

Hi-Touch Health Care: The Critical Six Soft Skills

Team Building and Collaboration Competency: Leadership Management Skills

(Delegation vs Dumping)

POST-TEST

1. The Joint Commission's 2016 "Summary of Sentinel Events" reveals the following three items are identified as the root causes of sentinel events:
 - a. Communication
 - b. _____
 - c. _____
2. Compare the differences between managers and leaders.
3. Describe an effective leader.
4. List and describe three benefits of delegating.
5. List and describe the 5 steps to delegation.

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KEY

1. b. Communication factor
 c. Leadership

2. Managers:
 - a. are administers
 - b. rely on control
 - c. have short range view
 - d. does things rightLeaders:
 - a. innovate
 - b. inspire
 - c. have long range perspective
 - d. does the right thing

3. Leaders are effective communicators, are motivators and are delegators

4. Benefits of delegating –
 It is efficient – more things get done
 It encourages growth by skill development
 It inspires confidence, because the delegatee feels valued

5. Realization – being willing to admit that we have too much to do in the time we have. We must learn to identify when we need help
 Observation – if the task is new to the person, take the time to allow the individual to watch you complete the task. This inspires confidence.
 Collaboration – to train an individual to successfully complete a task, take time to complete the task WITH the individual so that they can learn.
 Evaluation – after completing the task for the first time, reflect on how it went for both of you.
 Delegation – now the individual is ready to complete the task independently.