



# Engaged Leadership

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# Acknowledgement of Country

In the spirit of reconciliation, we acknowledge the traditional custodians of the lands on which we virtually meet, their stories, traditions and living cultures.

This meeting is hosted from Dja Dja Wurung country. We respect and honour Aboriginal and Torres Strait Islander Elders past, present and future.



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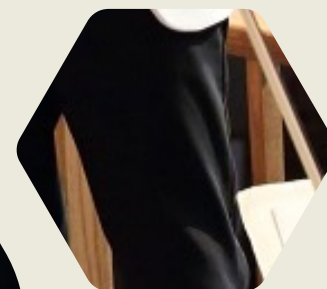




# Session Outline

- What is leadership?
- Situational Leadership
- Coaching Culture
- Listening
- Mindset & impacts
- Leadership issues for Practice Managers
- Plan to develop your own leadership potential







# Absence of Leadership

- Chaos & confusion
- Mistrust
- Goals not met
- Dissatisfaction
- Staff turnover
- Low motivation
- Micromanagement





**Why** = The Purpose

*What is your cause? What do you believe?*

**How** = The Process

*Specific actions taken to realize the Why.*

**What** = The Result

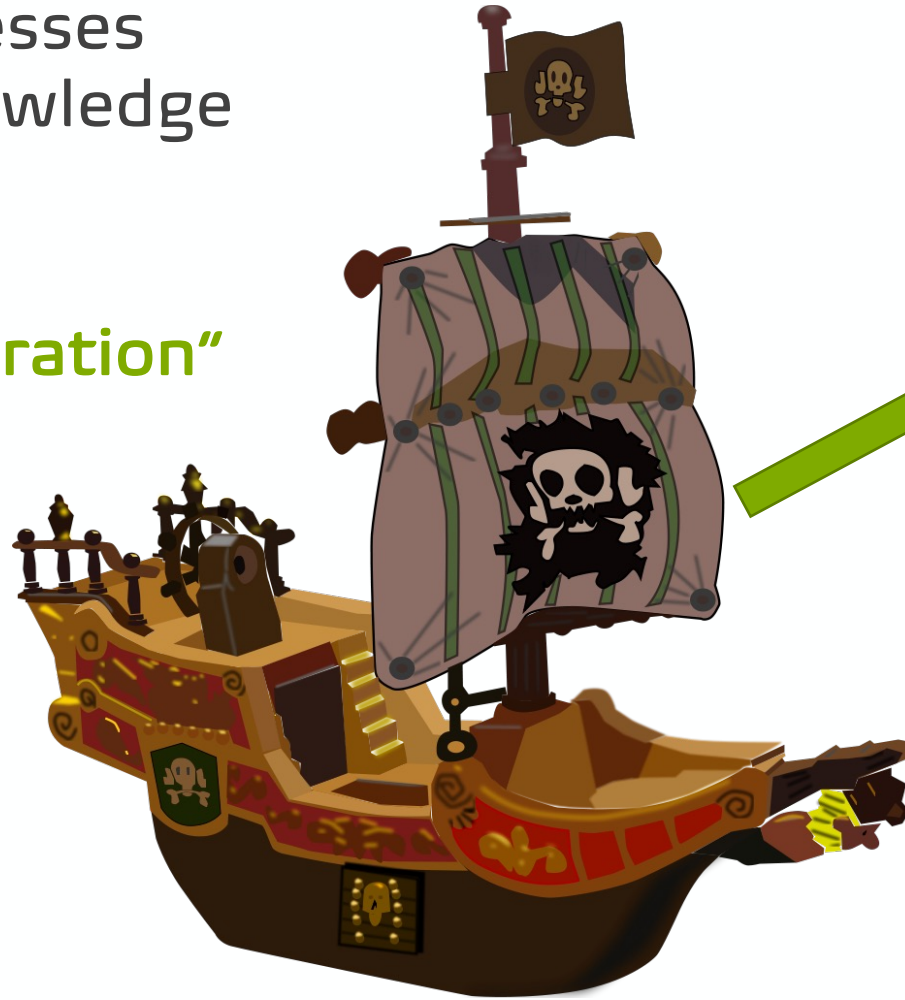
*What do you do? The result of Why. Proof.*





