



Singapore Healthcare Management 2017

Cultivating a Culture of Effectiveness: 7 Habits Journey in SGH

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Introduction

7 Habits of Highly Effective People is a signature training programme in SGH which aims to develop the culture of effectiveness by advocating **proactive-ness**, **thinking win-win** to collaborate and **expand circle of influence** at work.

SGH 7 Habits Journey

- FY06**
- SGH senior management were invited to attend 7 Habits training
 - HODs and leaders trained by 7 Habits practitioners
 - Official launch of 3-days in-house training in Jan'07

- FY07**
- Re-launched as 2-day training due to operational needs
 - Development of in-house facilitators through Train-the-Trainer

- FY08**
- Extended the training to Non-Exempt staff with customised activities

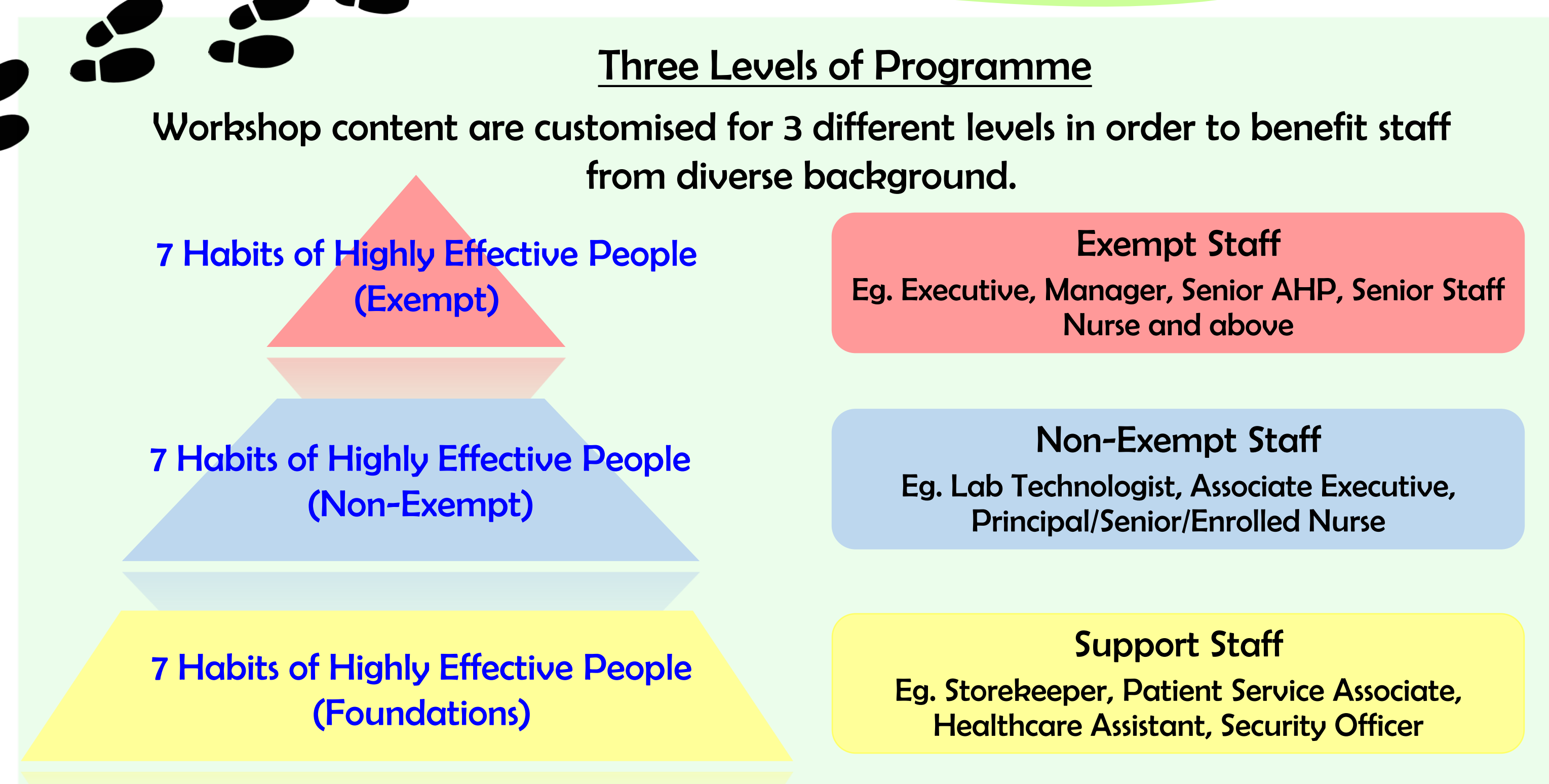
- FY16**
- Week-long celebration of the 10th Anniversary @ Learning Fiesta
 - Insightful leadership talk by Mr. Stephen M.R. Covey



