

Healthcare's Reflection & Action for Executive Succession & Culture Change

A respected healthcare system drew national attention for many years while the leadership team became a bit too comfortable with thinking they had gotten everything right. Busy with other endeavors, they had taken their eye off evolving the leadership culture and leader pipeline. The CEO and CHRO courageously opened the door for *insight from the outside*. This “look in the mirror” became the turning point for leadership transformation.

It was time to think about *the leader and executive team of the future*. Using culture-specific approaches to leadership processes, they were able to plan to evolve the leadership team to support the future business, not the business of the past.



The leaders still speak fondly of one salient executive leadership team session when the “outside in” perspective afforded them a powerful look in the mirror. The *enormous “aha” was that business results had begun to directly reflect the leadership culture*. This major turning point supported the team in shoring up leadership skills for current executives. Then it was easy to select and onboard new talent as needed. This paved the way for organizational transformation and culture change, and helped the system fill the leadership pipeline to support current and future success.

A well-recognized hospital system on the cusp of opening a new facility was proud to announce new job opportunities. One detail was left off the strategic planning radar: the organization had *no pipeline of nurse leaders* for the new facility. Oops. In a matter of weeks, they upskilled the nursing population and drastically improved engagement.

What “aha moments” might your business need to open the door to transformation?

Your successful project will include significant ROI through strategic projects that truly impact your business performance, your market position and your brand through proven approaches to cross-functional leadership and strategic teaming. Dr. Clayton brings insightful outside-in and inside-out perspectives to solve some of the toughest leadership and culture challenges for organizations. Your organization can be next.