

I READ A BOOK ABOUT
HOW TO BE A GREAT
LEADER, AND REALIZED
I DON'T DO ANY OF
THOSE THINGS.

Dilbert.com DilbertCartoonist@gmail.com

I'M SURPRISED THAT
A BOOK WITH SO MANY
ERRORS COULD GET
PUBLISHED.

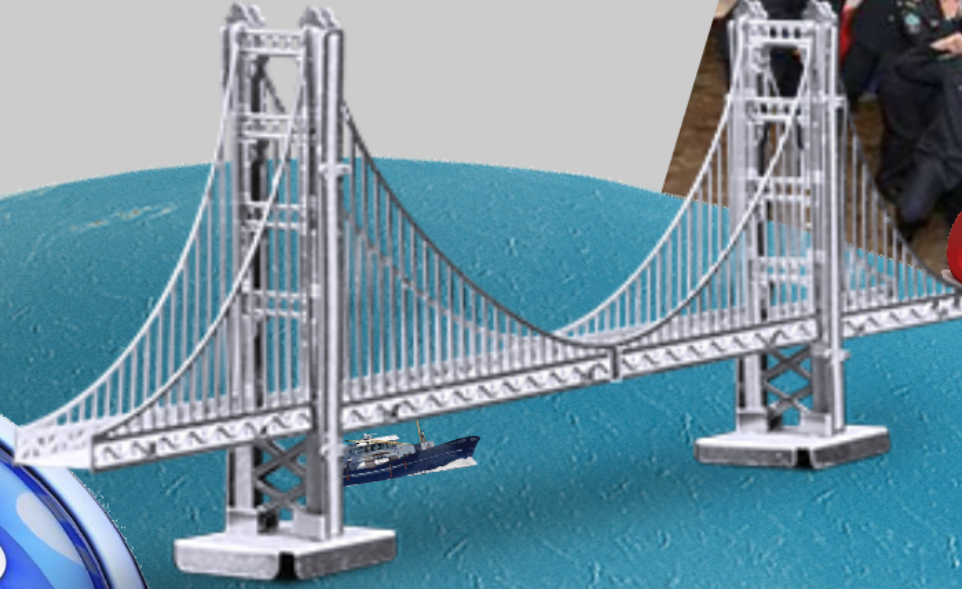
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IT MUST HAVE BEEN
WRITTEN BY A DIS-
GRUNTLED UNDERLING.

DO THOSE
EXIST?

Strategic Goal

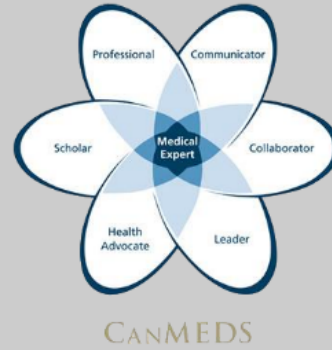
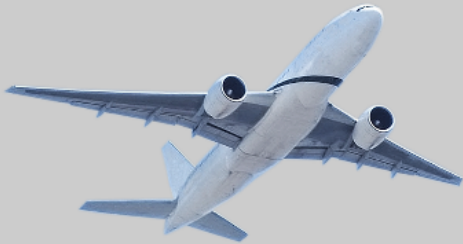
Creation of a cornerstone Leadership
Development Competency Framework



