

# Leadership not about what clothes you wear, but attitude: Dilip Jose

TIMES NEWS NETWORK

**Thiruvananthapuram:** "Management is not about the degree, it is something innate," Manipal Hospitals MD & CEO Dilip Jose told a gathering of hundreds of students at the second edition of Leaders on Campus, a TOI initiative hosted at Kristu Jayanti College, Kothanur, Friday.

Jose, who traced his journey from corporate finance to heading a healthcare institute with 32,000 people, reminded students to stay grounded and not forget their roots. "Leadership is not about the quality of English you speak but the content. It's not about the clothes you wear, but attitude," he reminded management students.

Calling for empathy when dealing with patients and colleagues, he recalled during Covid, while there was no work from home for the front-end team, as a CEO, he decided he also couldn't be at home — as a manager, you were leading the team through possible death. "Irrespective of the position that one was holding, we were all at the hospital."

After describing how his team supported 9,000 nurses across India, ensuring their safety and job security, while managing hospital operations under difficult circumstances, he stressed the importance of being an enabling leader, who paints a vision that colleagues can buy into and execute. He advised students to be lifelong learners, stating that graduation is just the beginning of their learning journey. He emphasised the importance of teamwork.



Pics: Chethan Shivakumar



Hundreds of students participated in the second edition of Leaders on Campus, a TOI initiative hosted at Kristu Jayanti College on Friday; (left) Dilip Jose

## MBA students look to maintain ESG in healthcare

MBA students explored ESG (environmental, social, & corporate governance) goals in healthcare with Dilip Jose. Discussions covered sustainability, diversity, and inclusivity. Jose highlighted recyclable materials, energy efficiency, and high female employment in healthcare. Jose stressed the importance of holistic care for the elderly, including mental health and social contribution.

## STUDENTS' Q&A WITH CEO

### What are the entrepreneurship opportunities in healthcare?

Remote monitoring didn't exist earlier. Now, you have non-invasive methods (like wearables) to track parameters, monitor health, and intervene early, and they involve low capital expenditure. Home collection of samples is the reverse of what Swiggy does. One has to think adaptively. About 70% of Indians' healthcare is concentrated in a handful of metros. We have tremendous opportunities in the north-east, north-west and central India. But the manpower would want to be in metro cities, and that is the challenge.

### What skills are required in healthcare leadership?

We have to be mindful about dealing with very vulnerable consumers. Healthcare is a great

example of a grudge purchase. Being empathetic is a great trait in healthcare — to think of the person sitting across from you and thinking from their perspective, when a parent is admitted. Across economic lines, that worry is the same for all.

### THE TIMES OF INDIA PRESENTS



### Walk us through technology developments.

We have robots in most hospitals that can move at angles human wrists can't, and get 3D images of organs inside. We have chatbots to give patients information on nearest hospitals. But we need to be careful about its purpose, when working with AI. For instance, with your health record of 10 years, am I using it to make you consume more healthcare? That said, AI's potential is tremendous. Because of AI at the backend, one is able to sell you insurance online with minimal data, or doctors can use it to see deviations from a standard X-ray.

"This series will make a difference in the life of students, the future leaders of the country. The media becomes the architect of the modern developed nation. I appreciate the effort taken by TOI. With leaders talking about how to be capable in any situation, the series will be a fruitful learning experience. Learning from leaders is a great insight for our students and others on the journey going forward, as they learn from the stories of success

**Fr Augustine George** | PRINCIPAL, KRISTU JAYANTI COLLEGE



Reflecting on the future of healthcare in India, Jose pointed out that preventive care is crucial, as the population cannot afford widespread

ad tertiary care. The talk concluded with a reminder that CEOs are not kings but captains, who must work alongside their teams. Jose's

message resonated with students, encouraging them to develop a learning attitude and collaborative spirit as they prepare for the future.