Leadership Analysis

Name of Student

Institutional affiliations

The top three strengths for me as a leader are communication, keeping my words and a sense of continuous learning for me and my other employees.

The communication skill is used by me daily when I meet various clients and patients. Sometimes, I come across relatives of patients who are completely distressed due to disease of their loved ones. I communicate with my staff according to the requirements of patients and other clients so that they know what is required at this center.

 Another aspect of effective communication is that I communicate with management and patients at the same time so there are various kinds of communication used. My friends relate my communication ability to the distinctions in debates that I achieved during my school and college years. My colleagues think that the direct interaction with customers and patients at this workplace has helped me improve my communication skill. Another aspect that is considered important especially by my colleagues is my strong observation that helps me to assess the things around me. This also allows me to assess the nature of patients and clients who visit us in a majority. In my college days, I used to observe the behavior of my friends and pointed out any change therein which was caused by some other factor. My teachers also appreciated the way I spoke and included many points from my observations in discussion. In the organizational setting, observation has been very helpful in adding useful points to discussion. The top management is of the opinion that my communication with them needs little improvement with the help of training. This opinion is based on the fact that there have been some instances in which I have argued with them on certain actions which were against clients’ interest. The veterans specifically require a polite way of communication so I have adopted a much lighter tone in the office. Live sessions can show me best practices in communication implemented by other organizations.

The continuous learning or curiosity will mean that I will try and find new ways of doing things other than ordinary ways. This will first require that I will be continuously learning new things to be implemented in business. There can be a considerable role of technology in this regard because that will allow us to maintain better customer records. My fellow students always told me that I stayed ahead of the class by reading about lecture of the day in advance so that I can better interact with the teacher regarding the concepts studied. The higher management of my organization has a mixed review of this skill. Some members of top management like this because it helps them to foresee the future actions of some other firms. This also helps me to keep an eye on changes taking place in the internal and external environments and the impact these changes will have on the organization. My co-workers have clearly stated that this skill of mine is dangerous for them because it will make me prominent in the eyes of top management. Further training in this regard will help me decide about my reaction in a better way. This strength will be very helpful in achieving my professional goals because continuous learning will help me to improve my skills over a period of time. In an organizational context, people are least likely to teach their juniors in a formal manner so there is a need for informal learning that is initiated by a person himself. Some people above me have encouraged this skill and asked me to assess various situations in normal course of business. This skill will help me to learn continuously about people whom I am serving. I can note any changes in the case of any client and learn how to handle these changes within given context. Continuous learning also helps me to experiment new ways to help my clients. Live sessions will allow us to see advantages of continuous learning is some other similar organization.

The leadership quality of keeping my words will be the most important in organizational context. My friends know that I normally do what I say and keep my words. They did not have to remind me about any promises or words. It is very important that a leader does not revert from his words because this will decrease authenticity of his words for the next time. I will have to use the skills of observation and continuous learning to decide what promises should be made with clients at any given point in time. A practical example can be given when a manager promised an increase in benefits for clients but that could not be fulfilled because there were not enough resources available with the organization. This meant that the manager did not read the situation appropriately and could not keep the words as a result. Training will play an important part in improving this skill by teaching the employees how to assess internal and external environment. This is important because whatever a leader says or promises will be affected by these changes. Live sessions may show the real life case studies of organizations where some external factor has not allowed a manager to keep his words. Top management at our organization give a very high consideration to this aspect because this affects operations both bottom up and top down. In my scenario, clients and patients should be promised things which are within resources of organization. This is even more important in my scenario because I have to interact with veterans who cannot come back easily to our facility.