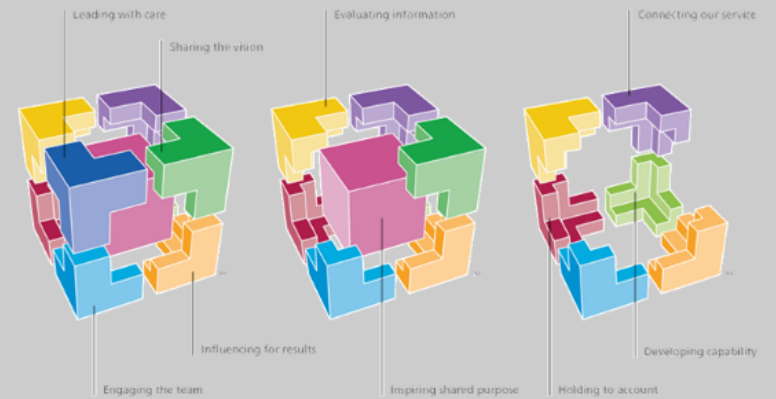
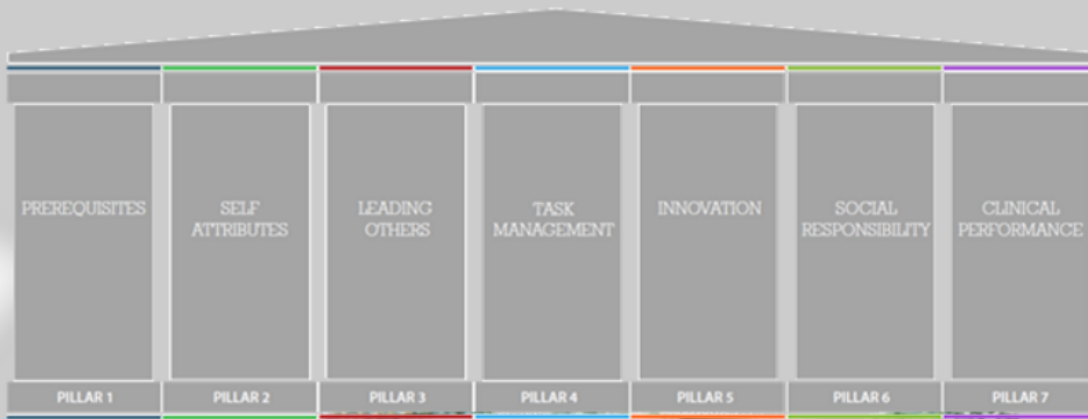
GOAL

Pillars of Excellence





NEMSMA Seven Pillars of National EMS Officer Competencies



NEMSMA Seven Pillars of National EMS Officer Competencies



**To build off of the extensive work done
by NEMSMA in building their
“Seven Pillars of EMS Officer Competencies”**



Borrow With Pride

NCCM A Seven Pillars of National Office Competencies Eh!





