

Leadership

by Capella Healthcare



WHAT'S COVERED

In this lesson, you will learn about the importance of leadership in safety culture. Specifically, this lesson will cover:

1. Leadership

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Leadership is essential to a safety culture.

- The highest standards you expect of the staff are the least you would demonstrate yourself.
- By ignoring low standards, you indicate that low standards are adequate, and they become the norm.
- Leadership is the communication of expected standards and actions by words, deeds, and silence.
- Remember, actions speak louder than words. You have to walk the talk to build and sustain a safety culture.



BIG IDEA

All the elements of the safety culture must be actively encouraged, recognized, and rewarded daily by managers to engage staff in safe behaviors to achieve a safety culture.

Authored by Cindy Ebner, MSN, RN, CPHRM, FASHRM

Support

If you are struggling with a concept or terminology in the course, you may contact **RiskManagementSupport@capella.edu** for assistance.

If you are having technical issues, please contact **learningcoach@sophia.org**.