- Organisational hygiene
- Systems & processes
- Resources & knowledge
- Execution

“Perspiration”



“Inspiration”

- Values
- Purpose
- Goals
- ‘WHY’
- Alignment



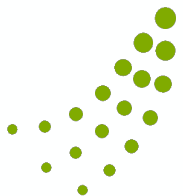


# Situational Leadership

## Situational/contingency Leadership (*Hersey-Blanchard*, 1970/80)

Leadership style changes according to the 'situation' and in response to the individuals being managed – their competency and motivation

Competency	Low competence	Some competence	Intermediate competence	High competence
Motivation	Low commitment/ Unable and unwilling or insecure	Variable commitment/ Unable but willing or motivated	Variable commitment/ Able but unwilling or insecure	High commitment/ Able and willing or motivated
Leadership style	<b>DIRECTIVE</b> (Telling)	<b>MENTORING</b> (Teaching)	<b>SUPPORTIVE</b> (Coaching)	<b>DELEGATORY</b> (Observing)





# Positive Leadership Traits



# A bit about bias....

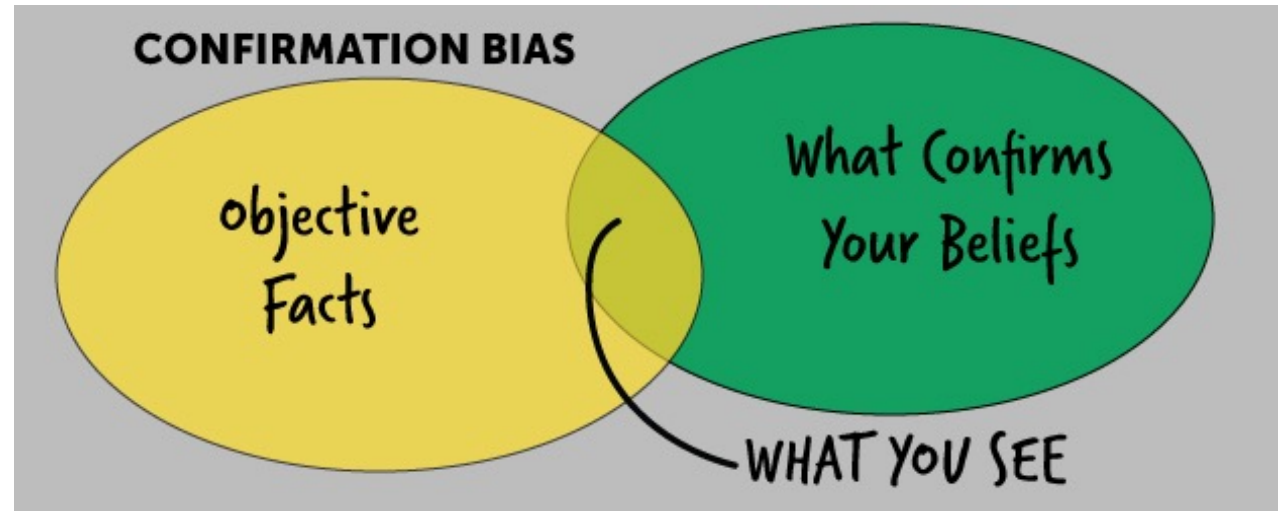
"I'll believe it when I see it"

Vs

"I see it when I believe it"



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# Coaching approach

Appropriate at most levels of technical expertise

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Consultative & curious

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**Asking**; What? How? Who? Where? When?

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**Listening**

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Involve others in developing solutions

