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The Impact of CSSD Leadership on Workflow to Ensure Quality and Productivity

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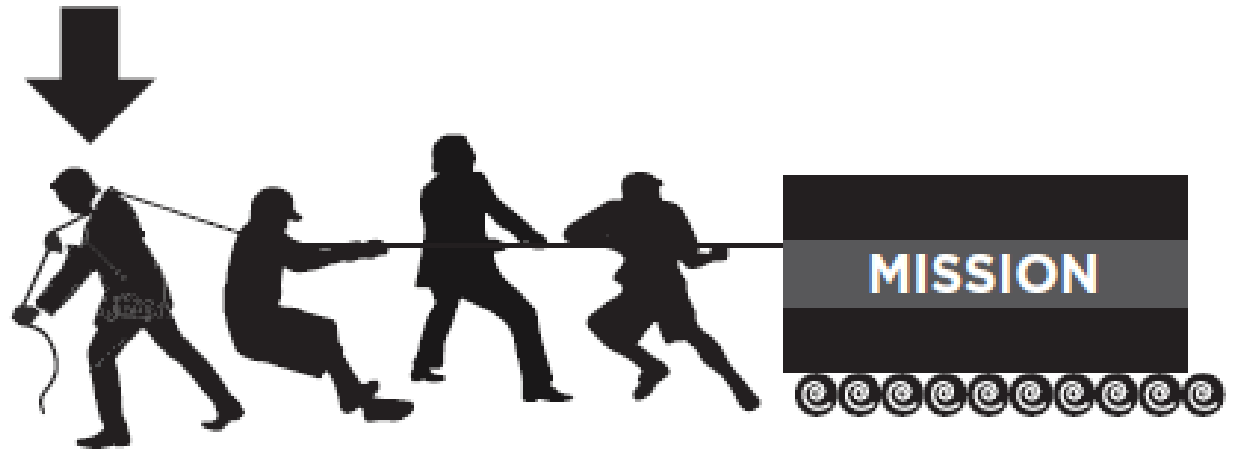
Are you
A leader



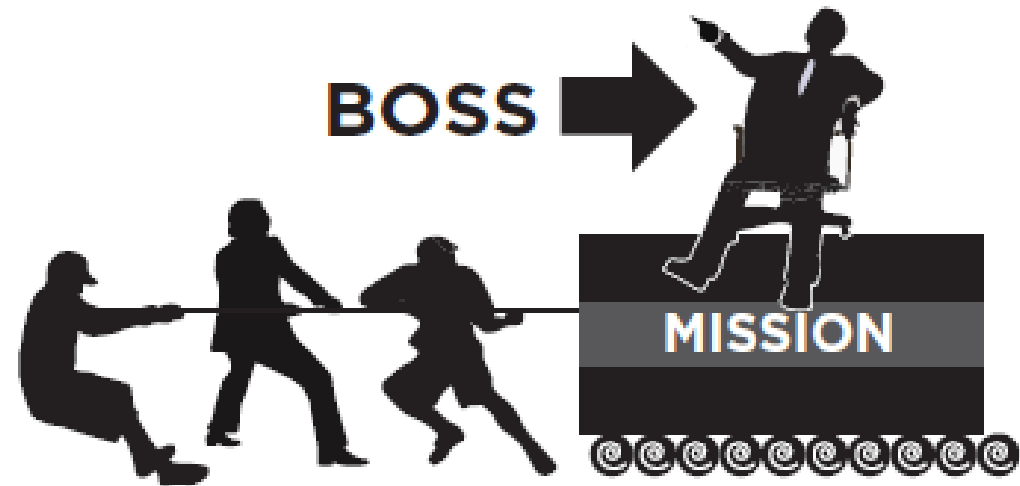
DO YOU
KNOW YOUR
POSITION
HERE ?

LEADER
or
MANAGER

LEADER



BOSS



LEADERSHIP

in CSSD

defined as



A process whereby an individual influences a group of individuals to achieve a common goal.



Requires leader to drive the department in the right direction,



Navigate and overcome challenges, and guide staff along the way.



MANAGEMENT

Is the production of acceptable results within Known constraints and conditions.

