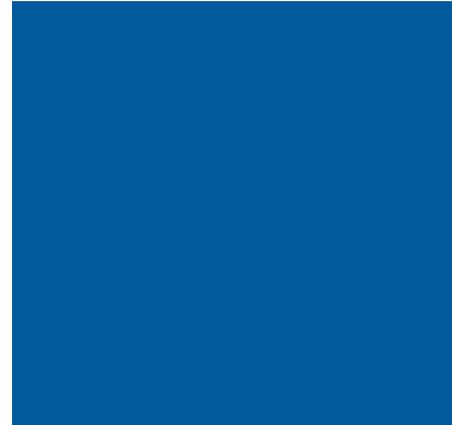




I-TECH

International
Training & Education
Center for Health



The Leader in You.

Where I-TECH Works



A dark blue world map is visible in the background of the top half of the slide, showing the continents of North America, South America, Africa, Europe, Asia, and Australia. The map is overlaid with a light blue grid.

Key points

- Leaders are needed everywhere, including the laboratory
- Leadership is needed to achieve and maintain quality
- Leadership is a teachable skill
- We can learn from others' leadership journeys

Laboratory Quality Assurance



*“The Future is not shaped
by people Who do not
believe in the Future.”*

-John Gardner



I come to work each day
because.....?

“The things you learn in maturity aren’t simple things such as acquiring information and skills. You learn not to engage in self-destructive behavior. You learn not to burn up energy in anxiety. You discover how to manage your tensions. You learn that self-pity and resentment are among the most toxic of drugs. **You find that the world loves talent but pays off on character.**”

“You come to understand that most people are neither for you nor against you; they are thinking about themselves. You learn that no matter how hard you try to please, some people in this world are not going to love you, a lesson that is at first troubling and then really quite relaxing.”

“Meaning is something you build into your life. You build it out of your own past, out of your affections and loyalties, out of the experience of humankind as it is passed on to you. ... **You are the only one who can put them together into that unique pattern that will be your life.**”

-John W. Gardner

A dark blue world map is visible in the background of the top section of the slide, showing the continents of North America, South America, Africa, Europe, and Asia.

Leaders/Managers

- A leader operates on the *emotional* and *spiritual* resources of the organization, on its **values**, commitments and aspirations
- The manager operates on the *physical* values of the organization, on its capital, human resources, raw materials and technology.

