Transforming Culture Through Leadership Development

A Jackson Health System and Dale Carnegie Training South Florida partnership
Agenda

• What did Jackson look like just a few years ago?
• Cultural transformation to remain competitive in the market
• Identifying the need for leadership development
• Partnering with Dale Carnegie Training South Florida
• Program ROI and impact on Jackson
To sustain Jackson Health System’s future, the organization absolutely had to transform.

Patient Satisfaction

Funding and Reimbursements

Employee Engagement
Areas of Opportunity

- Inconsistent leadership practices
- Lack of funding for development
- Confidence and support
- Resources

Leadership Development
Currently my greatest People + Culture area of opportunity is......
Investing In Our Leaders

• Guidance and support
• Tools and resources to lead effectively
  • Leadership Onboarding program
  • Individual coaching
• Addressing skill gaps
  • Given the space to learn
  • Technical versus soft skills
• Employee engagement
  • Frontline employees as a reflection of their leadership
• Identifying Dale Carnegie as a resource
Partnership with Dale Carnegie

- Defining JHS needs
- Customizing the program
  - Began with the Executive Leadership Team
  - Rolled down to Director level
- Measuring success
- Continued collaboration
Course Drivers

- Self Confidence
- People Skills
- Communication Skills
- Leadership Skills
- Attitude and Stress Management
Impact on Jackson

- Strengthened relationships **
- Deeper sense of camaraderie
- Increased confidence
- Leading from the heart
  - Focus on employee engagement
  - Breaking down self barriers
- Enhanced speaking abilities
  - Both internal and external

Investing in and developing our leaders has been a key component to our organizational transformation.
Leadership testimonial

• “Participating in the program offered a pause in my hectic work-schedule to:
  – Collaborate and network with other leaders I may not have had direct contact with, providing immediate and lasting connectivity.
  – Actively apply the principles taught.
  – Refine my own qualities through conscious effort.
  – Increase my effectiveness as a change agent and leader.
  – Most importantly, have a positive impact on my teams and daily interactions.”

Laura Daly

Associate Director of Quality and Patient Safety
Leadership testimonial

• “Jackson’s investment in its leaders was a reminder to me that as a leader, I have a responsibility to continue to learn and practice my leadership skills – being the best leader I can be is always going to be a personal and professional goal - one that must be worked on and time dedicated to perfecting.”

Marian O’Rourke
Associate Director, Quality, Compliance and Outcomes Management, Miami Transplant Institute
Idea I will put into ACTION...
Questions?