- **Manager is a positional equity.**
- **Management is not leadership.**

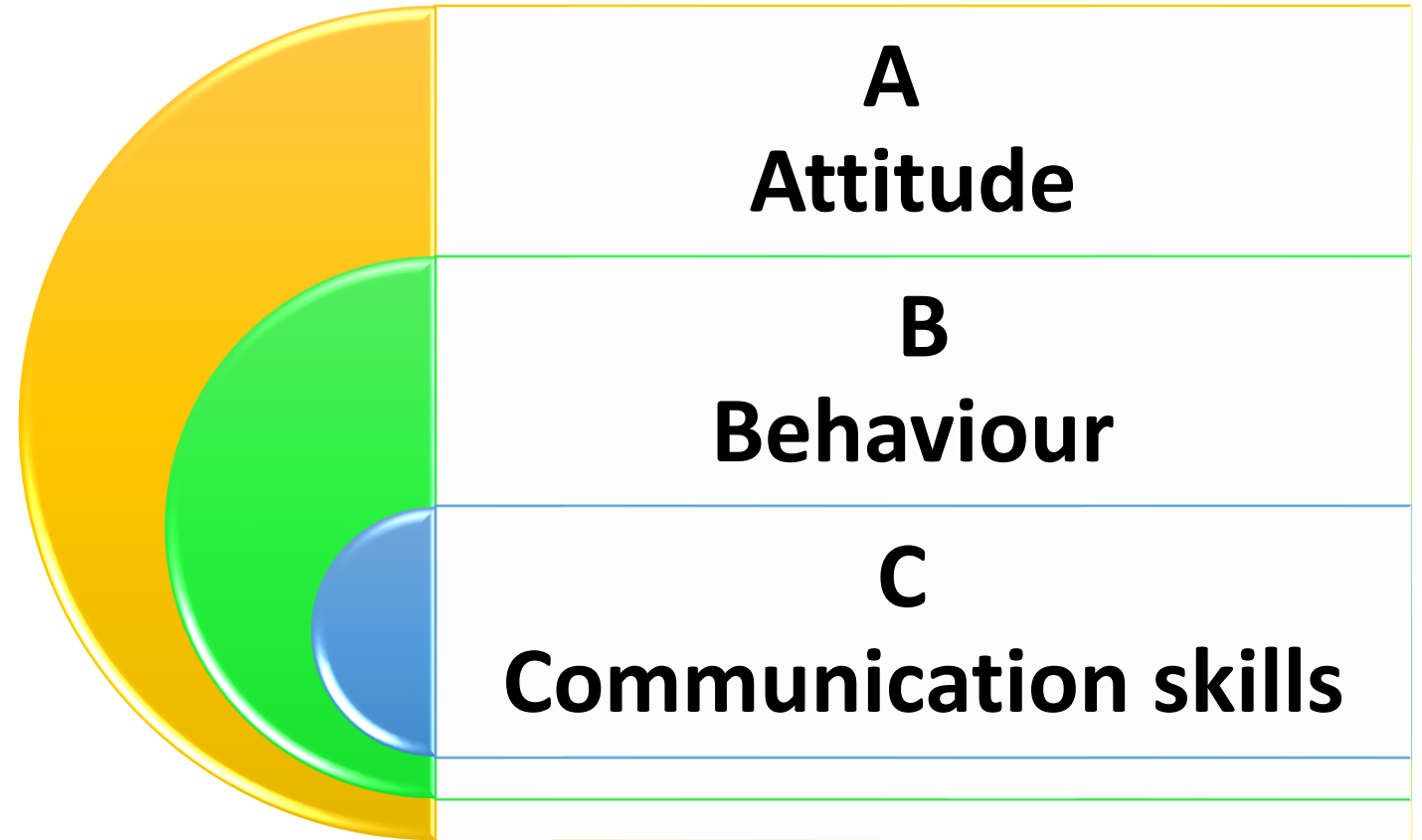
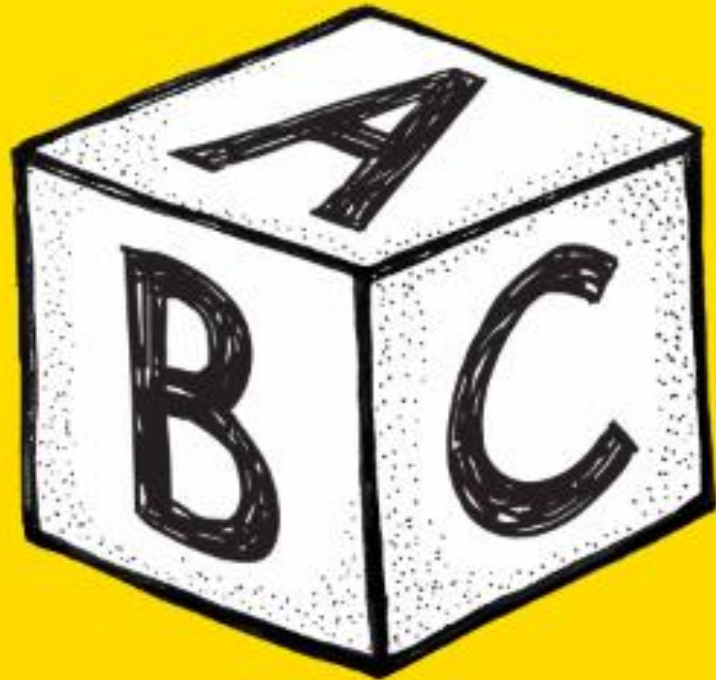