-Bennis and Nanus

Expectations of Leaders and Managers

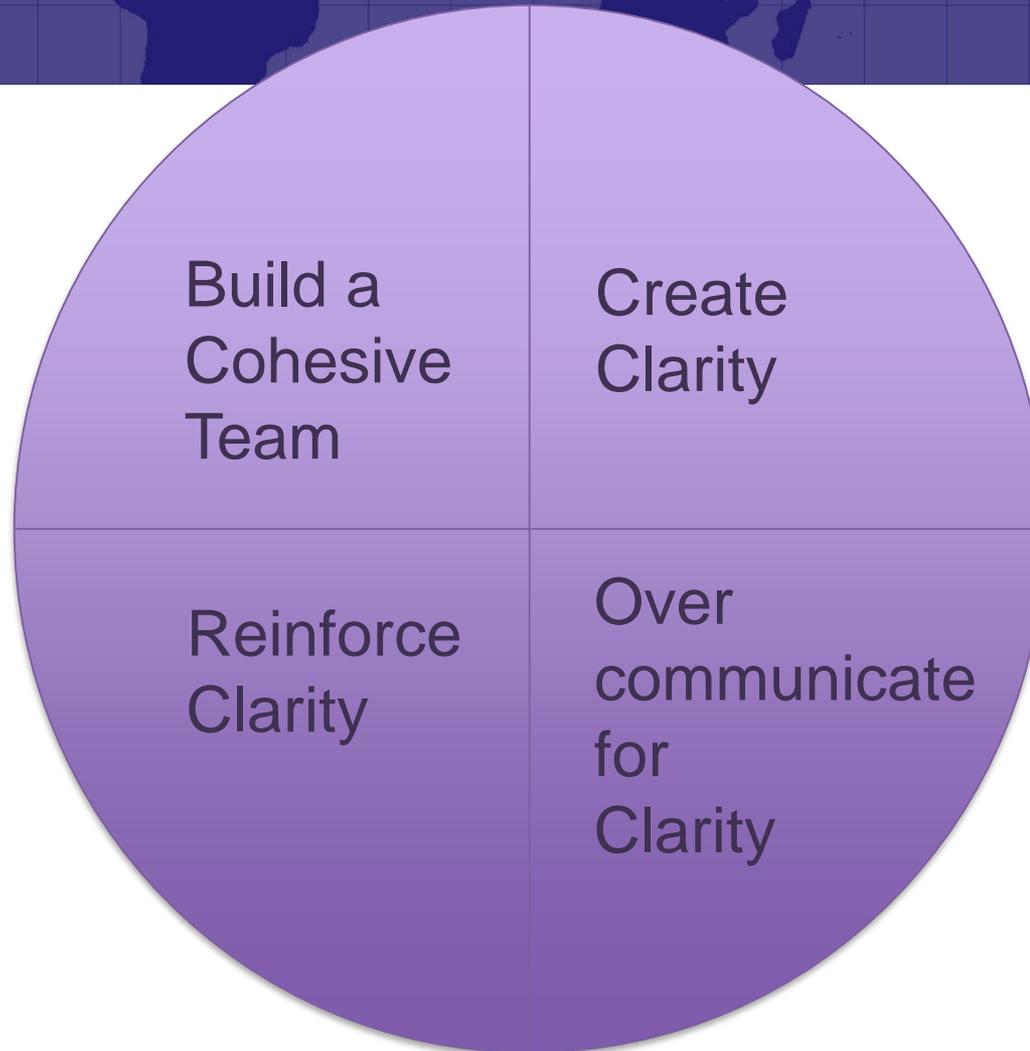
Leaders

- Establish direction
- Align people
- Motivate and inspire
- Lead change

Managers

- Planning and budgeting
- Organizing and staffing
- Improve processes
- Problem solve

Organizational Health



-Patrick
Lencioni

How we achieve goals



Leaders Model the Way

- Find your voice as a leader by clarifying your personal values with yourself and then your team
- Set the example to your team by aligning your actions with shared values



A dark blue world map is visible in the background of the top section of the slide, showing the continents of North America, South America, Africa, Europe, and Asia.

Leaders know what the team values

- Know yourself
- Know each other
- Align your common values to your vision and mission
- Set goals as a team and make an action plan to achieve your vision
- Work together as a team on the action plan
- Plan, Do, Check, Act, Check again...

A dark blue world map with a grid overlay, showing the continents of North America, South America, Europe, Africa, Asia, and Australia. The map is centered on the Atlantic Ocean.

DWYSYWD

Do what you say you will do.

Effective teams

Team: “A group of people with a full set of complementary skills required to complete a task, job, or project.”

Team members:

- (1) operate with a high degree of interdependence,
- (2) share authority and responsibility for self-management,
- (3) are accountable for the collective performance
- (4) work toward a common goal and shared rewards.



Qualities of High Performing and Dysfunctional Teams¹

High Performing Teams

Dysfunctional Teams



- High performance, team based results
- Highly motivated team

- Poor performance and results
- Team turnover

- Poor performers are managed and held accountable
- Same standards for everyone

- Missed deadlines and key deliverables
- Poor performance is tolerated and creates environment of resentment, hopelessness

- Aligned on common objectives
- Clarity on direction and priorities
- Highly engaged team members

- Ambiguous direction and priorities
- Revisits discussion again and again
- Absenteeism

- Confront problems & issues quickly
- Develop practical solutions
- Get input from team, minimal politics

- Go around problems
- Do not confront tough issues
- Lack of transparency drives confusion

- Safe environment to speak-up
- Team members help each other
- Leverage strengths for the team

- Hesitate to ask for help
- Conceal weaknesses from others
- Dread meetings and avoid team

Characteristics of High Performing Teams



- Are comfortable asking for help, admitting mistakes and limitations and take risks offering feedback
- Tap into one another's skills and experiences
- Avoid wasting time talking about the wrong issues and revisiting the same topics over and over again because of lack of buy-in
- Make higher quality decisions and accomplish more in less time and fewer resources
- Put critical topics on the table and have lively meetings
- Align the team around common objectives
- Retain star employees