- FY11**
- Customised for frontline ancillary and support staff
 - SGH became the first hospital to offer 7 Habits for all staff levels

Methodology

Continuous Culture Building



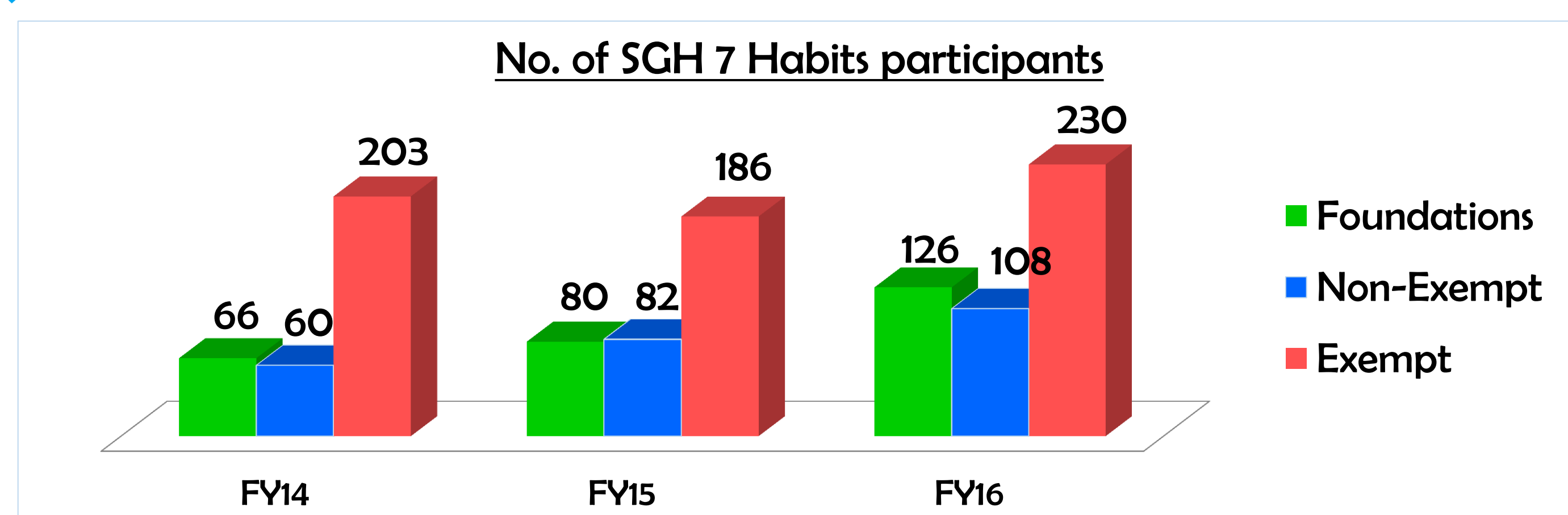
Expanding the Circle of Influence

- This journey is made possible with the support from our 8 passionate in-house facilitators.
- Training is extended to SingHealth Institutions to inculcate 7 Habits culture beyond SGH.



