

Strengthening Laboratory Leadership and Management

January 21-22, 2019

Mekong View Hotel, Phnom Penh

Terms of Reference

Competent management and personal leadership skills are vital for any organization and especially in healthcare to ensure quality service delivery to patients. However, few managers in healthcare are able to receive comprehensive training in organizational management and leadership skills. This 2-day program will initiate an individual learning process in each participant that is intended to spark personal behavior change and attitudes and in turn, improve hospital laboratory practice in the public sector in Cambodia. The program, with particular attention to cultural appropriateness and effectiveness, will focus on improving participants' competencies in leadership, communication, organizational management, and team building.

Learning objectives:

1. Learning to lead with success through commitment of change in personal behaviors.
2. Understand and apply Steven Covey's 7 Habits of Highly Effective People in your daily life which include the following topics:
 - a. **Be Proactive** (Achieve extraordinary results by consistently executing their resourcefulness and initiative to break through barriers.)
 - b. **Begin with the End in Mind** (Develop an outcome-oriented mindset in every activity they engage in—projects, meetings, presentations, contributions, etc.)
 - c. **Put First Things First** (Eliminate energy and time-wasting tendencies by focusing and executing on the team's wildly important goals with a weekly planning cadence.)
 - d. **Think Win-Win** (Lead teams that are motivated to perform superbly through a shared expectation and accountability process.)
 - e. **Seek First to Understand, Then to Be Understood** (Create an atmosphere of helpful give-and-take by taking the time to fully understand issues, and give candid and accurate feedback.)
 - f. **Synergize** (Demonstrate innovative problem-solving skills by seeking out differences and new and better alternatives.)
 - g. **Sharpen the Saw** (Actualize the highest and best contribution of everyone on a team by unlocking the total strength, passion, capability, and spirit of each individual.)

Target audience: Hospital Directors and Hospital Laboratory Managers

Training format: Didactic and interactive workshop

- Day 1 program for Hospital Directors, Lab Managers and others working in laboratory services

- Day 2 Lab managers and others working in laboratory services

Desired Outcome: The participants will experience leadership improvement by developing personal effectiveness and growing healthy relationships with other people.

- Assume full accountability for results.
- Identify what matters most in their work and personal lives.
- Prioritize and achieve their most important goals, instead of constantly reacting to urgencies.
- Collaborate more effectively by building relationships of trust and mutual benefit.
- Effectively communicate in all aspects of their lives, including the digital world.
- Approach problems and opportunities with creative collaboration.
- Integrate continuous improvement and learning

Reference: Stephen Covey’s “The 7 Habits of Highly Effective People” in Khmer translation. One of the most compelling books ever written, The 7 Habits of Highly Effective People®, have empowered and inspired readers for over 25 years and played a part in the transformation of millions of lives, across all age groups and professions. <https://www.franklincovey.com/the-7-habits.html>

Training schedule

Date	Time	Activities	Trainer
Day 1: Jan 21	8.00am - 8.30am	Registration	BMLS/I-TECH
	8.30am - 9.00am	Opening session	-Mr. Duk Nin, Westline Edu Grp -Dr PERRONE Lucy, I-TECH -Dr. SAU Sokunna, Deputy Director, BMLS/DHS
	9.00am-9.10am	Photo Session	All
	9.10am- 9.30am	Break	
	9.30am-9.45am	Pretest	All
	9.45am-10.00am	Leadership Course overview	Dr PERRONE Lucy, I-TECH
	10.00am-12.00am	Introduction of 7 Habits + Habits 1,2 & 3	
	12.00pm -1.30pm	Lunch	
	1.30pm – 3.00pm	Habits 4 & 5	Westline Edu Grp
	3.00pm-3.15pm	Break	
	3.15pm-4.30pm	Habits 6 & 7	Westline Edu Grp
	4.30pm-5.00pm	Course summary	Dr. SAU Sokunna

	8.00am- 8.15am	Attendance	I-TECH
	8.15am-8.45am	Re-cap 7H Group activity : Finding the missing pieces (H1:Practive)	Westline Edu Grp
	8.45am-9.00am	Individual work: Setting individual leadership goals (H2: End in Mind)	Westline Edu Grp
	9.00am – 9.15am	Video: Break into pieces Write down 3 actions you will do to achieve your goals (H3: Put first thing first)	Westline Edu Grp
	9.15am – 9.30am	Sharing personal goal with a buddy	Westline Edu Grp
	9.30am – 9.45am	Video: Accountability Reflection question: 1) Who needs to get involved when a problem arises in your laboratory? 2) How can you be accountable for your buddy personal goal?	Westline Edu Grp
	9.45am-10.00am	Reflection on Habit 1 to 3 -Using the missing pieces	Westline Edu Grp
	10.00am- 10.15am	Break	
	10.15am-10.25am	Recap of H4 to H6	Westline Edu Grp
	10.25am – 10.55am	Group Activity: Traffic Jam (H4: Think Win Win)	Westline Edu Grp
	10.55am – 11.10am	Group Activity:say what I say and do what I say (H5: Seek first to be understood to be understand)	Westline Edu Grp
	11.10am-11.40am	Group Activity: In the Hook (H6: Synergize)	Westline Edu Grp
	11.40am-11.50am	Reflection on Habit 4 to 6 (Using the missing pieces)	Westline Edu Grp
	11.50am-12.00pm	Reflection on Habit 7	Westline Edu Grp
	12.00pm -1.30pm	Lunch	
Day 2: Jan 22	1.30pm-3.00pm	Hospitality vs. customer service Watch: https://www.youtube.com/watch?v=OblQXejHts8 Reflect and respond: Do you think the author’s comments are relevant for laboratory services? If so, how? Aspiring to Excellence Watch: http://everydayleadership.org/video/348 Reflect and respond: What do you think it means to be excellent? Leading and motivating a team:	Dr. PERRONE Lucy

