

# Health administrarion

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Answer The major initiatives introduced within my healthcare organization for improving performance was fortnightly reflection report and monthly self assessment of the activities and outcome. The assessment emphasized the adaptability to changes and approach to tackle new issues and cases. The reflective practices proved to be of great help to the employees. It helped them to accept change with more understanding as it was having significant impact on their work performance. The self assessment questionnaire facilitated the supervisors to assess their work competencies and shortfalls. This helped them to take skill development programs and improve their performance. Most importantly, the reflective practice encouraged them to evolve and become more flexible to accept environmental changes vis-à-vis technology, cultural diversity, challenges of job etc.

Answer 2

While some believe that leadership is inherent, I am of the view that leadership traits can be developed. The various traits like accountability and strong sense of responsible behavior, integrity, honesty, critical thinking, flexibility, communication skill etc. are hugely important factors that make leaders effective. These traits are also something that can be cultivated. I foresee leadership development as means of enhancing the skills of communication, relationship building, improving decision making skills through informed choices. These things can be learnt through simulated clinical cases which are critical and require quick decisions. Moreover, interacting with senior and their peer group helps them to learn new ways of handling issues and resolve conflicts. Most importantly, programs must encourage acceptance of negative qualities so that they can be changed. It

should equip them to turn adverse circumstances into new opportunities for success. (words: 264)