

WHO Public Health Laboratories knowledge sharing webinar

29th September 2021

Laboratory Management Series Part One – General Management

Highlights and Key Messages

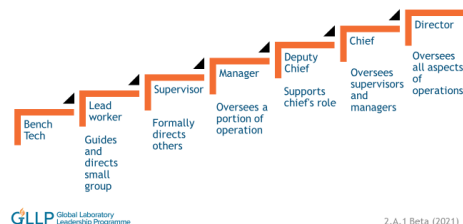
In this session we introduced the webinar series and its basis which come from the Global Laboratory Leadership Programme (GLLP). We discussed different management roles and responsibilities, commonly used management styles and management tools – such as a RACI chart – which can be used to improve laboratory workflow. We listened to Dr Kalmambetova of Kyrgyzstan share her personal management experience and the various management styles used or encountered. Finally we heard about the supplementary activities and assessment that would be used during the series to complement and evaluate the learning objectives.

Key Points:

- A manager's role is to plan, organize, direct, coordinate and control
- Management styles may vary and a manager may use different style under different circumstances
- Laboratory management must periodically analyze and optimize workflows
- Tools exist to help analyze and optimize workflows, for example RACI, Lean six-sigma and As-is/To-be



The management progression



Useful links *(click on blue text)*

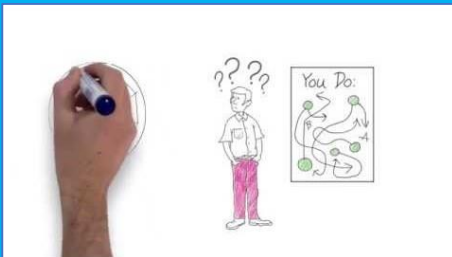
More about the Global Laboratory Leadership Programme (GLLP) – [EN](#) - [FR](#)

Webinar recordings * : [EN](#) – [FR](#) – [RU](#) – [PT](#) – [ES](#) – [AR](#)

Presentations: Dr Dolmazon [EN](#); Dr Charnaud [EN](#); Dr Kalmambetova [EN](#); Ms Lisa Stevens [EN](#)

Questions & Answers - [EN](#)

YouTube video on RACI charts – [EN](#)



Activity Booklet

- Optional, Self-paced activities for application of webinar content
- Available in English, French & Russian.
- Following this webinar, please complete the following activities:
 - **Activity 1 – Identify management styles**
 - **Activity 2 – Reflect on a Management Experience**
 - **Activity 3 – Draw a RACI chart**

Assessment & Certificate

- Link available after the final webinar has finished (28th October onwards)
- Available for one month. Passing score 80%. As many attempts as needed.
- Those who pass the assessment will receive a certificate of achievement



English, Russian,
French, Portuguese,
Spanish & Arabic

2006 Participants
registered



139 Countries

67% female, 32%
male, 1% prefer
not to say



23 Questions asked

Speakers:

Dr Virginie Dolmazon - WHO Headquarters
Dr Sarah Charnaud – WHO Headquarters
Dr Gulmira Kalmambetova – Centre for Disease Control and Prevention, National TB Reference Laboratory, Bishkek, Kyrgyzstan
Ms Lisa Stevens – WHO Headquarters



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Next webinar: Oct 13th
Process Management