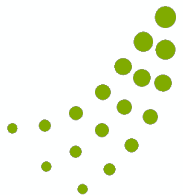
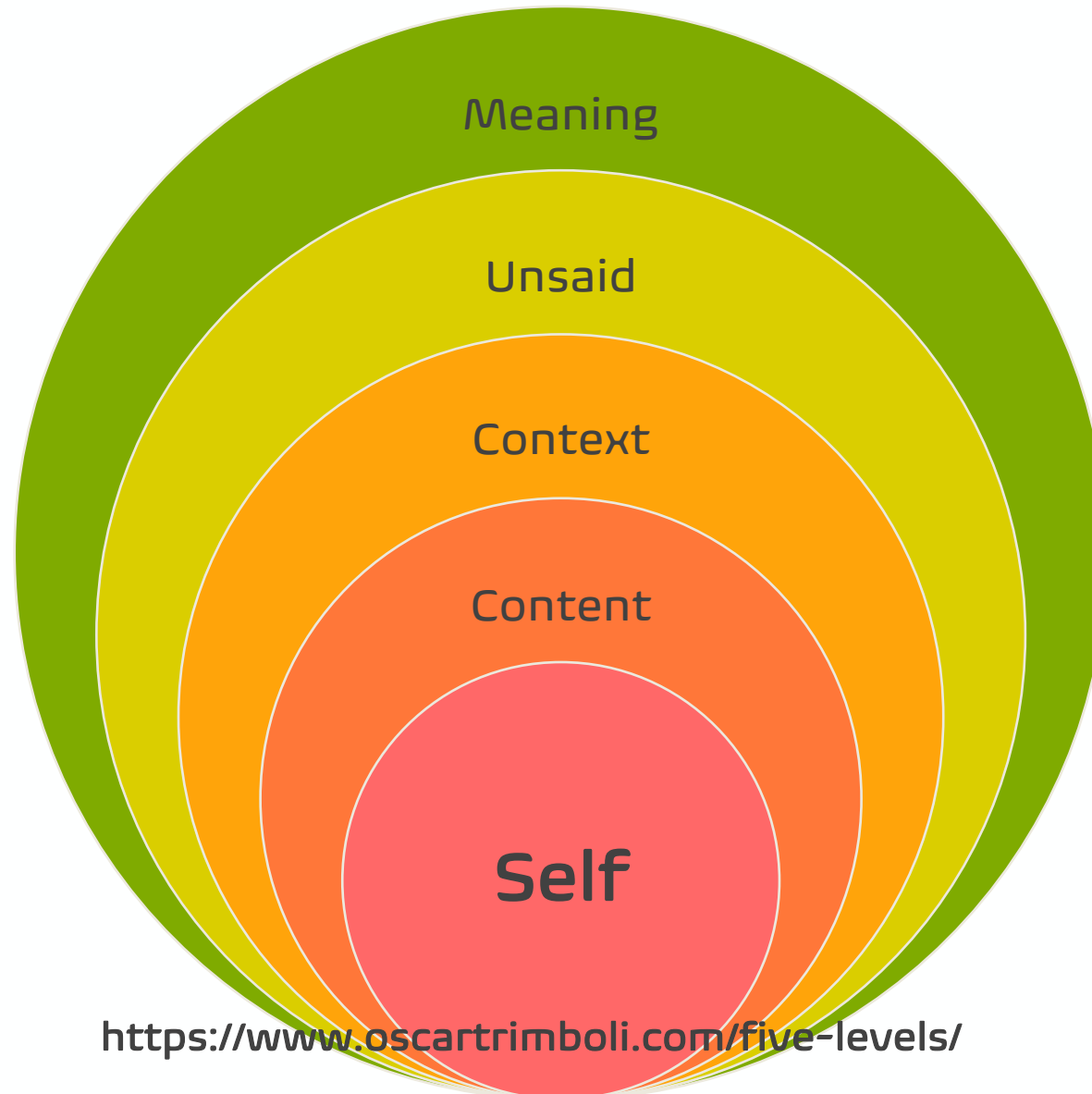
Trust

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Engagement



# 5 Levels of Listening (Communicating)





Growth  
(open)

