

Welcome to Leadership and Communication

Skills

NIGHT



Content



**Leadership Styles
&
Simulated Healthcare
Scenarios**

Start With Your "Why"

The Golden Circle

WHAT

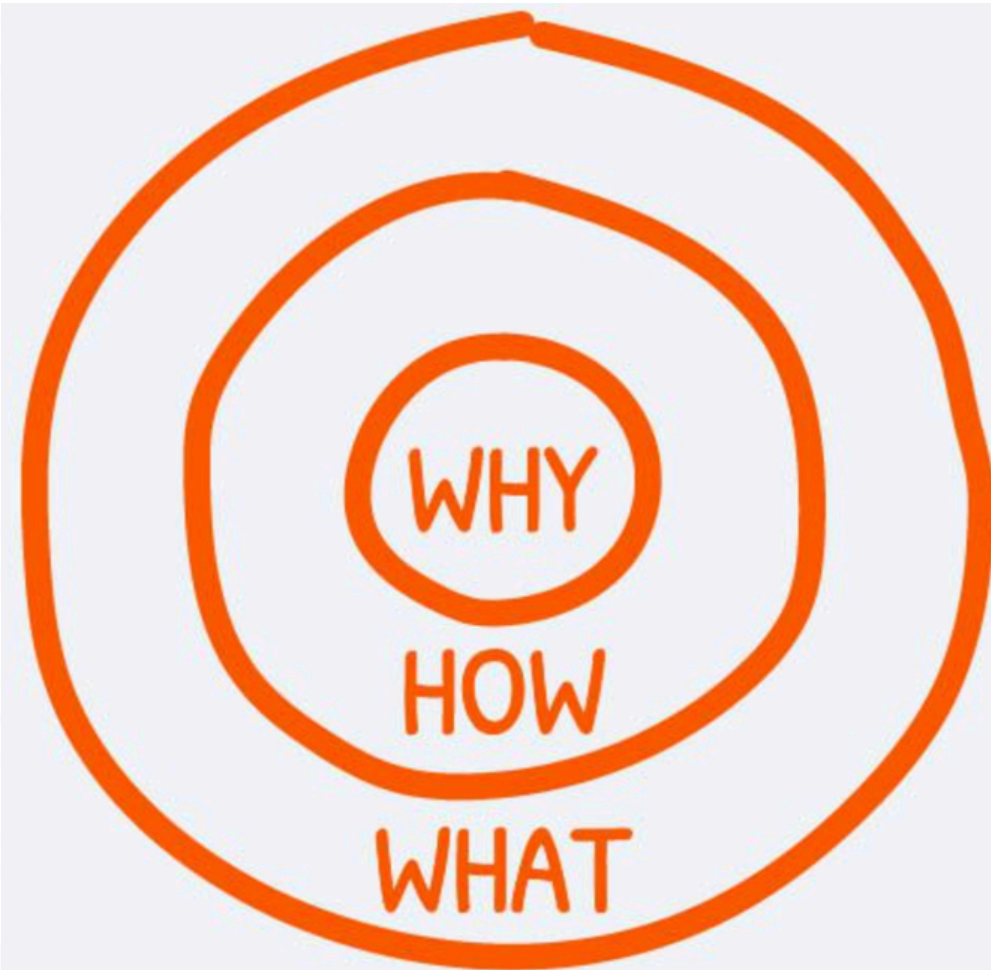
Every organization on the planet knows WHAT they do. These are products they sell or the services

HOW

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

WHY

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. WHY is a purpose, cause or belief. It's the very reason your organization exists.



Great leaders and organisations communicate inside out.



"WHY" gives people a purpose

"WHY" is inspirational

True LEADERS lead with "WHY" ...

A stylized neon sign with the word "Styles" in a cursive font, set against a red curtain background. The sign is rectangular with rounded corners and a glowing yellow border. The word "Styles" is written in a dark red, cursive font with a yellow outline. The background is a dark red curtain with vertical pleats and a lighter red border at the top and bottom.

Styles

1

Transformational Leadership

Transformational leaders are role models who inspire their employees.



Transformational leaders encourage creativity and new ways of doing things.

Transformational leaders motivate their employees to achieve their goals.

Transformational leaders support and encourage individual employees.



Democratic Leadership

Characteristics of democratic leadership:

- Empathy and active listening
- Open-mindedness
- Transparency and honesty
- Collaboration and inclusivity

Benefits of democratic leaderships:

- Increased job satisfaction
- More employee engagement
- Enhanced creativity
- Improved communication

At 77%, trust in leaders is the most highly rated factor linked to employee engagement.

Adaptive Leadership

3

The six leader behaviors of adaptive leadership

1. Get on the Balcony

2. Identify the Adaptive Challenge

3. Regulate Distress

4. Maintain Disciplined Attention

5. Give the Work Back to the People

6. Protect Leadership Voices from Below



The Adaptive Leadership can transform challenges into chances for growth, creativity, and stronger resilience.

