

Leadership: The Key to Quality

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Objective

Discuss how the role of leadership can
impact and sustain quality improvement
throughout the organization

The Five Practices of Exemplary Leadership

- **Model the Way**
- **Inspire a Shared Vision**
- **Challenge the Process**
- **Enable Others to Act**
- **Encourage the Heart**

Remember behavior is learned

“Awareness is the first step toward change.
You must know where you are to determine
where you want to go.”

—Organizational Culture & Home Health
Leadership Workbook

Leadership Roles in Quality Improvement

Discussion

Model the Way

- Critically important to do what you say you will do and set the example
- Share values in a clear and concise way

Inspire a Shared Vision

- Envision the future by imagining exciting and ennobling possibilities
- Communicate through vivid language the exciting possibilities that the future holds

Inspire a Shared Vision

- Enlist others in a common vision by appealing to shared aspirations
- Engage in a dialogue about the team's vision of the future
- Communicate the common vision in an attractive, appealing way

Challenge the Process

- Discuss and review opportunities
- Seek innovative ways to change, grow, and improve
- Experiment and take risks

Challenge the Process

- Engage team members to identify where effective changes can be made
 - Identify needs, resources, and education
 - Generate small wins
 - Learn from mistakes

Enable Others to Act

- Foster collaboration by promoting cooperative goals and building trust
- Make it possible for others to do good work

Enable Others to Act

- Empowerment
 - Strengthen others to share power
 - Build team confidence and competence

Encourage the Heart

- Recognize individual contributions
- Show appreciation for excellence
- Celebrate the values and victories

Encourage the Heart

- Celebrate accomplishments
 - Connect team members to key people
 - Create a spirit of community
 - Reward and recognize effective outcomes

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“Leadership is ultimately about creating a way
for people to contribute to making something
extraordinary happen.”

—Alan Keith, Lucas Digital

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Kouzes J, Posner B. *The Leadership Challenge*. 3rd ed. Jossey-Bass, 2002.

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