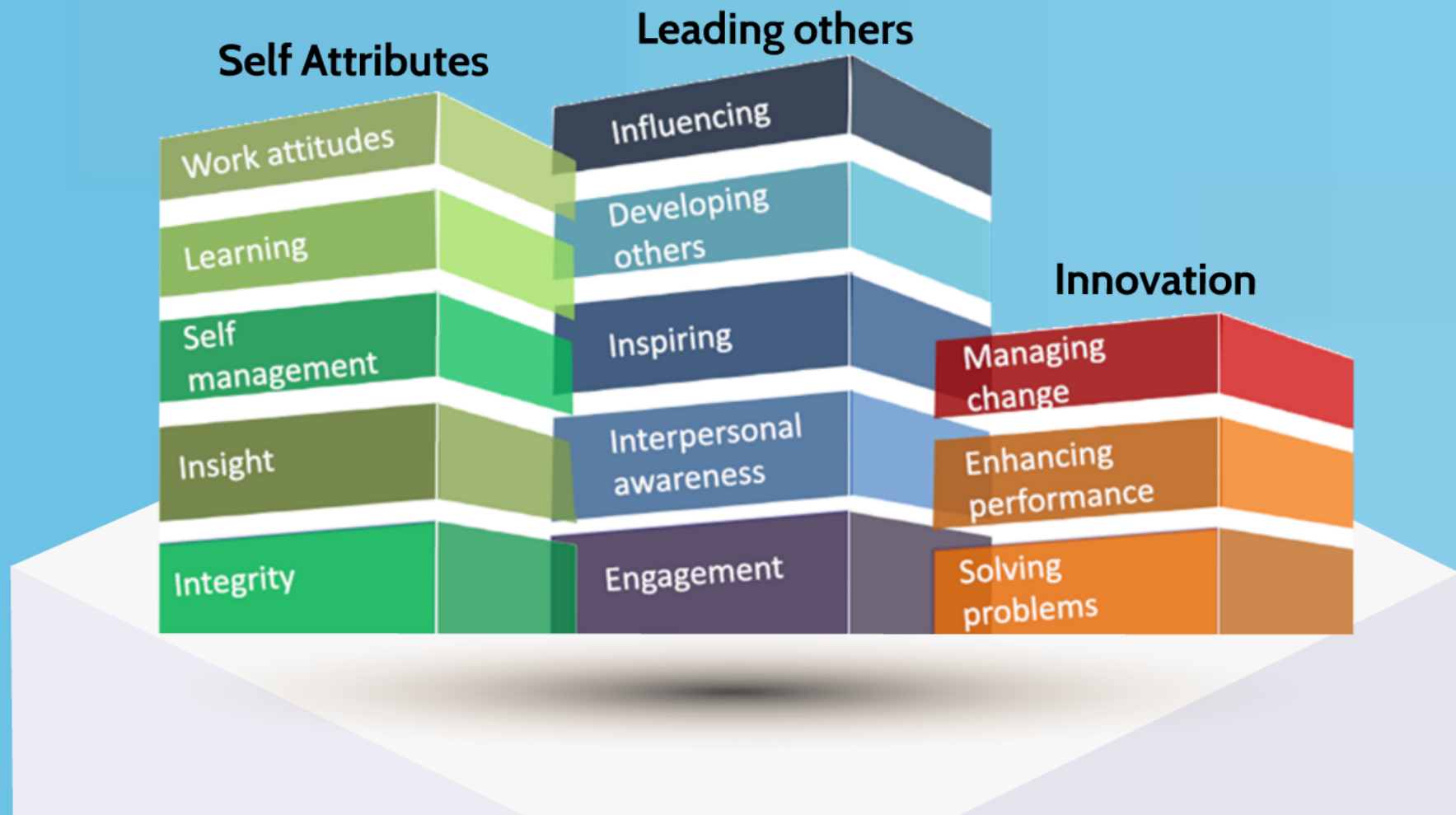
Leadership Competency Framework Paramedic Chiefs of Canada

