



Inflection Point Coaching

Helping Leaders align passion to purpose!

Coaching Case Study:

New Vice Chair Desiring to Establish Leadership Style

The Background

- The organization: Orthopedics Department in a large regional health system
- Coachee promoted to Vice Chair from Section Chief
- Desires to establish his leadership style and differentiate his from the Department Chair

The Challenge

- Physician morale in the department is low, patient experience scores have dropped and institution desires to retain physicians
- Department chair has an authoritarian, command-and-control leadership style
- New Vice Chair needs to absorb leadership responsibilities and create a more positive environment

The Objective

- Envision how the department can function more effectively and positively when coachee leads in his native style
- Build confidence to move the department in a different direction while still supporting existing chair
- Establish boundaries to enable wellbeing and balance between new role and new marriage

The Coaching Engagement

- Partner with coachee to explore core leadership values and shed unhelpful behaviors absorbed from department chair
- Role-play critical decisions, interactions, and conversations
- Experiment with delegation and accountability, leaning on his administrative dyad partner to balance responsibilities
- Utilize personality profile assessment to build self-awareness and flexibility in leadership

The Outcome

- Coachee has established new communication models with Physicians, Nurse Practitioners and Physician Assistants to improve environment
- Coachee has established new procedures for career conversations, performance, and compensation
- Coachee is maintaining balance between work and home life