CSSD Leader says:

Sterilization
technicians
work as body
organs.
Each organ has
a function
associated with
other organs



ABC for Leaders



The Leader's basic approach

B.E.C.C.



BELIEVE



ENCOURAGE



CHALLENGE

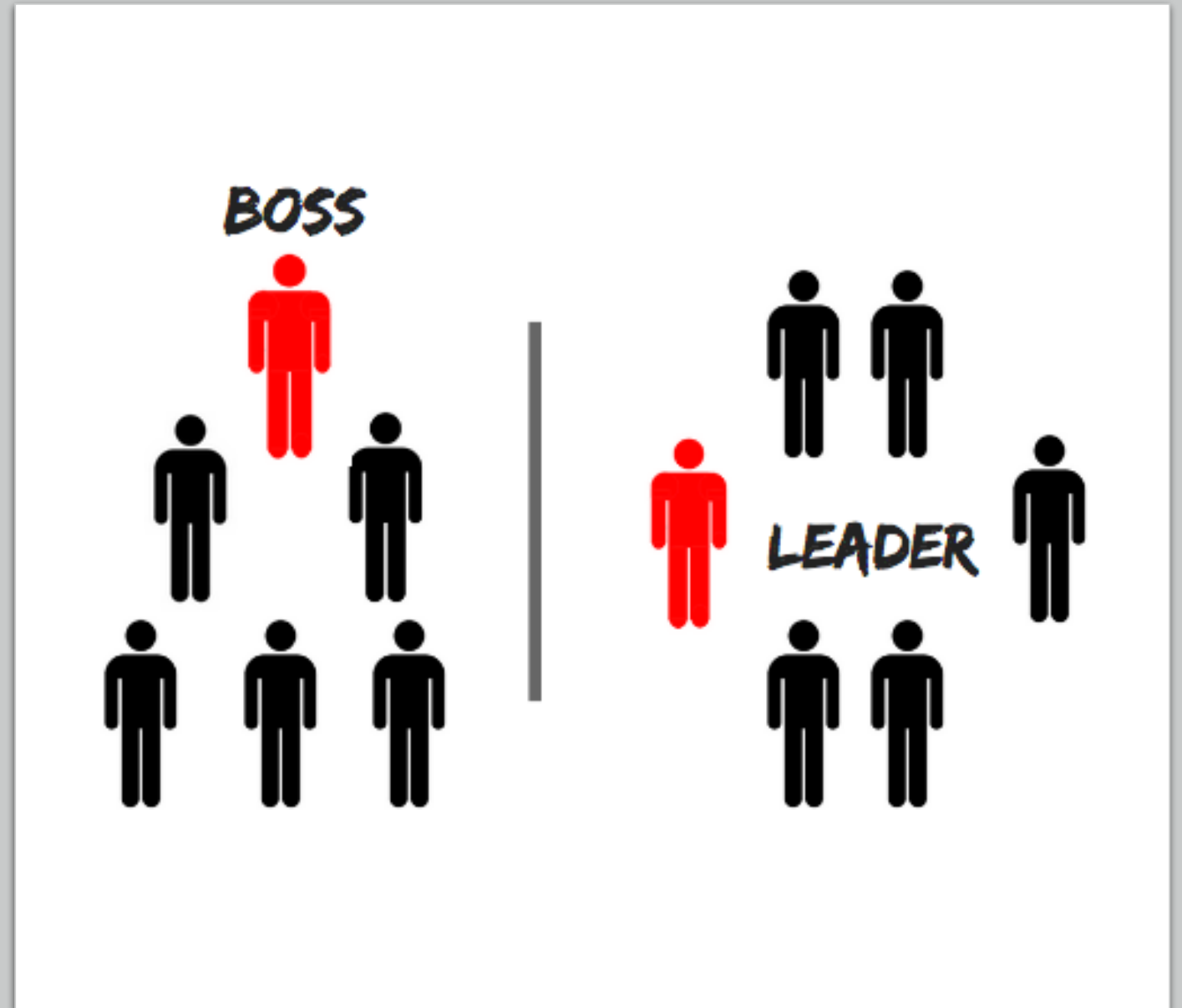


CORRECT



CSSD Leaders:

- Are not above the followers
- Are not better than followers
- Are interactive with internal team members and external stakeholder



Leadership skills are highlight with:



CSSD

Manager

Responsible

for

- Design and implementation of PP
- Work Schedules
- Record keeping
- Customer Service
- Decision Making
- Time management
- Conflict Management
- Work Simplification

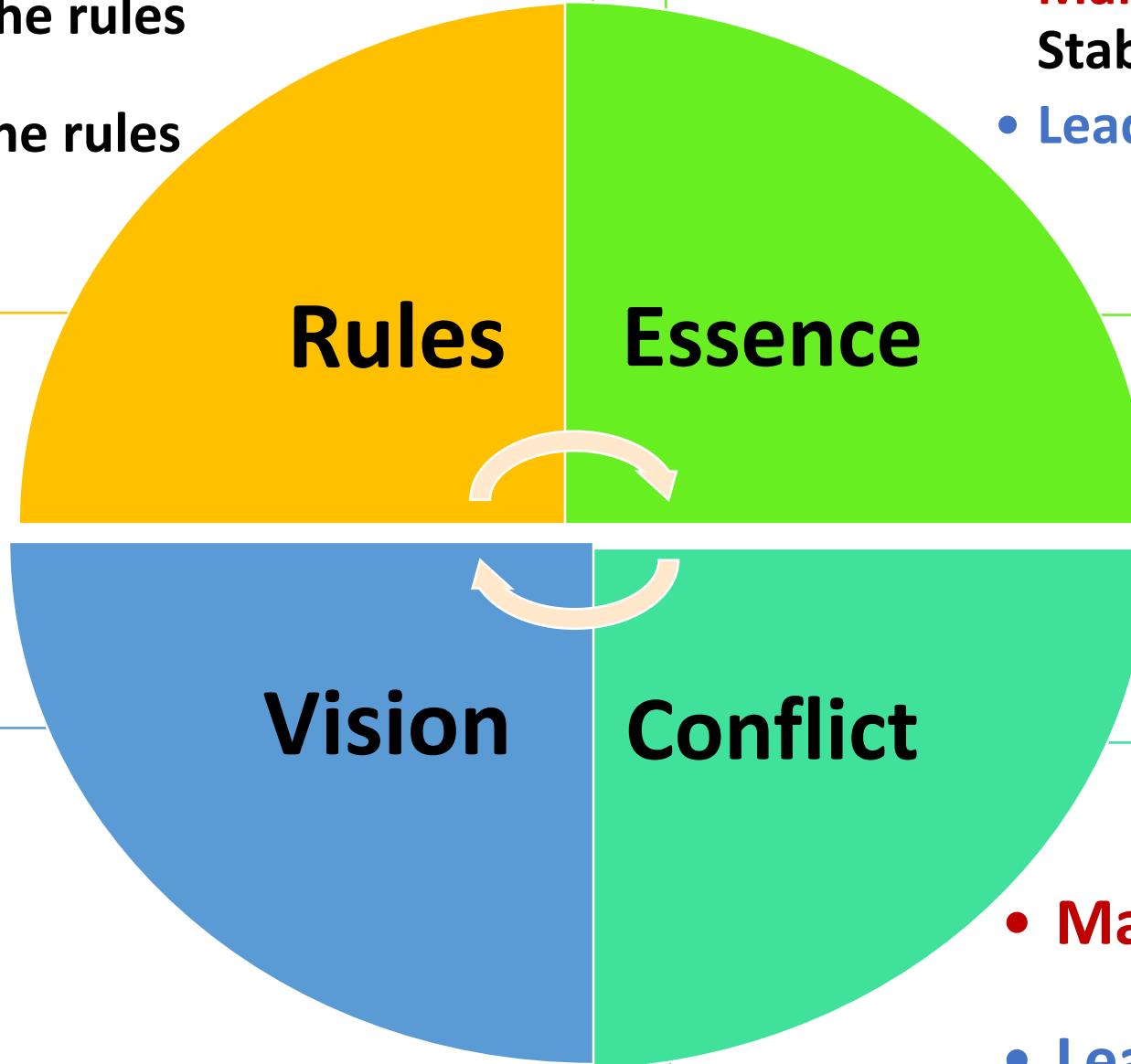
Manager X Leaders



Administers	Innovates
Does Things Right	Does The Right Thing
Investigates	Maintains
Develops	may ask HOW and WHEN
Imitates	Originates