Version 1.0



CREATE A PATH

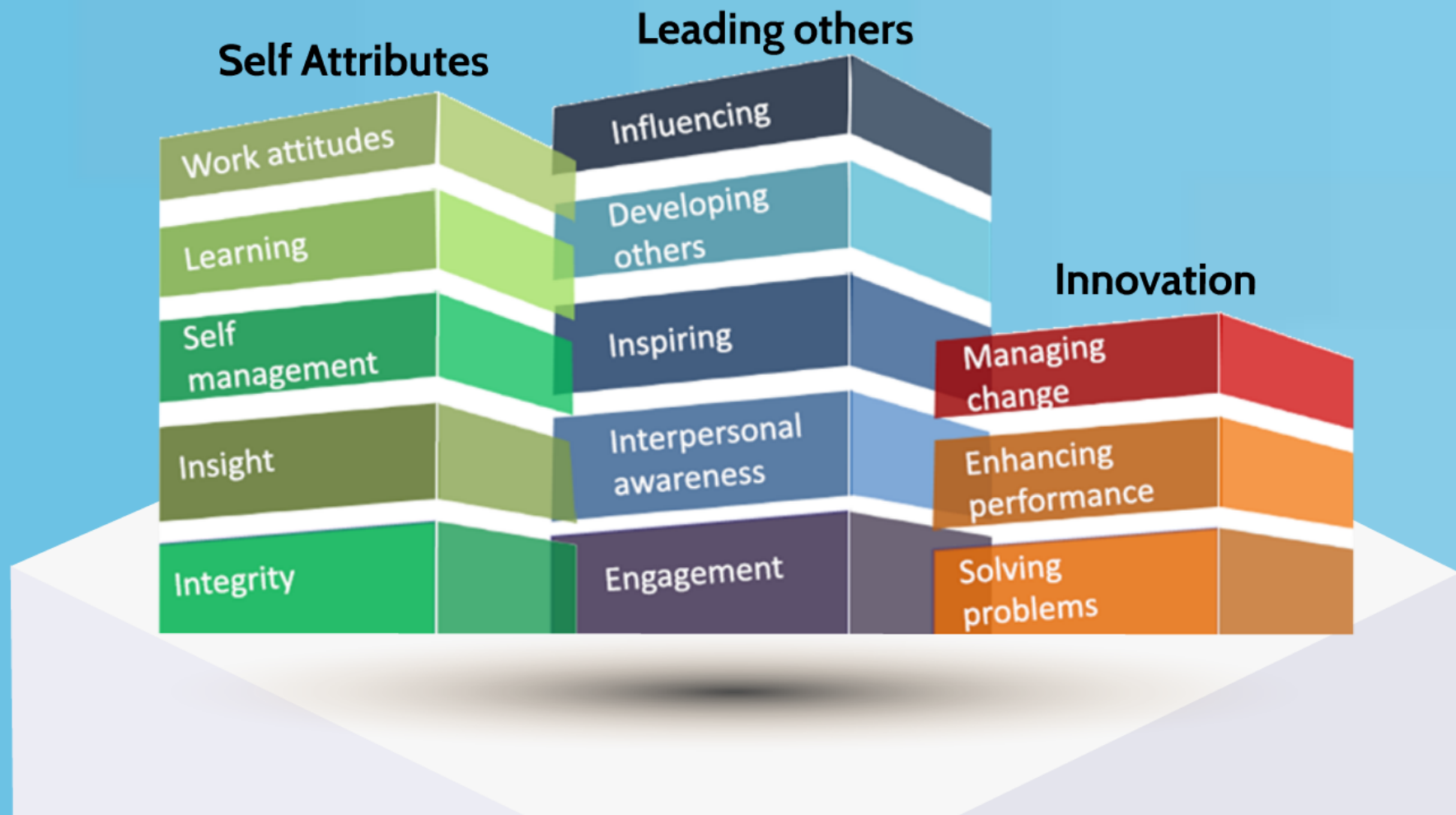
Canadian Paramedic Leadership Competencies





LEADERSHIP
IN A **BOX**

Canadian Paramedic Leadership Competencies





Self Attributes

Acting with Integrity

Self Insight

Emotional Self Management

Learning

Working Attitudes

Acting with Integrity

Self Attributes

Facets

Accountability

Trustworthiness

Conscientiousness



Why it is important

Consistent ethical behaviour models the values and expectations for the team and organization. These attributes and behaviours help to ensure that the organization remains focused on patient care and the well-being of team members and the community. Leaders who act with integrity have the moral authority to hold others to high expectations of behaviour and performance.

How do I demonstrate this competency?

- Do I take personal responsibility for my own actions and those of my team?
- Do I foster an environment of transparency which reinforces ethical behaviour?
- Do I meet my commitments and expect the same of others?
- Do I consistently present myself with professionalism?
- Am I willing to take principled stands when my ethics are challenged?

What it isn't

- Cronyism
- Encouraging "us" vs. "them"
- Failing to deliver the tough messages
- Covering mistakes and breaches of responsibility
- Passing responsibility for failures and unpopular decisions onto others

Leading Others

Engagement
Interpersonal Awareness
Inspiring Others
Developing Others
Influencing



Developing Others

Leading Others

Facets

Supporting Meaningful
Feedback

Coaching and Mentoring

Recognizing and Utilizing
Strengths

Why it is important

Developing others sets up the organization for long term success and succession planning. A focus on relevant and supportive data, as well as key personal and organizational performance metrics helps align the organization to the behaviours and objectives that promote success.

