In-service 3. Lominger Leadership Framework

The Metro North Hospital and Health Service joins many other Queensland Government Departments and Agencies in adopting the Lominger™ framework to provide a common language and benchmark for our recruitment, on-boarding, performance support and staff development systems.

The competencies within this framework strongly underpin our values – Respect, Teamwork, Compassion, High Performance and Integrity – in the following way:

**Respect**
- Interpersonal savvy
- Manages conflict
- Communicates effectively
- Balances stakeholders

**Teamwork**
- Collaborates
- Develops talent
- Values differences
- Builds effective teams

**Compassion**
- Customer/Patient Focus
- Demonstrate self-awareness
- Manages ambiguity
- Being resilient

**High performance**
- Cultivates Innovation
- Action Oriented
- Drives Results
- Drives vision and purpose

**Integrity**
- Decision quality
- Ensures accountability
- Courage
- Manages complexity

In the area of **recruiting** the best possible people to work at Metro North, we use this framework to:

- Give potential candidates for roles here an understanding of what is expected of them in terms of their behaviour and performance while working with us
- Test candidates’ aptitude and potential performance levels against each of the values and their competencies
- Help us choose the best and most meritorious person for the role
- Train our recruiting managers how to test for these attributes through a broad range of selection techniques including work samples, interviews and scenarios
In the area of **on-boarding** our newest recruits at Metro North, we use this framework to:

- Communicate and set our expectations of new (and all existing) employees around their performance and behaviour.
- Demonstrate how this looks like in the context of their role, the workplace and the duties required of them.
- Show how these values and behaviours underpin everything we do in either delivering health services to patients or supporting our colleagues in the delivery of those services.
- Monitor and ensure that the new recruit’s actual experience within their first six weeks in their new workplace is actually congruent with the values and behaviours that we espouse.

Metro North recognises that for professional development to make a lasting difference, people must be clear on what skill or behaviour they need to improve, be motivated to make the change, and know what steps to take to get there. In this **performance support and development** regard, we use the framework to:

- Provide genuine and useful feedback on our team members' performance and conduct while undertaking their roles.
- Source ideas and activities to improve team members' performance and conduct in a meaningful and relevant way.
- Show team members how their work contributes to the broader organisational goals of Metro North Hospital and Health Service.
- Provide the basis for a conversation around career progression and further professional development.

The framework describes ideal performance and behaviours according to the level of your role – be it **early career** or **mid-career / middle management** or **senior management / executive level**.

**Metro North HR Business Partners**

For more information about how the framework helps you in a role that you are thinking about applying for, a role that you have recently started in, your current role, or any future role you might aspire to in Metro North, please call one of our friendly **HR Business Partners**.

For more information on how to get the best out of your PDP process, contact your local **HR Business Partner**, or Education Coordinator, Ann Whalley on 5433 8282 or **ann.whalley@health.qld.gov.au**