



of blocks. The building  
together. in

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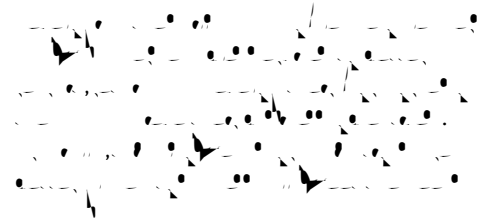
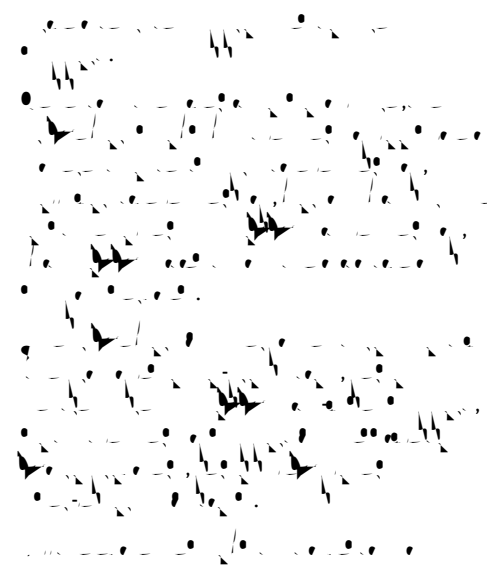
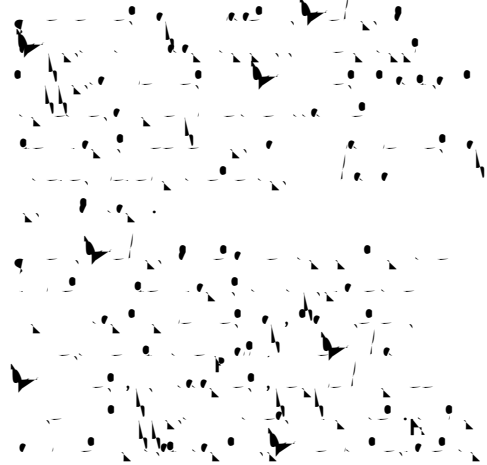
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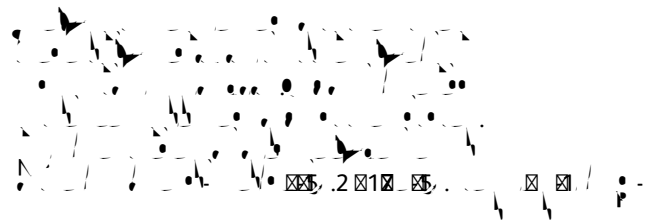
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It's not all of us  
It's not all of us

## Introduction by Sharon Allen

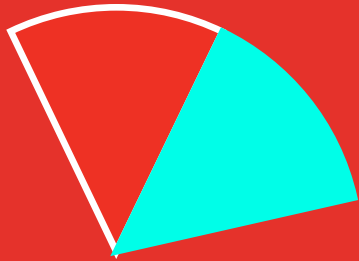


## The role of the Framework






# Demonstrating personal qualities









# Working with others



# Developing networks

1. Develop a network of people who can help you  
 2. Find people who can help you  
 3. Find people who can help you  
 4. Find people who can help you  
 5. Find people who can help you  
 6. Find people who can help you  
 7. Find people who can help you  
 8. Find people who can help you  
 9. Find people who can help you  
 10. Find people who can help you

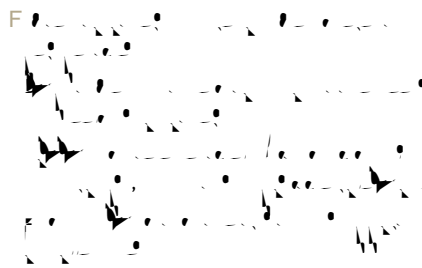
Good leaders:



# Building and maintaining relationships

1. Develop a network of people who can help you  
 2. Find people who can help you  
 3. Find people who can help you  
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 6. Find people who can help you  
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 8. Find people who can help you  
 9. Find people who can help you  
 10. Find people who can help you

Good leaders:



What leadership looks like	
Front-line Worker	<ul style="list-style-type: none"> <li>• Focuses on the day-to-day tasks of the organization</li> <li>• Works closely with customers and clients</li> <li>• Provides excellent customer service</li> <li>• Ensures that all tasks are completed on time</li> <li>• Maintains high standards of quality</li> </ul>
Front-line Leadership	<ul style="list-style-type: none"> <li>• Focuses on the day-to-day tasks of the organization</li> <li>• Works closely with customers and clients</li> <li>• Provides excellent customer service</li> <li>• Ensures that all tasks are completed on time</li> <li>• Maintains high standards of quality</li> </ul>
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Strategic Leadership	<ul style="list-style-type: none"> <li>• Focuses on the day-to-day tasks of the organization</li> <li>• Works closely with customers and clients</li> <li>• Provides excellent customer service</li> <li>• Ensures that all tasks are completed on time</li> <li>• Maintains high standards of quality</li> </ul>

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# Encouraging contribution

- Encourage contribution
- Encourage contribution
- Encourage contribution
- Encourage contribution

Good leaders:



# Working within teams

- Encourage contribution
- Encourage contribution
- Encourage contribution

Good leaders:



What leadership looks like	
Front-line Worker	→ Encourage contribution
Front-line Leadership	→ Encourage contribution
Operational Leadership	→ Encourage contribution
Strategic Leadership	→ Encourage contribution

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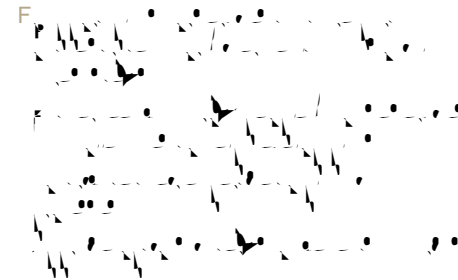
# Managing services



## Planning

- **Planning** is the process of defining the organization's strategy, setting objectives, and determining the actions and resources needed to achieve those objectives.
- **Planning** is a continuous process that evolves as the organization's environment changes.
- **Planning** is a key function of management that helps to ensure the organization's success.

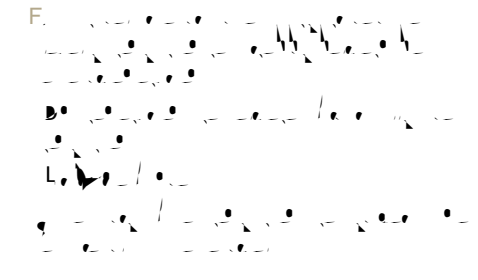
Good leaders:



## Managing resources

- **Managing resources** is the process of identifying, allocating, and utilizing the organization's resources (human, financial, and physical) to achieve its goals.
- **Managing resources** is a key function of management that helps to ensure the organization's success.
- **Managing resources** is a continuous process that evolves as the organization's environment changes.

Good leaders:



### What leadership looks like

Front-line Worker	→ Front-line workers are responsible for performing the organization's core tasks and providing customer service. They are the face of the organization and play a critical role in ensuring customer satisfaction.
Front-line Leadership	→ Front-line leaders are responsible for managing and motivating the front-line workers. They are responsible for ensuring that the workers have the resources and support they need to perform their jobs effectively.
Operational Leadership	→ Operational leaders are responsible for managing the organization's day-to-day operations. They are responsible for ensuring that the organization's processes are efficient and effective.
Strategic Leadership	→ Strategic leaders are responsible for setting the organization's long-term vision and strategy. They are responsible for ensuring that the organization is positioned to succeed in the future.