Emotional Intelligence

- Self-Awareness
- Self-Management
- Social Awareness
- Relationship Management

Organizational Justice

- Decision Fairness
- Information Sharing
- Outcome Concern

Character

- Integrity
- Credibility
- Values Differences

Development

- Lifelong Learning
- Developing Others

4

Collaborative Leadership



It differs from formal leadership in that it relies on personal power and credibility rather than authority from a designated position.

Collaborative Leadership emphasizes influence through collaboration rather than command.



3 Principles Of Collaborative Leadership



Shared Decision-making



Open Communication



Team Empowerment



The background of the slide is a theater stage. Red curtains are pulled back on both sides, revealing a dark red, vertically-pleated curtain. In the foreground, the tops of several rows of red theater seats are visible. Centered on the stage is a glowing marquee sign with a double border of small lights. The sign contains the text "Group Activity" in a stylized, cursive font.

Group Activity

Case Studies



*Are you
ready?!!*

Activity Rules

- The activity consists of some simulated healthcare scenarios, students will be divided into several groups, they have a limited time to discuss the cases and then come up with their plans.
- Think about which style you lean towards? Which style do you think is best in?
- After group discussion, students can share their thoughts.
- Students should refrain from using external sources (e.g., smartphones, the internet) to find answers during the activity.

Scenario 1

Delegation Breakdown in the Emergency Room

Case:

During a busy night shift in the ER, the charge nurse fails to delegate tasks appropriately, leading to delayed care for two patients. Team frustration grows as patient needs are unmet.

Discussion Questions:

- What are the key responsibilities of a leader during high-stress situations?
- How can leaders prioritize and delegate effectively under pressure?
- What are the risks to patient care when delegation fails?

Scenario 2

Physician-Nurse Communication Conflict

Case:

A physician gives unclear verbal orders. When questioned, they respond defensively, escalating tension within the team during rounds.

Discussion Questions:

- How can leaders de-escalate interpersonal conflicts?
- What communication techniques promote clarity and respect?
- How does poor communication impact patient safety?

Scenario 3

New Grad Nurse Overload

Case:

A new nurse is overwhelmed with a heavy patient load and begins making errors. Their assigned preceptor is too busy to provide adequate support.

Discussion Questions:

- What leadership strategies support new staff during transitions?
- How should workloads be balanced to prevent burnout?
- What role does mentorship play in patient safety?

Scenario 4

Conflict Over Discharge Planning

Case:

A case manager and bedside nurse disagree over whether a patient is ready for discharge, causing delays and care disruptions.

Discussion Questions:

- How can leadership facilitate effective conflict resolution?
- What strategies ensure all team voices are heard?
- How do interprofessional disagreements affect patient outcomes?

Scenario 5

Code Blue Chaos

Case:

During a Code Blue, multiple team members issue conflicting instructions, leading to confusion in resuscitation efforts.

Discussion Questions:

- Why is clear leadership critical in emergencies?
- What protocols support effective command during high-stakes situations?
- How can teams prepare for crisis leadership?

Scenario 6

Blame Culture in Incident Reporting

Case:

After a medication error, staff focus on blaming an individual instead of identifying system-level causes, decreasing morale.

Discussion Questions:

- What are the characteristics of a “just culture”?
- How should leaders respond to errors to promote learning?
- How does blame culture affect team dynamics?

Scenario 7

Interdisciplinary Rounding Exclusion

Case:

Pharmacists feel left out of patient rounds, limiting their ability to contribute to care planning.

Discussion Questions:

- How can leadership ensure inclusivity in team collaboration?
- What are the consequences of excluding key professionals?
- How does interdisciplinary teamwork improve patient care?

Scenario 8

Technology Transition Frustration

Case:

A new electronic health record (EHR) system rolls out with minimal training, causing errors and frustration.

Discussion Questions:

- How should leaders support teams during system changes?
- What communication and training strategies ease transitions?
- How does technology impact workflow and safety?

Scenario 9

Moral Distress in Palliative Care

Case:

Nurses believe a patient's care plan is prolonging suffering but feel uncomfortable voicing concerns to the attending physician.

Discussion Questions:

- How can leaders create psychological safety for difficult conversations?
- What are the ethical responsibilities of team leaders?
- How does moral distress affect staff well-being?

Scenario 10

Underperformance of a Team Member

Case:

A respiratory therapist consistently arrives late and is disengaged during critical care, affecting team trust.

Discussion Questions:

- What is the leader's role in addressing underperformance?
- How can feedback be delivered constructively?
- How do ongoing performance issues impact team morale and patient care?

A stage with red curtains and spotlights. In the center, a glowing sign with a border of small lights contains the text "Wrap Up" in a stylized, cursive font. The sign is illuminated by two spotlights from above.

Wrap Up

**What other activities that
you are interested in?**



★ ★ ★
**Healthcare Exploration
Workshops**

★ ★ ★
**Peer-Assisted
Learning (PAL)**

★ ★ ★
**Peer Mentorship
and
Ambassador Skills**

★ ★ ★
**Global Health
and
Cultural Competence
Workshops**

THANK
YOU

