

## Actions to Develop Managers Who Lead

You can take the following kinds of actions to develop your own leadership capacity and that of your staff and to improve working conditions.

- Conduct an assessment of your work group's climate as a basis for discussing with staff actions you can take to improve work climate. Work with teams to carry out those actions.
- Clarify the job duties of staff, giving supportive feedback, and show appreciation for the work they do.
- Involve employees in setting and monitoring progress toward goals.
- Develop a leadership development program at your level that focuses on teamwork to identify and solve problems, and train local facilitators to carry out this program widely.
- Create a positive work climate by treating people fairly with respect to salaries and benefits.
- Develop mentoring programs for new managers.
- Align key leaders around planning and implementing a coordinated national (or regional, provincial, local, or community) HCD strategy.



Management Sciences for Health. "Tackling the Crisis in Human Capacity Development for Health Services." *The Manager* (Cambridge, MA), vol. 13, no. 2 (2004): pp. 1–20.