How do I demonstrate this competency?

Do I fairly and objectively evaluate team members based on job performance?

Am I able to identify individual strengths and develop strategies to support them?

Do I recognize and use the individual strengths of my team to meet goals?

Do I take the time to educate others when learning situations arise?

What it isn't

Allowing personal feelings to influence performance assessments

Failing to delegate to capable staff and focusing only on the 'best' people

Ignoring the development of employees to focus exclusively on goal attainment





Innovation

Solving Problems
Enhancing Performance
Managing Change

Enhancing Performance

Innovation

Facets

Maintaining Quality

Addressing Barriers to Performance

Strategic Thinking

Developing a Culture of Safety



Why it is important

Evaluation of initiatives, practices, and projects against a variety of quality and safety metrics supports the delivery of high quality service and ongoing process improvement. Consistently taking a long term strategic view and anticipating barriers supports organizational success into the future.

How do I demonstrate this competency?

Do I build metrics and evaluation into all initiatives?

Am I able to anticipate roadblocks and develop solutions to help my team overcome them?

Do I take a long-term view, looking for opportunities and investing today to achieve better outcomes in the future?

Do I actively promote safety through disclosure, reporting, and ownership?

What it isn't

Looking for only easy or obvious fixes

Being insular

Creating specific policies to deal with and address each individual concern

Making erratic demands based on the "flavour of the month"

Leaving staff to fend for themselves when encountering problems

GREAT!...



Canadian Paramedic Leadership Competencies



Leadership Competency Framework
Paramedic Chiefs of Canada
Version 1.0



CREATE A PATH



Leading Others

Engagement
Interpersonal Awareness
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Influencing



But what happens next?



Self Attributes
 Acting with Integrity
 Self Insights
 Emotional Self Management
 Learning
 Working Attitudes

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CREATE A PATH



Innovation
 Solving Problems
 Enhancing Performance
 Managing Change

Leading Others

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Assessment Tools & Handbooks:

Self, peer and 360 degree evaluation tools focused on leadership competencies. Flexible format to include template to add required operational skills.

Training and Credentialing Tools:

Tools to evaluate educational institution programs and process/tools to credential individuals.

Experiential Learning Opportunities:

Learning through experience and using a hands-on opportunity learn from others.

Succession Planning Tools:

Tools and process to assess organization talent pool and implement succession planning programs.

Coaching Program Tools:

A list of accredited coaches familiar with the competency framework and supporting processes/tools.

Mentoring Program Tools:

Mentoring program guidelines and expectations including a governance/support process and competency framework based activities.

Behavioural Dictionary

Includes specific behavioural descriptors and explanations for each competency at each level.

Leadership Competency Framework

Includes high level description of all competencies to be used as a quick access guide and as foundational primer. Describes what the competencies are, what they are not and why they are important.



Self Attributes
 Acting with Integrity
 Self Insights
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Canadian Paramedic Leadership Competencies



Innovation
 Solving Problems
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 Managing Change



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Acting with Integrity Why it is important

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How important is the dimension of "Acting With Integrity" to your job role?

Low importance

High Importance

< PREV NEXT >

High performance
(exemplary)

- Influencing for results
- Connecting our service

Developing capability

Holding to account

Sharing the vision

Inspiring shared purpose

Leading with care

Evaluating information
Engaging the team

Low performance
(insufficient)

Low importance

High importance





LEADERSHIP CONVERSATIONS

Emerging and existing paramedic service leaders can use this document to begin (and potentiate) conversations around leadership within their own organizations, as well as across our collective systems.