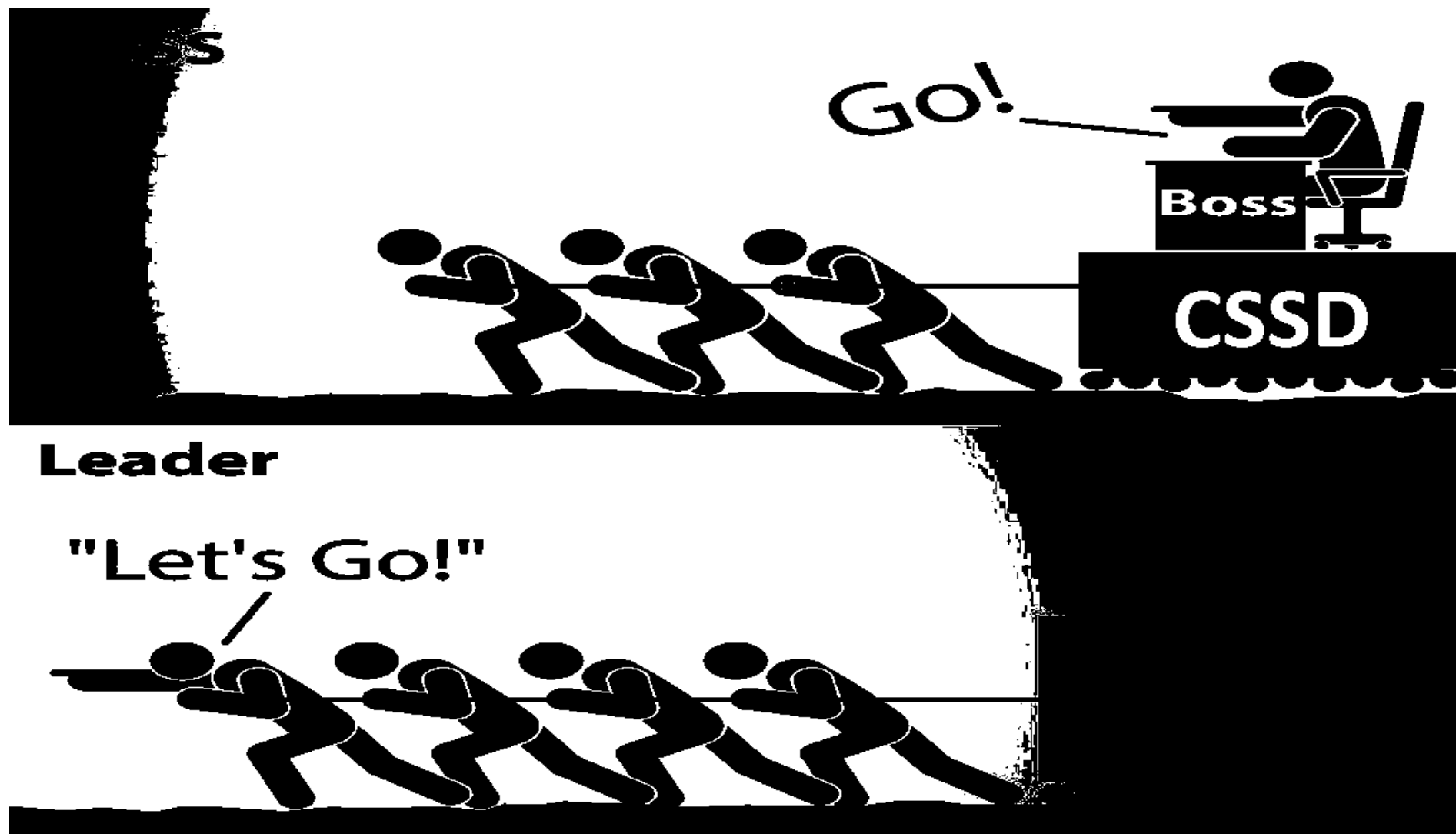
- **Managers** makes the rules
- **Leaders** redefine the rules



