

## CHARACTERISTICS OF AN EFFECTIVE LEADER

1= ALWAYS 2= USUALLY 3= SOMETIMES 4= NEVER

<b>VISIONARY SKILLS</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
• Focuses on the predetermined outcomes				
○ Knows where he/she is going				
○ Shares the vision with the team				
• Can balance fighting fires with long term system improvement				
• Stays current with changes in the industry and applies principles to the organization				
<b>MANAGEMENT SKILLS</b>				
• Understands the critical importance of having the right person in every job				
• Communicates expectations to staff, individually and as a group				
• Models holding staff accountable - equally, consistently				
• Assures performance issues are addressed at every level with education, remediation, coaching, counseling and if necessary, discipline				
• Focused on the big picture, but also minds the details				
• Admits problems and works on them				
<b>CARE DELIVERY SKILLS</b>				
• Has adequate understanding of issues for professional level				
• Knows what questions to ask				
• Understands the need for individualized approaches and decisions for each resident				
• Values equally input from all disciplines				
• Assures fair allocation of resources				
<b>QUALITY IMPROVEMENT SKILLS</b>				
• Willing to admit weakness & mistakes without defensiveness				
• Uses survey results as one piece of data				
○ Uses root cause analysis				
○ Corrects system deficiencies				
• Assures QI process includes problem solving, action plan, re-assessment				
• Assures performance improvement/correction routinely administered				
• Assures data analysis based on evidence, not opinion or anecdotes				
• Considers resident, family, staff satisfaction				
• Provides resources for improving care				
• Helps remove barriers				
• Assures performance of staff is appropriately assessed (competencies, performance evaluation and improvement plans)				
<b>INTERPERSONAL SKILLS</b>				
○ Is a "cheerleader" for the team				
○ Maintains a hopeful, optimistic outlook in spite of circumstances				
○ Gives more than he/she expects from the staff				
○ Inspires teamwork, gets the best from each team members				
○ Mentors and coaches, encourages growth among the team				
○ Never, never, never gives up or shows discouragement				
<b>CHARACTERISTICS OF PRINCIPLES-CENTERED LEADERS (COVEY)</b>				
○ Continually learning				
○ Service-oriented (see life as a mission)				
○ Radiates positive energy				
○ Believes in other people				
○ Lead balanced lives				
○ Sees life as an adventure				
○ Synergistic				
○ Practices self-renewal (physical, mental, emotional and spiritual)				

GAHSA/SCANPHA DON WORKSHOP