

Factsheet 15

Updated on 31 July 2020

Managing change through effective leadership

The following information has been designed for healthcare professionals.

From doing face to face consultations through to seeing your patients virtually, COVID-19 has changed the way we work. Managing this change through effective leadership has never been more important.

How can you manage change effectively?

- Effective change management is about creating Trust. Trust is important to take people with you as well as give people confidence in the process
- Communication is the key that unlocks trust. Effective leaders:
 1. Have a vision and **share** it
 2. **Understand** the organisational culture
 3. **Talk** to people and **engage** them in the process
 4. **Ask** lots of questions and **listen**
 5. Encourage people to **ask** questions
 6. **Listen** to concerns and address them
 7. **Ask** for ideas and really **listen**
 8. Find the **win-win**
 9. Are prepared to **adapt**

For some leaders COVID-19 forced us to view our organisation in a different manner. So what are the key components to managing any organisation change?

Effective leaders

- Set out the vision, direction & time frame
- Understand the interdependencies
- Engage people from all parts of the organisation
- Invite people to step up and be part of the solution

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It is important to help people understand their role in the organisation and how working collectively enables them to achieve a common goal or the output. In addition, it is important to consider how quickly or slowly the change needs to occur:

- Sometimes change needs to be incremental or sometimes one big bang. The speed of the change needs to be dictated by:
 - I. The component parts and interdependencies
 - II. The driver for change

It is important to accept that people handle change in their own way:

- Some get excited by the prospects of the new
- Some are fearful of any change in routine
- Some are very vocal
- Others are quiet and thoughtful
- Some completely ignore the change

“Remember a leader’s role is to HOLD
The Vision; The Ring; Their nerve and to STAY Calm & Alert.

BE Committed; Authentic; Clear; Open; Kind.”



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