



LESSONS IN LEADERSHIP

Lived Experiences Reflected by Children's Healthcare Canada Leaders at the 2022 Annual Conference



The Children's Healthcare Canada annual conference convenes health system leaders from across the continuum of care. From front line emerging leaders to seasoned executive "c-suite" leaders, discussions in 2022 focused on hope and optimism in the aftermath of a historic flu and viral season, concurrent to a relentless global pandemic. Accounting for regional differences, their stories were remarkably comparable: in conference corridors and on stage, leaders spoke of the weight of uncertainty, the pace of change, and the value of partnerships.

LESSONS IN LEADERSHIP INVITED THE PERSPECTIVE OF FIVE SYSTEMS LEADERS TO CAPTURE INSIGHTS, INSPIRATION AND LESSONS LEARNED NAVIGATING AN UNPRECEDENTED PERIOD IN CHILDREN'S HEALTH.

The discussion on stage was unvarnished. All five leaders shared with authenticity how they were challenged by circumstances largely out of their control, and how they leveraged leadership capabilities to chart a path forward for their teams, and their organizations.

Children's Healthcare Canada has curated the following words of wisdom from this discussion to share and inspire our community to lead with dignity, humility and hope.

CHARACTERISTICS OF EFFECTIVE LEADERS

A true leader takes small steps forward towards a big goal. They are flexible, adaptable and don't strive for perfection. They see opportunity when challenges arise.

Effective leadership is reflected through authenticity, honesty, being straightforward with others and providing an example for others to follow.

Successful leaders motivate others to be the best they can be. They empower their team, based on their unique strengths.

As a leader, it is important to acknowledge that every person matters and has a role to play and understanding that having the right people on your team in the right roles is what really distinguishes a good team from a great team.

Good leaders demonstrate humility while building trust with teams, partner organizations, stakeholders, families and the community at large.

Wise leaders lead with tomorrow in mind, even if that means making difficult decisions today.

Building partnerships, effective collaborations and acknowledging that team success matters more than personal success are key components to building an effective team.



LEADING IN A CRISIS

Good leaders are humble, especially in a crisis.

Leadership is hard, but we can do hard things.

It's hard to be the person who says "I don't know", but it's okay to be uncertain and lean into your team to problem solve together.

Take the time to learn about yourself, and consider your strengths. Equally, identify the areas where others can help.

Leading in a crisis is tough. You will make good decisions and decisions you regret, but your team will trust and respect you if you lead with honesty and demonstrate integrity.

CARING FOR TEAMS

Be the leader who meets your team where they are and acknowledges their feelings. This simple action can help lift a weight off your team's shoulders and helps them see the path forward, even during uncertainty.

Building trust in a rapidly changing environment means that you need to hold space for people to breathe, acknowledge the challenging times. Support your team through effective communication, collaboration, being as transparent as possible and developing a caring community.

Teams thrive in a loving and caring environment. Put your people first, celebrate their contributions and recognize them for who they are.

Communicating your shared purpose can strengthen a team's overall performance, not just in times of stability, but especially in times of crisis.

SPEAKERS

Moderated by: Julia Hanigsberg,
CEO Holland Bloorview Kids Rehabilitation Hospital,
Chair Children's Healthcare Canada Board of Directors

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