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## Managing people

Good leaders:







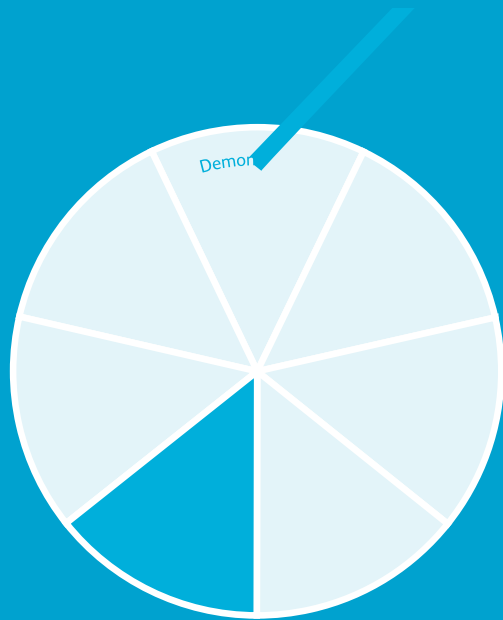









# Setting direction

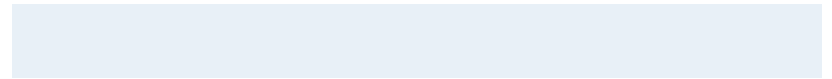
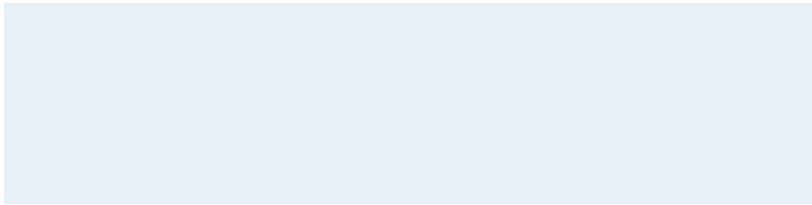


## Identifying the contexts for change

- External context
- Internal context
- Organizational context
- Cultural context
- Technological context
- Environmental context
- Industry context
- Regulatory context
- Stakeholder context
- Market context
- Competitive context

Good leaders:

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## Making decisions

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Good leaders:







# Creating the vision

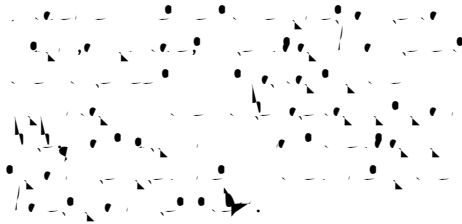


## Developing the vision for the organisation

Good leaders:



What leadership looks like within the whole organisation/wider social care and support sector:



## Communicating the vision

Good leaders:



What leadership looks like within the whole organisation/wider social care and support sector:



## In unencing the vision of the wider health and social care system

Good leaders:



What leadership looks like within the whole organisation/wider social care and support sector:

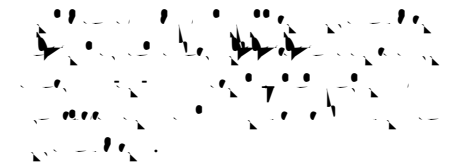


## Embodying the vision

Good leaders:



What leadership looks like within the whole organisation/wider social care and support sector:





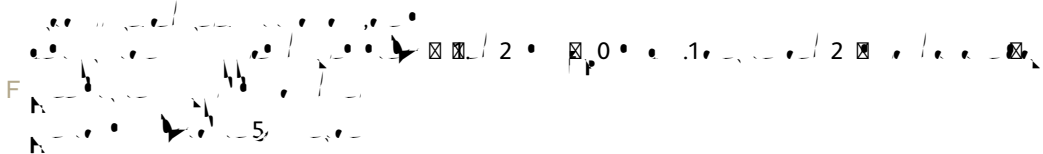
# Delivering the strategy

# Framing the strategy

Good leaders:



What leadership looks like within the whole organisation/wider social care and support sector:



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In June 2014 the National Skills Academy for Social Care merged with Skills for Care



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