Vs

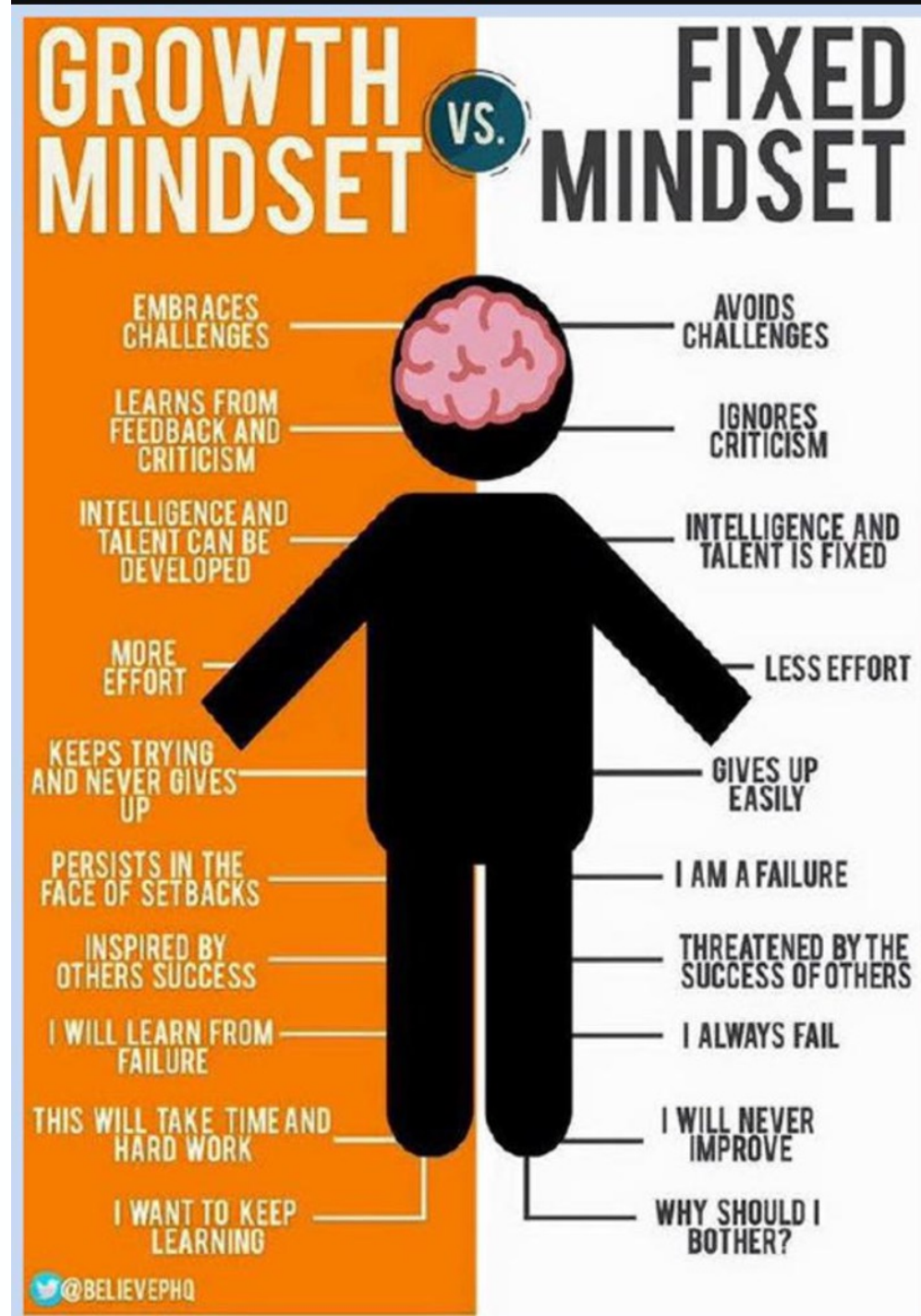
Fixed  
(closed)

Mindset

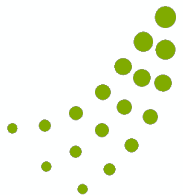


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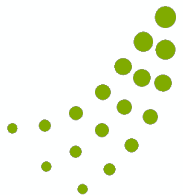


# Spot your triggers





# Recovery | Find your **energy** source



# Leadership issues for Practice Managers

- Micro-management
- Lack of strategic direction
- Lack of KPIs
- Lack of financial oversight
- Lack of support for professional development





# Improving your leadership skills



- Reflect and identify the skills YOU need to lead effectively and **create your action plan** to develop them (QI PIP!)
- Ask for **feedback** from work colleagues
- Find a **mentor** – learn from positive leadership role-models
- Attend further leadership and management **training**
- Youtube, blogs & podcasts
- **Read, read, read** - to consolidate learning



<https://www.medicalbusiness.services/engaged-leadership-request>



## Resources

- Webinar Slides
- eLearning 'Leadership in Practice'
- Recommended podcasts
- Recommended reading list
- Leadership coaching information
- **Upcoming events**
- (PIP Changes)!
- 2023 | Managing Change Webinar (TBA)