

# Daring Action – inspiring clinical leaders to lead and influence



Joan Leo, Allied Health Educator

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*“First we need to teach “landing” to be prepared and resilient for a fall” (Brown, 2018)*



Mercy Health

*Care first*

Currency

Held by a few

Pushed down

Commanded

Closed

Transactional



Mercy Health  
Care first



# Audit findings

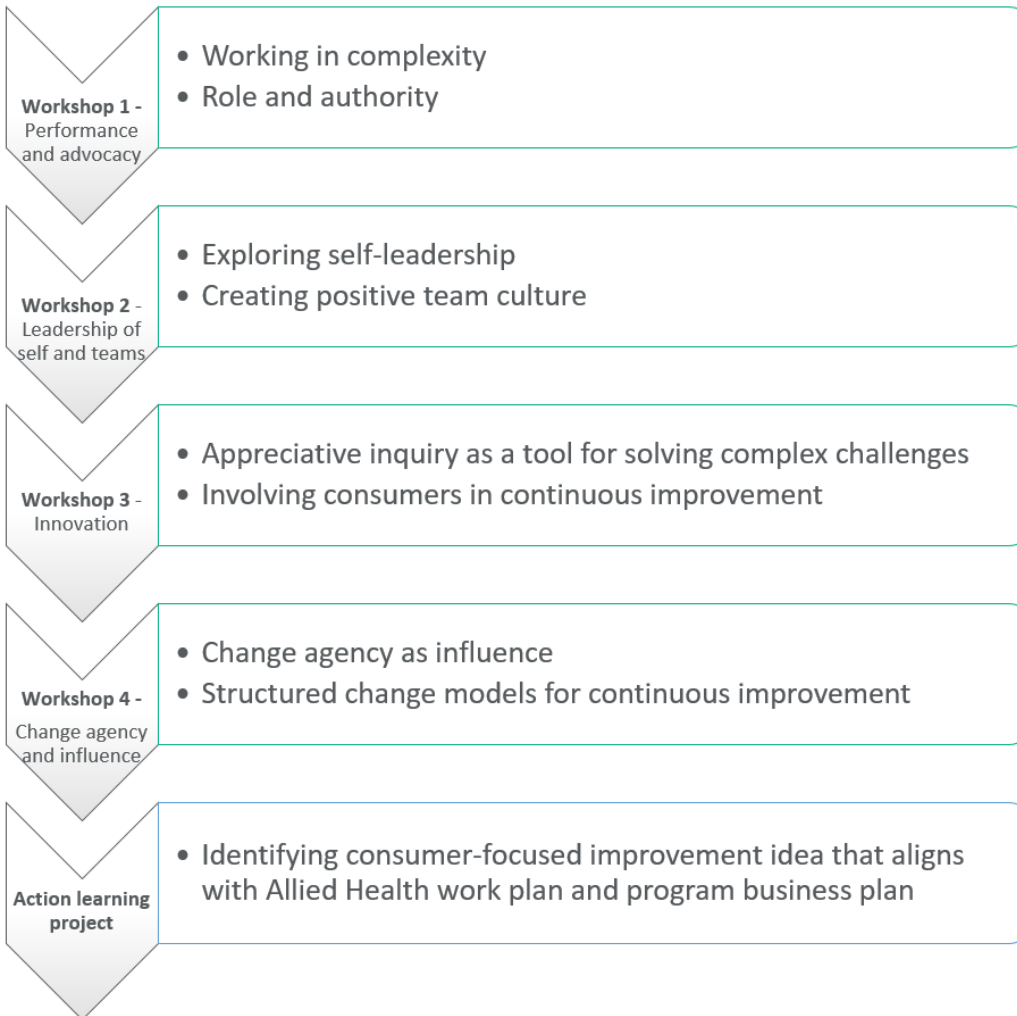


- Advocacy
- Leadership of self
- Leadership of teams
- Change
- Innovation



Mercy Health

Care first



# Learning Design



Mercy Health  
*Care first*

Focus on the  
behaviour that  
really matters,  
based on context

Ensuring sufficient  
reach across the  
organisation

Designing for the  
transfer of learning

Using system  
reinforcement to  
lock in change

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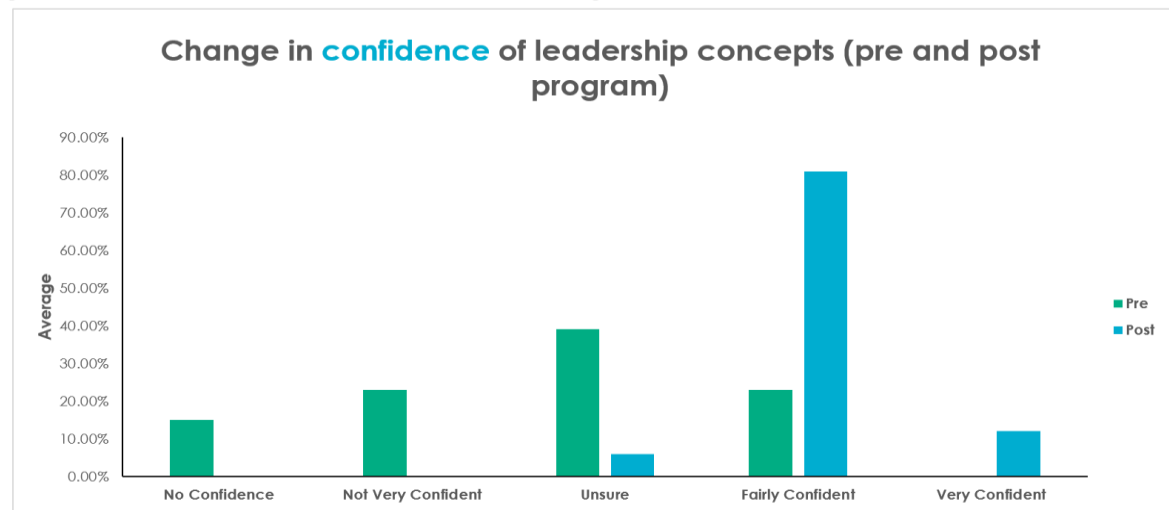
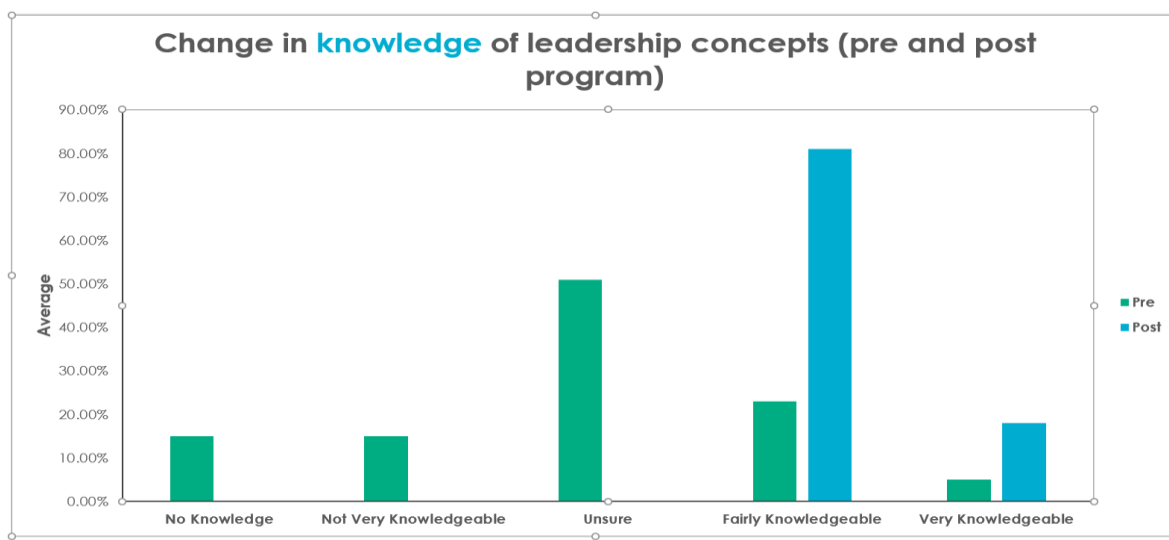
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# Key insights

*“Listen more (to others), talk less”*

*“Involve consumers early to inform improvement”*

*“GRIT, having the determination to keep going”*

*“I don’t have to have the title of “manager” to lead”*



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Current

Made by many

Pulled in

Shared

Open

Relational

# Concurrent impact

- Internal appointments, new opportunities
- Acting up into managerial roles
- Learning embedded through coaching

# Our learnings



“GREAT LEADERS DON’T SET OUT TO BE A LEADER... THEY SET OUT TO MAKE A DIFFERENCE. IT’S NEVER ABOUT THE ROLE – ALWAYS ABOUT THE GOAL.” LISA HAISHA



# Questions ?

## References

- School for Change Agents (2017) @NHSChangeDay
- McKinsey & Company (2017) McKinsey Quarterly
- Jeremy Heimens & Henry Timms. New Power: How it's changing the 21<sup>st</sup> Century and why you need to know (2018)

## Acknowledgements

- Mercy Hospitals Victoria AH Managers Group