



Inflection Point Coaching

Helping Leaders align passion to purpose!

Coaching Case Study:

New Female VP in Critical Healthcare Role

The Background

- The organization: Main Inpatient Hospital in a large regional system
- Coachee was promoted from Senior Director of Inpatient Rehab and Physical Medicine to Vice President of Internal Medicine and Surgery hospital wide
- Coachee is one of few female vice presidents in a typically male role in the hospital system

The Challenge

- Coachee needed to navigate the system's desire for innovation and consistent improvement against a long tenured hospital staff and entrenched processes and protocols.
- Coachee needed to navigate a "men's club" environment to build credibility while engaging both male and female colleagues to build buy-in for change.

The Objective

- Continue energy of continuous improvement in a change-weary hospital without adding to burnout and overwhelm
- Maintain core of her leadership while navigating unconscious and conscious bias among male colleagues
- Adjust native approach of driving solutions, and open communication and allow others to opt into the change
- Align with her female VP colleagues to ensure all are lifted up and valued

Coaching Engagement

- Utilized a personality profile assessment to build self-awareness and understand preferences, natural processing style, conflict approach and motivations
- Layer in the Enneagram assessment to build deeper knowledge of core motivations, native style, and interactions
- Explored how to bring forth natural empathy, curiosity, and compassion even with people she found difficult, to deepen relationships
- Role played key strategies, business decisions, interactions

The Outcome

- Coachee is able to drive key business changes with confidence, while ensuring colleagues, executives and team are included as part of the process
- Coachee can navigate successfully with critical stakeholders without losing the core of her leadership