	<p>Watch: http://everydayleadership.org/video/104 Reflect and respond: What major point did you hear the speaker making? What did you think of what they said? Supporting your team Watch: http://everydayleadership.org/video/128 Reflect and respond: What did you think about what the speaker said? Changing the course Watch: http://everydayleadership.org/video/205 Reflect and respond: What did you think about what the speaker said? Is there any issue your dealing with that you'd like to change the course? What's keeping you from making changes you think would help your organization be more effective? Listen and learn Watch: http://everydayleadership.org/video/414 Reflect and respond: What tools can you start using to be more effective listener and follow up?</p>	
3.00pm-3.15pm	Break	
3.15pm-4.45pm	<p>Lead from the front Watch: http://everydayleadership.org/video/14 Lead from the back Watch: http://everydayleadership.org/video/166 Lead from the front and the back Watch: http://everydayleadership.org/video/169 Reflect and respond to the 3 videos: What are your thoughts on the leaders job and how they should operationalize that? Parking lot issues/Hot topics to cover more in depth/carry forward from the last 2 days -</p>	<p>Dr. PERRONE Lucy</p>
4.45pm-5.00pm	Summary	Dr. SAU Sokunna

Trainers:

Trainer: Bio Professor Lucy A. Perrone MSPH, PhD

Principle Investigator, Laboratory Systems Strengthening, Director, Certificate Program in Laboratory Leadership and Management, International Training & Education Center for Health (I-TECH), Assistant Professor, Department of Global Health, School of Public Health, Adjunct Assistant Professor, Department of Laboratory Medicine, School of Medicine, University of Washington, Seattle, WA., Associate Member, Faculty of Medicine, Department of Pathology and Laboratory Medicine, University of British Columbia, Vancouver, BC, Canada



Trainer / content developer profile Lead trainer – Mr Pech Bolen

Mr. Pech Bolen has impressive experience in Business planning, business development, and human resource management. He started his management career at a very young age as a branch manager. From 1997 to 2008, Mr. Bolen managed more than 1,000 employees for one of the biggest educational institutes at that time.



Now, Mr. Bolen is a very successful entrepreneur, investor, and Chief Executive Officer. He was awarded as an outstanding ASEAN-CHINA young entrepreneur 2011. Mr. Bolen currently is the chairman and CEO of Westline Education Group Co., Ltd., 2016 President of Junior Chamber International (JCI) Cambodia, Phnom Penh, Vice-President of Young Entrepreneurs Association of Cambodia (YEAC), Board Member of Cambodia Investor Club (CIC) and Member of Business Network International (BNI).

Mr. Bolen has worked in the fields of management, organizational development, and human resource management for more than 20 years. His areas of expertise are in strategic management, supervisory skills, motivation, organizational development, leading with emotional intelligence and leadership.

Mr Bolen also bring in the 7 habits of highly effective people to Cambodia in 2016. Since then he has been practicing not just in personal life, with family but also in the organization. He is a strong believer in making life changes of others by using the 7 habits.

Content developer – Mr Benjamin Tai

- ***Master of Arts in Life Long Learning - University of London***
- ***Bachelor of Science in Business Studies - Loughborough University (UK), 2nd Upper Honour • Advance Diploma in International Business – Nanyang Polytechnic***
- ***Diploma in Electronic Engineering – Ngee Ann Polytechnic***
- ***WQS Diploma in Adult and Continuing Education – Institute of Adult Learning***
- ***WSQ Advanced Certificate in Training and Assessment – Singapore Training & Development Association***



Benjamin is from Singapore and currently the Chief Business Officer and Vice President with Westline Education Group Co., Ltd. (WEG). Part of his work include managing the ETS TOEFL iBT / ITP test centre; TESOL program, customized English program, education consultancy and oversea study consultancy center. He is also the practice lead (General Manager) for the Franklin Covey (aka 7 habits) Cambodia that provide training and implementation of the Lead in Me program at school. Prior joining WEG, he work with a Singapore Government Institute to provide training, consultancy, coaching and assessment to various business.

His area of expertise includes customer service, going the extra mile service, safety and security, working as a team, supervisory and management skill, problem solving, operation management, sales and marketing and others. Benjamin also have more than over twenty years of work experiences in the fast food (McDonald's and Yoshinoya), retail (eWorldofsports and 7-Eleven). He has been explored to various management cultures from the both the East and West. Also he will help organization to set their mission, vision and values and also a sustainable training and development plan that met the organization needs.

