



of blocks. The building
together. in

Contents

Introduction by Sharon Allen 03

Demonstrating personal qualities 11

F  13

L  1

 5

 1

Working with others 17

F  1



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

Introduction by Sharon Allen

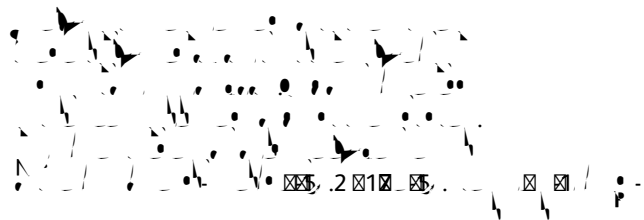
As I sit here, I am thinking about the many ways in which we are connected to one another. It is a thought that has been on my mind for some time now, and it is one that I believe is of great importance to all of us. We live in a world that is constantly changing, and it is our responsibility to ensure that we are all moving forward together. I believe that we can do this by working together, by supporting one another, and by being open to new ideas and perspectives. I hope that this book will provide you with the tools and inspiration you need to do this. Thank you for taking the time to read this introduction.

It is a thought that has been on my mind for some time now, and it is one that I believe is of great importance to all of us. We live in a world that is constantly changing, and it is our responsibility to ensure that we are all moving forward together. I believe that we can do this by working together, by supporting one another, and by being open to new ideas and perspectives. I hope that this book will provide you with the tools and inspiration you need to do this. Thank you for taking the time to read this introduction.

As I sit here, I am thinking about the many ways in which we are connected to one another. It is a thought that has been on my mind for some time now, and it is one that I believe is of great importance to all of us. We live in a world that is constantly changing, and it is our responsibility to ensure that we are all moving forward together. I believe that we can do this by working together, by supporting one another, and by being open to new ideas and perspectives. I hope that this book will provide you with the tools and inspiration you need to do this. Thank you for taking the time to read this introduction.

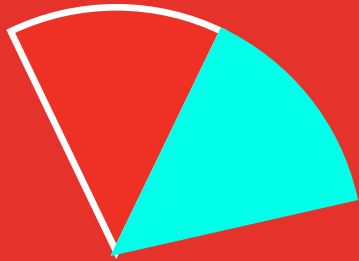
It is a thought that has been on my mind for some time now, and it is one that I believe is of great importance to all of us. We live in a world that is constantly changing, and it is our responsibility to ensure that we are all moving forward together. I believe that we can do this by working together, by supporting one another, and by being open to new ideas and perspectives. I hope that this book will provide you with the tools and inspiration you need to do this. Thank you for taking the time to read this introduction.

The role of the Framework





Demonstrating personal qualities



Working with others



Developing networks

1. The network is a complex web of relationships that is constantly evolving. It is not a static structure, but a dynamic system that adapts to changing circumstances.

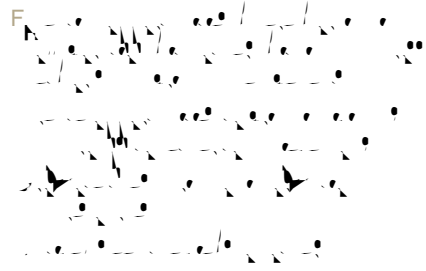
2. The network is a source of information and knowledge. It allows individuals to access a wide range of perspectives and expertise, which can be used to solve problems and make decisions.

3. The network is a source of support and resources. It provides individuals with the opportunity to seek help and advice from others who have been in similar situations.

4. The network is a source of motivation and inspiration. It allows individuals to see others who are achieving their goals and to learn from their experiences.

5. The network is a source of accountability and responsibility. It allows individuals to see the impact of their actions on others and to be held accountable for their behavior.

Good leaders:



Building and maintaining relationships

1. Relationships are the foundation of a strong network. They are the connections between individuals that allow them to work together and achieve their goals.

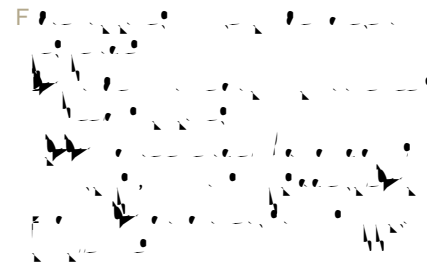
2. Relationships are built through communication and interaction. It is important to listen to others and to share your own thoughts and feelings.

3. Relationships are maintained through ongoing communication and support. It is important to check in with others regularly and to offer help when needed.

4. Relationships are strengthened through shared experiences and challenges. Working together on a project or facing a difficult situation can bring people closer together.

5. Relationships are valued and respected. It is important to treat others with dignity and to recognize their contributions.