Continued Partnerships



Continued Partnerships



MEET THE TEAM

Nick Thain

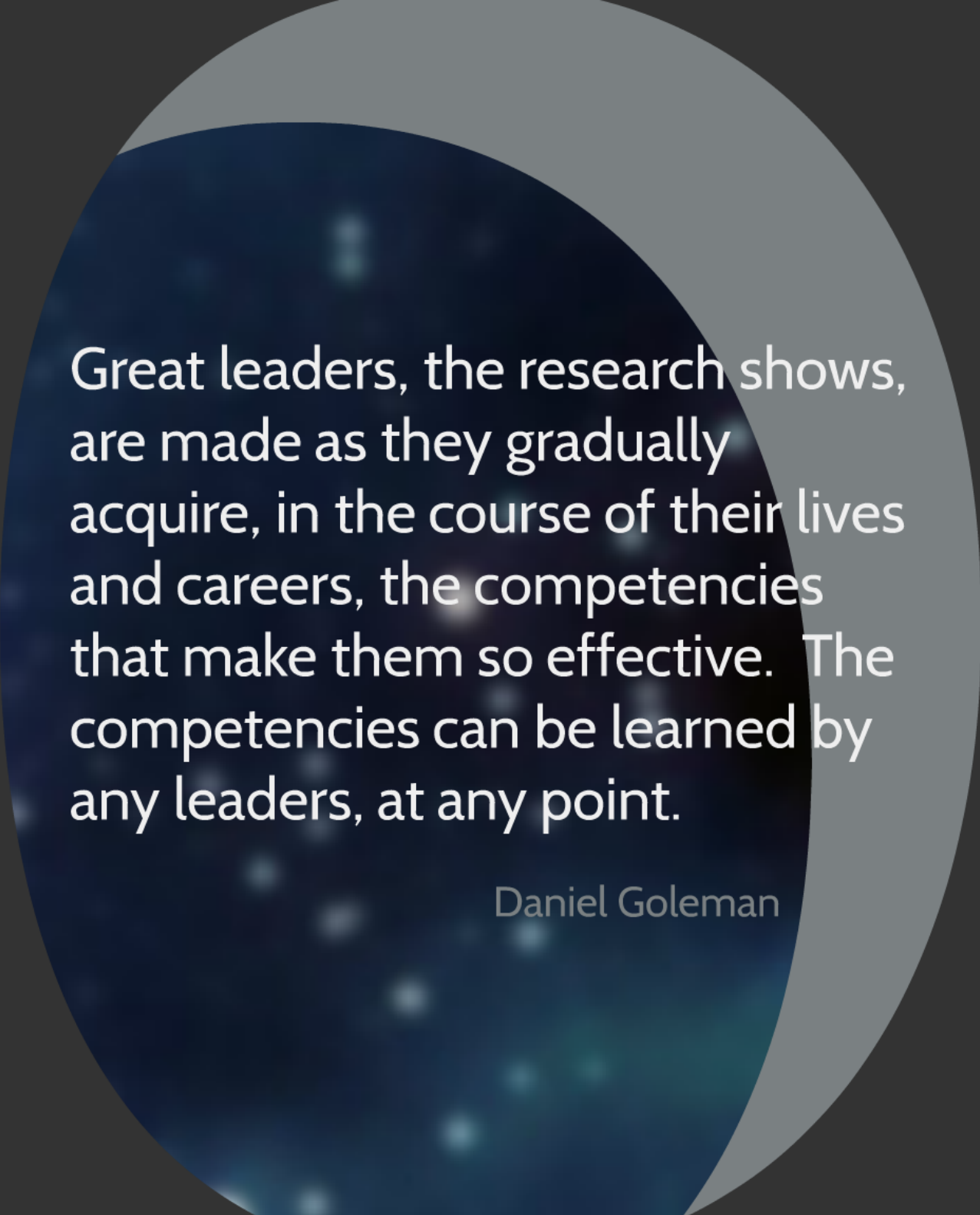
Charlene Vacon

Pacscal Rodier

Christina Heinrich

Pat Weigel

Tim Hillier



Great leaders, the research shows, are made as they gradually acquire, in the course of their lives and careers, the competencies that make them so effective. The competencies can be learned by any leaders, at any point.

Daniel Goleman



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<http://www.paramedicchiefs.ca/lcf-rf/>



Leadership Competency Framework