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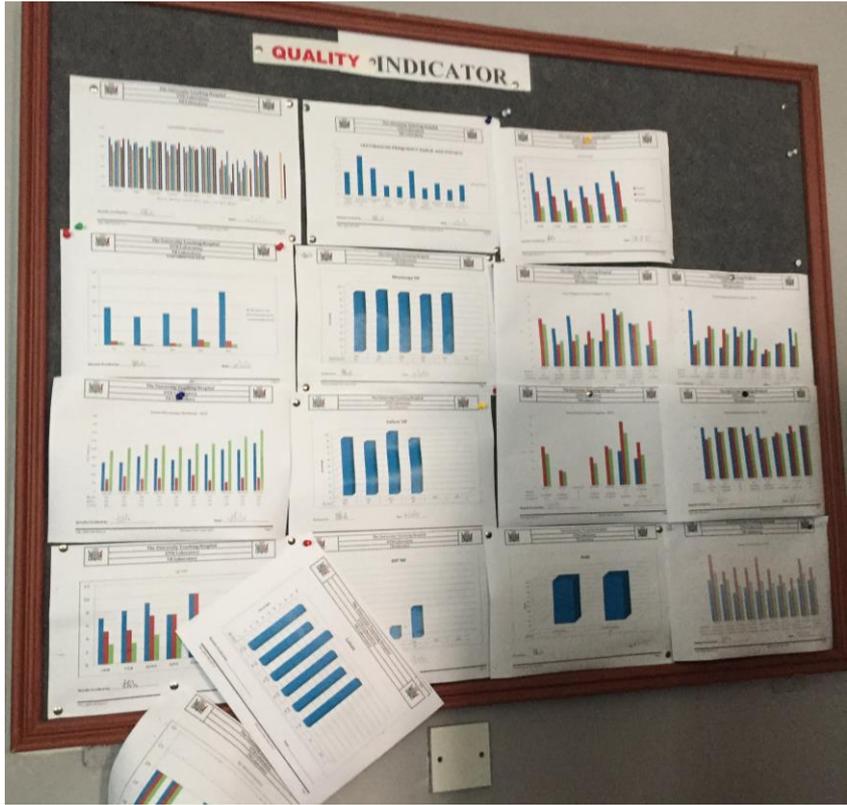
What makes your lab staff a “team”?

- Do you have a shared vision? What is it?
- Do you have shared goals? What are they?
- Are you interdependent with mutual accountability?
- Do you share in our success *and* failures?
- Do you set aside our personal needs for the greater good of the group towards meeting the shared goals?

Leadership Journeys- The case of Mutale Mubanga

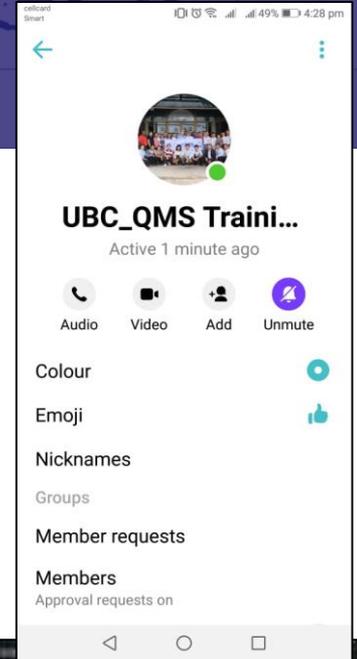








Strengthening Laboratory Leadership in Cambodia

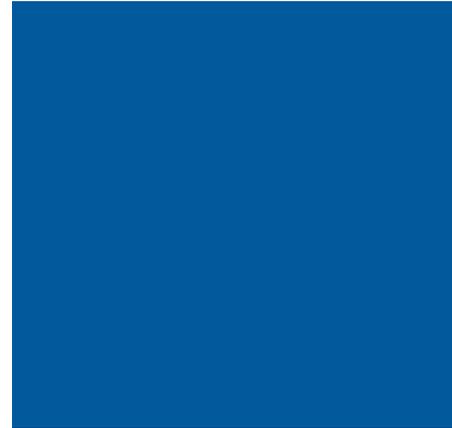






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What are you waiting for?