Good leaders:



What leadership looks like	
Front-line Worker	<p> Front-line workers are the backbone of any organization. They are the ones who interact directly with customers and clients. They are responsible for providing excellent service and ensuring that the organization's mission is fulfilled. </p>
Front-line Leadership	<p> Front-line leadership is the ability to inspire and motivate others to perform at their best. It is the ability to see the potential in others and to help them realize it. </p>
Operational Leadership	<p> Operational leadership is the ability to manage the day-to-day operations of an organization. It is the ability to ensure that everything is running smoothly and efficiently. </p>
Strategic Leadership	<p> Strategic leadership is the ability to see the big picture and to develop a vision for the future. It is the ability to make decisions that will shape the organization's long-term success. </p>

What leadership looks like	
Front-line Worker	<p> Front-line workers are the backbone of any organization. They are the ones who interact directly with customers and clients. They are responsible for providing excellent service and ensuring that the organization's mission is fulfilled. </p>
Front-line Leadership	<p> Front-line leadership is the ability to inspire and motivate others to perform at their best. It is the ability to see the potential in others and to help them realize it. </p>
Operational Leadership	<p> Operational leadership is the ability to manage the day-to-day operations of an organization. It is the ability to ensure that everything is running smoothly and efficiently. </p>
Strategic Leadership	<p> Strategic leadership is the ability to see the big picture and to develop a vision for the future. It is the ability to make decisions that will shape the organization's long-term success. </p>

Str1 Tf s /T1_1 1 T9/P <</MCID 2 1 0ccwarem1_1 1 T8.5 634.8583p 0.123 scnb->BDe(es)]TJ EMC9ssTJ EMC9ssTJ EMC9

Encouraging contribution

- Encourage contribution from all team members
- Encourage team members to share their ideas
- Encourage team members to share their knowledge
- Encourage team members to share their experiences

Good leaders:



Working within teams

- Encourage team members to work together
- Encourage team members to support each other
- Encourage team members to share their resources

Good leaders:



What leadership looks like	
Front-line Worker	<ul style="list-style-type: none"> • Focus on the day-to-day tasks of the team • Encourage team members to work together • Encourage team members to support each other • Encourage team members to share their resources
Front-line Leadership	<ul style="list-style-type: none"> • Focus on the day-to-day tasks of the team • Encourage team members to work together • Encourage team members to support each other • Encourage team members to share their resources
Operational Leadership	<ul style="list-style-type: none"> • Focus on the day-to-day tasks of the team • Encourage team members to work together • Encourage team members to support each other • Encourage team members to share their resources
Strategic Leadership	<ul style="list-style-type: none"> • Focus on the long-term goals of the team • Encourage team members to work together • Encourage team members to support each other • Encourage team members to share their resources

What leadership looks like	
Front-line Worker	<ul style="list-style-type: none"> • Focus on the day-to-day tasks of the team • Encourage team members to work together • Encourage team members to support each other • Encourage team members to share their resources
Front-line Leadership	<ul style="list-style-type: none"> • Focus on the day-to-day tasks of the team • Encourage team members to work together • Encourage team members to support each other • Encourage team members to share their resources
Operational Leadership	<ul style="list-style-type: none"> • Focus on the day-to-day tasks of the team • Encourage team members to work together • Encourage team members to support each other • Encourage team members to share their resources
Strategic Leadership	<ul style="list-style-type: none"> • Focus on the long-term goals of the team • Encourage team members to work together • Encourage team members to support each other • Encourage team members to share their resources

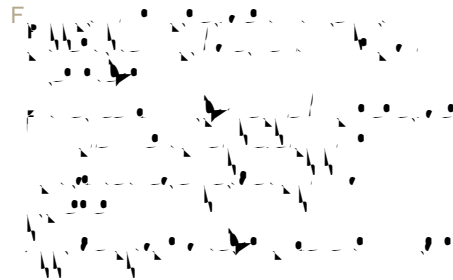
Managing services



Planning

- **Planning** is the process of defining the organization's future direction and determining the best way to achieve that direction.
- **Planning** involves setting goals, identifying resources, and developing a strategy to achieve those goals.
- **Planning** is a continuous process that evolves as the organization's environment changes.

Good leaders:



Managing resources

- **Managing resources** involves allocating and utilizing the organization's assets (human, financial, and physical) effectively to achieve its goals.
- **Managing resources** includes identifying resource needs, securing resources, and monitoring resource usage.
- **Managing resources** is a dynamic process that requires flexibility and adaptability.

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.
Front-line Leadership	→ Front-line leaders are responsible for supervising front-line workers, providing guidance, and ensuring quality control.
Operational Leadership	→ Operational leaders are responsible for managing the organization's day-to-day operations and ensuring efficiency.
Strategic Leadership	→ Strategic leaders are responsible for setting the organization's long-term vision and strategy.

