption that adequate communication has occurred and is understood is common
- Make sure communication is clear and direct, especially electronic communication
- If not, you will find yourself doing rather than leading
- Assumptions cause errors
  - Mindscape network 2013
Communication

• Do you think you communicate adequately?
• 293 people were surveyed
• Most people responded that their boss did not communicate with them
• 29% said they had adequate communication
• 90% said communication is critical part of success in business

Successful Leaders Listen

• Feedback from team members is crucial
• Find time to listen
• No time limit
• Understand verbal and non-verbal cues
• Take action and follow through
Successful Leaders **Understand Personality Styles**

- Leaders need to know the best way to interact with their team members, know your audience
- There are many different ways to categorize personality/interaction styles
- Understanding your own and your team members’ styles can help facilitate effective communication

Successful Leaders **Have Integrity**

- Be honest- share successes and concerns with team
- Be fair
  - In a department with financial issues, a Chief reduced everyone’s salary including his own
- Follow through: promise only what you can deliver, and deliver what you promise
Successful Leaders Have a Plan

- Have a team goal
- What is it you want to do?
  - Write down your 3 most important goals
  - What can you accomplish in the next 30, 60, 90 days that will help advance towards these goals?
- Create a plan
  - What are the steps you need to take to achieve these goals?
  - What team resources will you need?
- Check your progress week by week
  - How will you know your goals are achieved?
- Review results and adjust accordingly

Steps to becoming an effective leader:

- Be responsible and accountable
- Know yourself and your skills, as well as team members
- Be prepared for the task
- Triage and delegate
- Be focused
- Be on time
- Tell team what you want to achieve and why
- Solicit feedback from team
- Embrace change
- Follow up
Be Ready to Change

• Are you ready for change?
• If you do not change, you will not be prepared or open to new opportunities
• Buggy Whips and Swiss watches

Responsibility and Accountability

• Be responsible for what you do
• Be accountable for your actions
• Expect the same from your team
Effective Team Leadership

• Know yourself and your skills
• Know others
• Be prepared for the task
• Tell team what you want to achieve and why
• Solicit feedback from team
• Follow up

Summary

• Teaming is the basic principle of success and integrity of any business
• Safe and effective patient care focuses more and more on teams headed by strong leaders
• Modeling strong leadership qualities and contributing to a team approach benefits practitioners and patients alike
Questions or comments please

Thank you

References

• Peck, M Scott. *The Road Less Travelled*, 1993