

Principles for developing managers who lead

- **Focus on health outcomes.** Good management and leadership result in measurable improvements in health services and outcomes. Only by focusing on real organizational challenges can managers develop their ability to lead.
- **Practice leadership at all levels.** Good leadership and management can, and must, be practiced at every level of an organization. Working with their teams, managers at all levels—from health posts to national institutions—can confront challenges and achieve results.
- **You can learn to lead.** Leadership practices improve through a process of facing challenges and receiving feedback and support. By using this process, managers develop the leadership abilities of their staff.
- **Leadership is learned over time.** Becoming a manager who leads is a process that takes place over time. This process works best when it is owned by the organization and takes on critical organizational challenges.
- **Sustain progress through management systems.** Gains made in health outcomes can be sustained only by integrating leadership and management practices into an organization's routine systems and processes.