Results

Increasing learning requests for 7 Habits training over the past years

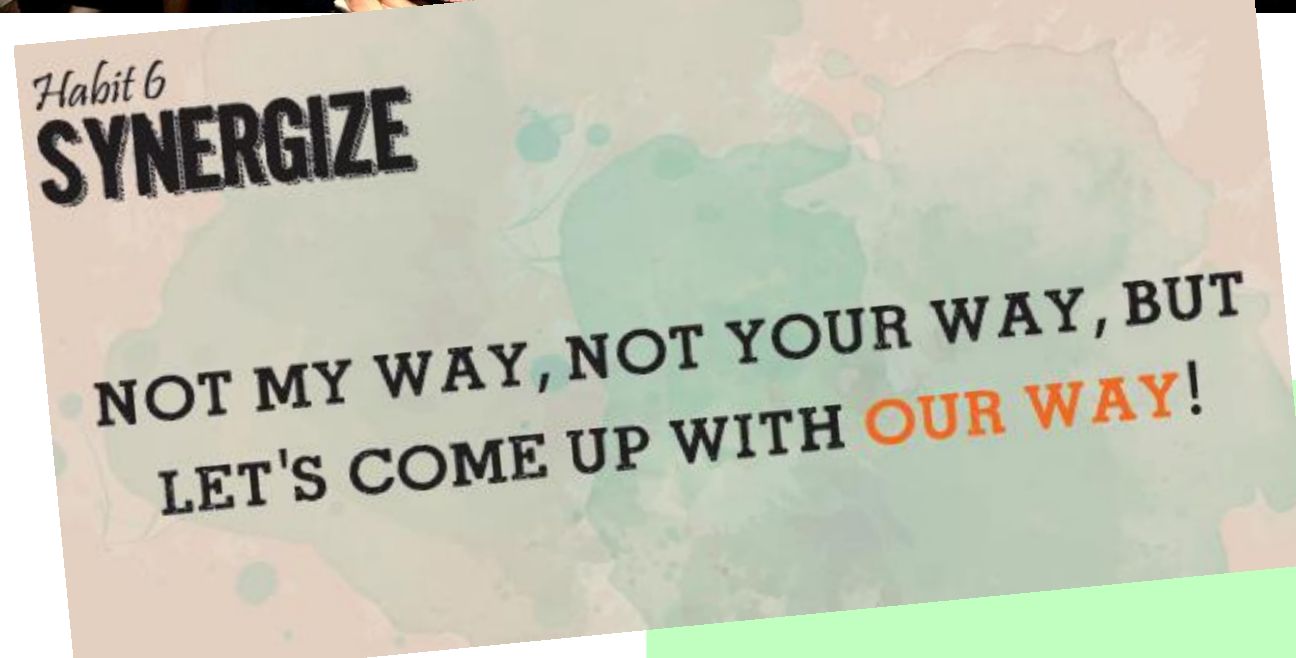


Positive feedback from past participants and post-training sharing sessions

"The 7 Habits were an eye-opener, never really thought about changing my paradigm in order to change my choices & the end results."

"The 7 habits are concepts we hear & read from articles, but what is useful is that the workshop puts it into a very structured framework good for practice."

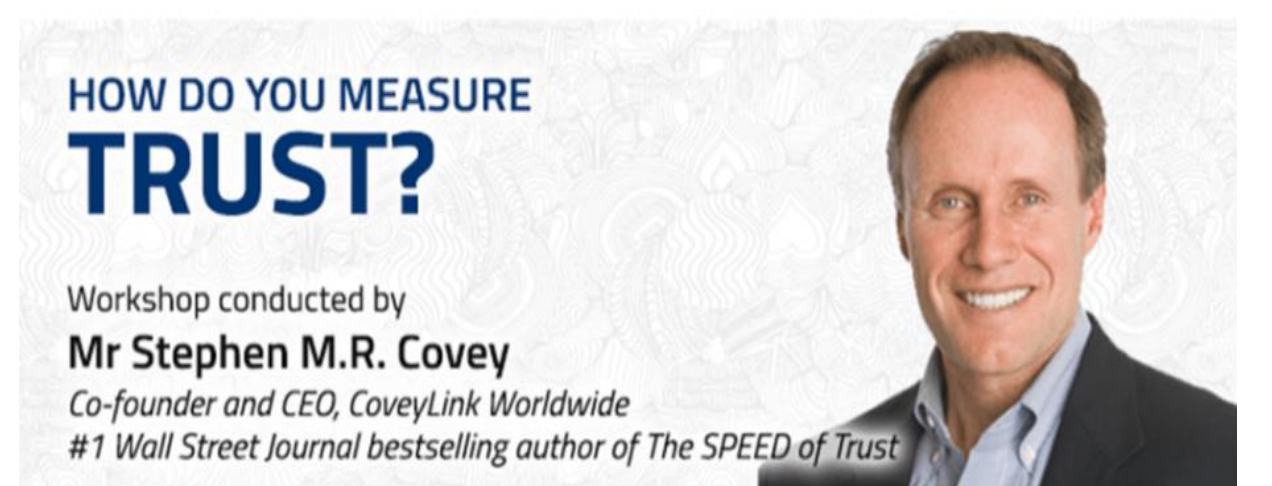
"It's a fun and life-changing workshop which helps us to stay motivated in everything we do. It helps me put a lot of things in perspective and given me a clearer hindsight of my life."



As part of 7 Habits 10th Anniversary celebration, leadership expert, Mr. Stephen M.R. Covey was invited to speak at SGH. An up-close Executive Breakfast for Mr Covey with SGH and SingHealth senior management was arranged before the customised leadership talk on Trust.



Exemplary clinician leaders, passionate learners



More than 300 SGH and SingHealth leaders participated

77% cost saving in comparison to public seminar fees

"Great to have a motivational speaker that really bring insights and reflection for the leaders in SGH."

"Stephen Covey was able to understand the needs of our organisation and he shared his inputs based on this understanding."



Executive Breakfast for Mr. Covey to share his personal insights on Trust with SingHealth leaders

Conclusion

7 Habits programme enables healthcare professionals to **shift their paradigms**, **value differences** and **create greater synergy**. Staff will continue to sharpen the saw in 4 dimensions of life – **Mind, Body, Heart and Soul**. Staff effectiveness will lead to productive teams that contribute to organisational growth.



Sharing during Get-Together session