- **Managers** is all about Stability
- **Leaders** is about change

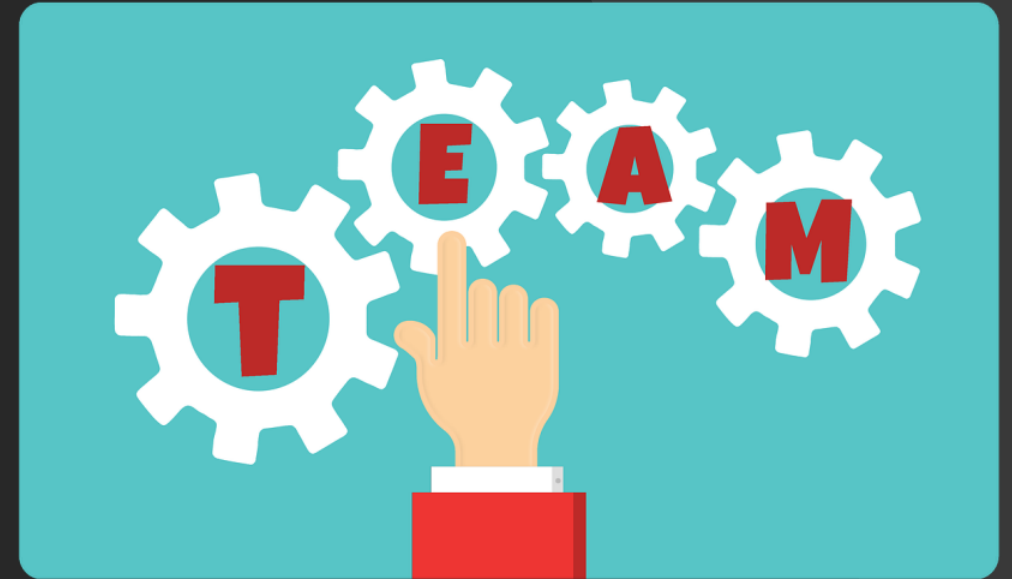
- **Managers** Tell
- **Leaders** Sell

- **Managers** Avoid
- **Leaders** Use



The Impact of Leadership on CSSD Teamwork

- Leading a group of certified SPD technicians working together and providing their expertise and knowledge to achieve a defined goal.
- Creating a good Teamwork and able to get along with their colleagues and work together in a cohesive group.

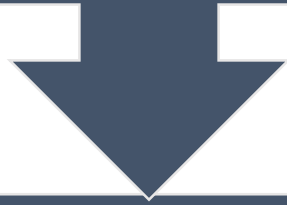


Team Building

Process of establishing and developing a greater sense of collaboration and trust between team members.



Fulfilling Mission:
skills + knowledge ► a stronger outcome towards the mission



Work Completion :
people + enthusiasm + support ► complete the mission

Why Should We Be a Team?

How does a Team Work Best?

- ✓ Commitment
- ✓ Roles & responsibilities
- ✓ Decision systems, communication
- ✓ Work procedures
- ✓ Good personal relationships



Teamwork Skills



Listen

Question

Persuade

Respect

Help

Share

Participate



Team Roles

❖ Leader

- ✓ Encourages & maintains open communication
- ✓ Leads by setting a good example
- ✓ Motivates and inspires team members
- ✓ Helps the team focus on the task
- ✓ Facilitates problem solving and collaboration
- ✓ Maintains healthy group dynamics
- ✓ Encourages creativity and risk-taking
- ✓ Recognizes and celebrates team member contributions





Team Roles

❖ Devil's Advocate/ Skeptic

This is someone whose responsibility is to look for potential flaws in an idea.



❖ Recorder

records ideas a team member may have..

