

Values

Our values are our moral compass – they are integral to who we are, and drive the direction of our decisions. The values that are required for effective leadership in public healthcare are Compassion, Humility, Integrity and Public Service Purpose – in short, the essential **CHIP** driving our system.

Compassion

Demonstrating a personal interest in people, recognising the needs of others, and having a generosity of spirit to help and support them.

Humility

Viewing oneself accurately in relation to others, respecting the expertise of others, and treating others as equal. It is the quality of being comfortable not knowing all the answers, a willingness to admit mistakes and seeking the help of others when needed.

Integrity

Being honest and consistent in one's words, actions and beliefs. It is taking responsibility for one's actions, and having the moral courage to do the right thing for the right reason regardless of circumstances.

Public Service Purpose

Being driven by the larger mission and vision of public healthcare, wanting to work to benefit society – not being there for the position, but to help make a difference. It is about being driven by a sense of responsible stewardship, of leaving a legacy of service that is better than when one entered it.

Personal Qualities

Personal qualities are the less observable attributes. They are important for leaders' sustained effectiveness in healthcare.

Emotional Intelligence

To Have self-awareness and the ability to manage one's own strengths, weaknesses, emotions, and motivations. It is about being sensitive to others and able to manage interpersonal relationships.

Resilience

To be able to cope effectively with stressors, positively adapt to changes, and to perform and grow through times of challenge.

Learning Agility

It is about being always intensely curious to learn about oneself, others, and the world, and having a strong drive to seek opportunities to learn.

Outward Focus

Personal qualities are the less observable attributes. They are important for leaders' sustained effectiveness in healthcare.

Holistic Systems Thinking

Effective leaders think beyond their own area, understand the needs of the wider healthcare system and make decisions for the good of the system.

Visionary Leadership

Effective leaders think beyond their own area, understand the needs of the wider healthcare system and make decisions for the good of the system.

Driving Transformation

Effective leaders inspire and energise their followers, help them make sense of change, and give them the courage to look for different ways of doing things inside and outside the institution.

Nurturing Relationships

Developing Others

Effective leaders nurture commitment, create opportunities for growth and provide support and encouragement to help others achieve their full potential.

Collaborative Working

Effective leaders emphasise the importance of forming supportive and respectful relationships and drive collaboration and partnerships inside and outside institutions.

Empowered Working

Collective Leadership

Effective leaders harness the skills of everybody; they are humble and know when to take charge and when to step back to allow others to take the lead.

Courageous Communication

Effective leaders have the courage to challenge and speak out for what is right, and have the communication skills to galvanise people to take action.

Collective Leadership

Effective leaders take responsibility for actions and decisions, know when to stop doing things that are not working, and give others the confidence to take calculated risks.