

LEARNER PROFILE

SASHA SEN

PROGRAMME: **INTRODUCTION TO TEAM LEADERSHIP 3 (ITL3)**
EMPLOYER: **COUNTIES MANUKAU DISTRICT HEALTH BOARD**
FACILITATOR: **SARA**

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Sasha is part of a highly specialised team who look after the clinical computer systems used by Counties Manukau clinical staff to help patients digitally navigate their way through the hospital system. Her team is responsible for ensuring the data is up-to-date and correctly maintained as per Ministry of Health policies and procedures and within the confines of privacy laws.

Making sure the system is working correctly requires a team effort. Sasha says, “The experience needed to do this work is beyond the normal because, as we know, tech can always fail or crash, or lag on a day when you don’t need it to.”

From studying the ITL3 programme, Sasha says she got more of an understanding of management and how that works. She appreciates the leadership style of her leader, “She lets you do as you know to do, because of our experience. But when we come together as a team, then she takes point. She lets you do your thing but when required she steps in.

The main thing I got out of the course was it gave me another perspective of a team and a business environment that I didn’t really have before. That’s probably because I haven’t been in a managerial or team leader position.



But now, I can look at the team leaders and managers around me and think oh this is how they are. I recognise this is how this works and that is how that works. I can put words to situations and give it a meaning now. That’s what my benefit has been.

I recommend the ITL3 programme. Actually, I encouraged another team member of mine to do it. I’ve been providing her with some support. Just passing on some of my experience as part of doing the course. Showing her how to navigate the online materials and giving her some pointers. Pointers like, oh no, you can actually look at it this way. Things like that.

Certainly, the course has been worthwhile. I definitely gained a deeper understanding of team and business concepts.”