It is important that this person quote a team member accurately and not "edit" or evaluate them

Recipe for Successful Team

- ✓ Clear communication
- ✓ Balanced participation
- ✓ Good personal relationships
- ✓ Awareness of the group process
- ✓ Effective systems and processes
- ✓ Beneficial team behaviors; well-defined decision procedures and ground rules

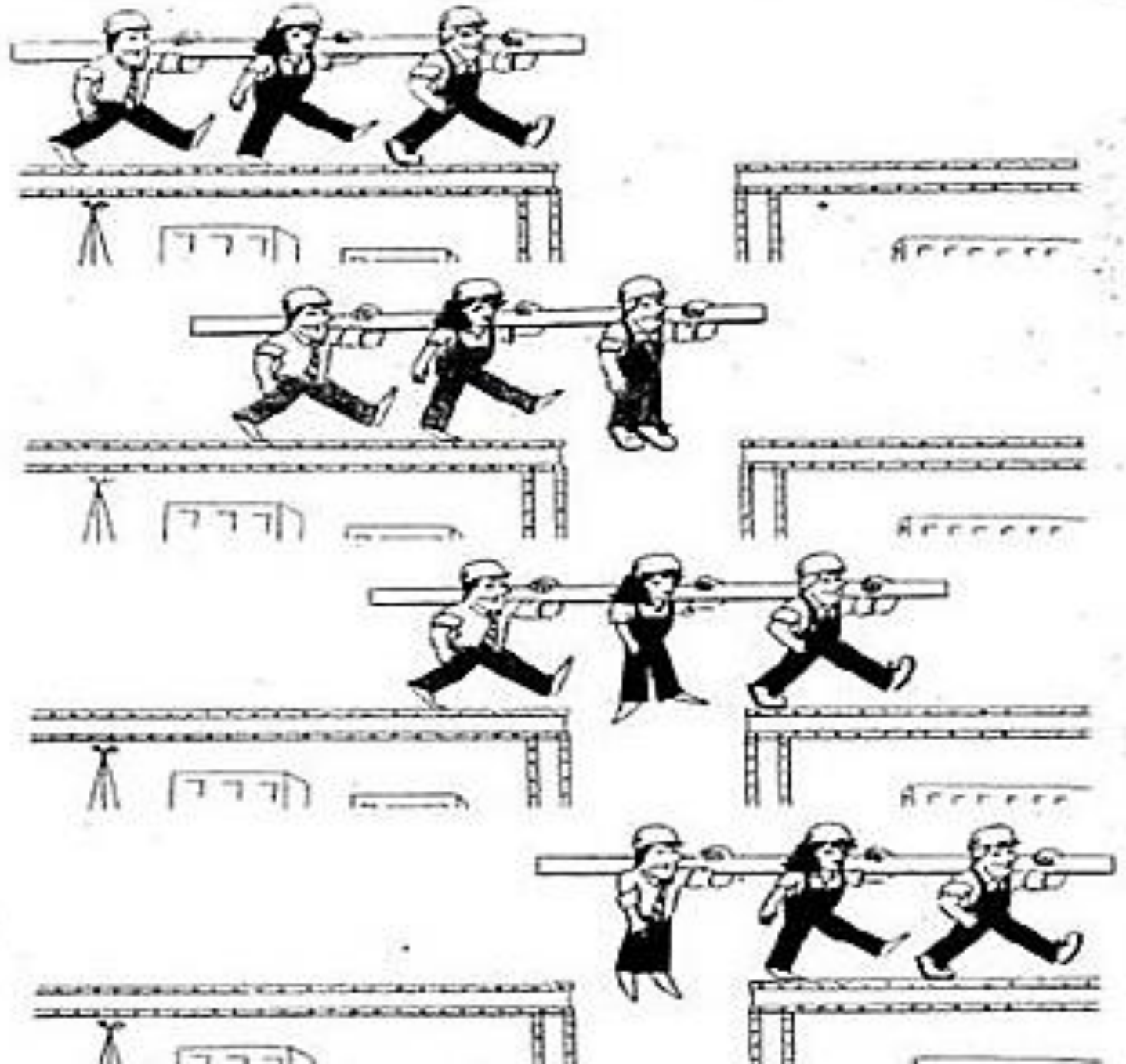




Every Team Member Can Help!

Has times
when
they need
support

Every member
in a team . . .



Everyone
must hang in
there!



If you want to
go far enough,
go in a group

If you want to
go fast, you go
alone.



Lets go together



Veterans and Experts in The CSSD Field (Gulf Region)



DR. YASER OKAL/ KSA



DR. VIRGILIO JACKSON/ UAE



MR. MOHD HAWAMDEH/ JOR



MR. KHALED FLEMBAN/ KSA



MR. MONIR HATHROUBI



MR. ALI SALEM/ OMAN



MR. TAHER ALBOLOSHI/ OMAN



MR. SAMI WASEL/ KSA