BACKGROUND

• Direct observation
• Leadership skills
OBJECTIVE

• To work together to develop an effective team to provide a quality service and product to the customer.
PURPOSE OF PRESENTATION

• Leadership skills
• Share good examples
• Protect valuable resources
STRATEGIES

• Macroscopic view
• Bi-weekly staff meetings
• Open communication/open door policy
• Inservice education
8.2 Documentation - employee training records

8.3 Performance management

- qualifications
- staffing levels
- written job descriptions
- system for assessing staff performance

8.4 Education & training

- formal orientation program
- 'On the job' practical training
PERFORMANCE INDICATOR

- Friendly environment
- Helpful to customers
- Signs of reduced sick leave
2004 ‘RAMP UP’ to next level

SPC Staff

• Nursing
  Enrolled Nurses
  Assistants in Nursing

• Non-Nursing
  Operational Officers
STRATEGIES

• Microscopic view
  Drill down to the individual staff member
ASSESSMENT

• SPC Annual performance assessment and development [PAD]
• Competencies
• Skills checklist
• Inservice individual report
• Questionnaire/interview
PERFORMANCE INDICATOR

• Motivated and enthusiastic team
• Problem solving and multi-skilled
NEW STAFF

• Recruitment and selection
• Casual → permanent
• SPC selection criteria
• Interview questions
• Orientation and preceptorship
PERFORMANCE INDICATOR

SPC - Sick Leave for Financial Year 2003/2004

- Sick vs Worked%
- QH Avg. Sick/Worked%
- Zonal Avg. Sick/Worked%
- District Avg. Sick/Worked%
- Power (Sick vs Worked%)
Leadership is the ability to influence and develop individuals and teams to achieve goals that contribute to a worthwhile purpose.

Robbins [2001]