What leadership looks like

Front-line Worker	→ Front-line workers are responsible for performing the organization's core tasks and providing customer service.
Front-line Leadership	→ Front-line leaders are responsible for supervising front-line workers, providing guidance, and ensuring quality control.
Operational Leadership	→ Operational leaders are responsible for managing the organization's day-to-day operations and ensuring efficiency.
Strategic Leadership	→ Strategic leaders are responsible for setting the organization's long-term vision and strategy.

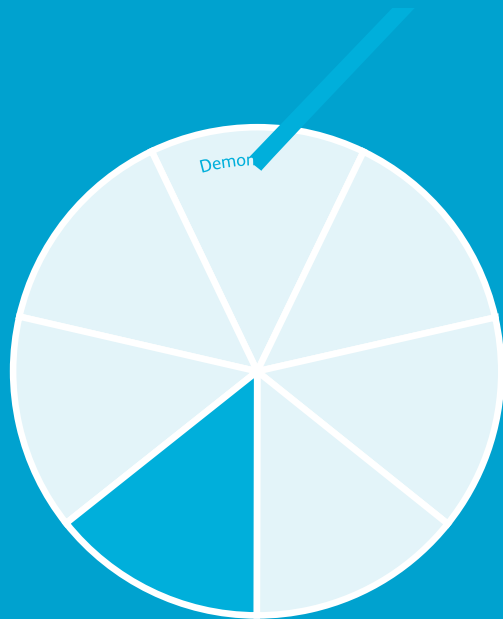
Managing people

Good leaders:

Empower their team
Communicate clearly
Listen to their team
Be fair
Be consistent
Be honest
Be open to feedback
Be a role model
Be a team player
Be a problem solver
Be a decision maker
Be a risk taker
Be a visionary
Be a motivator
Be a coach
Be a mentor
Be a sponsor
Be a champion
Be a supporter
Be a defender
Be a protector
Be a provider
Be a provider of resources
Be a provider of information
Be a provider of support
Be a provider of encouragement
Be a provider of recognition
Be a provider of praise
Be a provider of feedback
Be a provider of guidance
Be a provider of direction
Be a provider of structure
Be a provider of discipline
Be a provider of consequences
Be a provider of rewards
Be a provider of incentives
Be a provider of motivation
Be a provider of inspiration
Be a provider of vision
Be a provider of purpose
Be a provider of meaning
Be a provider of significance
Be a provider of value
Be a provider of impact
Be a provider of legacy
Be a provider of greatness



Setting direction

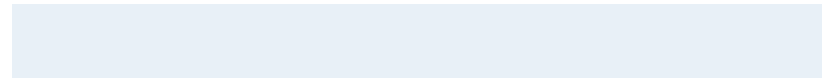
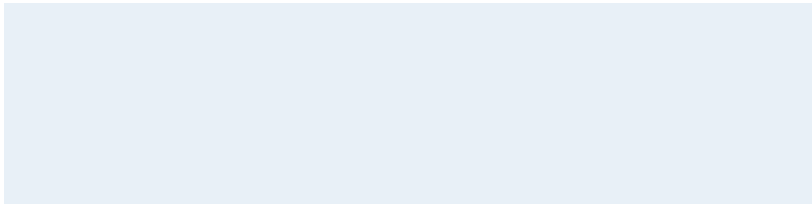


Identifying the contexts for change

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

Good leaders:

F



Making decisions

.....

.....

.....

.....

.....

Good leaders:





Creating the vision

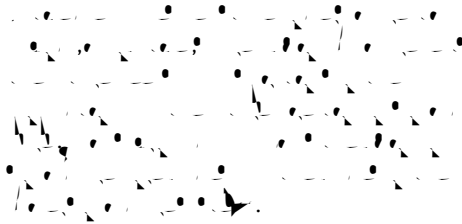


Developing the vision for the organisation

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:

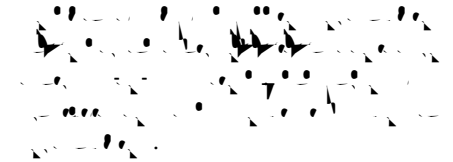


Embodying the vision

Good leaders:



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



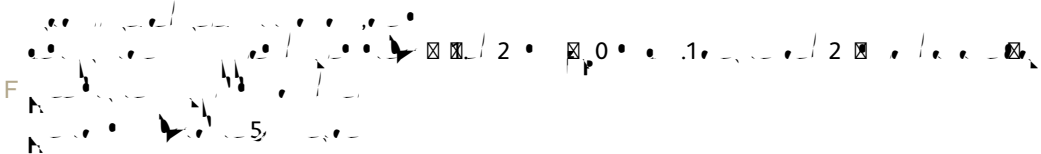
Delivering the strategy

Framing the strategy

Good leaders:



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



[.CD3.17\(e\)71.38\(v\)19 38\(vel\)53 \(go4.2 \(gp9.13\(i\)01.38\(vn6](#)

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



Registered charity number: 1073333
Registered company number: 3033333