successtrek®
STRENGTHENING COMPANIES FROM WITHIN™

Services*
- Strategic & Tactical Planning (Company & Departments)
- Organizational Structure and Design
- Orientation & Onboarding
- Job Descriptions
- Job Task Clarity Time Study
- Executive & Leadership Coaching
- 1:1 Check Ins / Stay Interviews
- Individual Development Plans
- Skill Building Workshops
- Succession Planning
- Exit Interviews
- Human Resource Department Audit
- Employee or Supervisor Helpline
- Workflow Process, Procedure, & Training Material Documentation

*Not Inclusive List

Differentiators
- Work Smarter 4-Step Process
- Interim Business Strategist, Talent Manager & Project Implementor
- Change Management Certificate
- Talent Management Certificate
- Performance Improvement Cert.
- Hartman Profile Assessment Cert.
- Facilitation Certification
- Hogan Assessment Certification
- SBA WOSB Certification
- WBENC Certification

Headquarters:
Chicago, IL
Office: 773.789.8735
info@success-trek.com
www.success-trek.com

Endeavor Health
Leadership Coaching To Develop High Potential Leaders

About Our Client

Recently created Endeavor Health unites nine top regional hospitals and connects over 300 care locations across Chicagoland. NorthShore University HealthSystem, Edward-Elmhurst Health, Northwest Community Healthcare, and Swedish Hospital are united under Endeavor Health as one comprehensive, community-based health system, providing convenient access to expert, compassionate care where, when, and how it is needed. Beginning as Edward Elmhurst Health, we continue our work with this client through its merger with Northshore and, more recently, Endeavor Health.

Project Overview

In mid-2021, Tom Vitro, System VP, Talent Management & Development, contacted Theresa and Success Trek to learn more about the work we do around leadership coaching. Through continued conversation, Tom and Theresa discussed a customized Leadership Coaching process that reflects the Talent Management Department's vision to develop high-potential leaders further and create a better succession pipeline. Since developing that customized process, Theresa has provided coaching services to several high-potential leaders identified by the client.

Their Challenges

The challenge was helping individuals identify the personality traits affecting their performance. More specifically:

- Understand how some of their behaviors could damage their character, authority, and respectability.
- Identify practical solutions to address the way they could be negatively perceived.
- Map out a development plan that is simplistic and quickly implemented.

What Our Client Said

"I am so grateful for the guidance and tips you gave me. I "hear you" in different conversations I have with team members! Mike even said the other day that he thinks I sometimes "coach him" when we are talking!!" **– Lisa Scumaci, Manager, Practice Operations**

"This professional growth journey/opportunity over the past several months has been a very positive experience. I have learned many tools that have assisted me in communication among my peers and my staff. I feel that this has created a stronger bond and collaborative working relationship among all. My staff have shown engagement and my leadership team has shown professional growth as well." **– Liana Plotke, Director of Patient Care, Progressive Critical Care**

Our Actions

Our initial step was to develop a coaching process that included 360° feedback interviews and administering the Hogan Assessments, which provide data about a person's personality traits and how others perceive them. Based on the results, a customized leadership development coaching plan is created to support that leader in their journey to improve their leadership skills and abilities.

Collaborative Results

The work resulted in empowered leaders and teams by creating the below outcomes:

- Positive and constructive feedback and advice to improve.
- A specific plan of action for their development.
- Practical tools they could utilize and implement immediately.

The high-potential leaders strengthened their skills, allowing them to develop their employees further. This led to an increase in team performance and a stronger succession pipeline.

Why The Client Chose Success Trek

Tom originally learned of Theresa's coaching skills and approach via a business connection. When looking to identify potential coaches to help with their challenges, Tom reached out to Theresa. Theresa's ease of interaction with each stakeholder and confidentiality ethics were driving factors in determining that she was a good fit. Theresa's commitment to check-ins and the ability to navigate the relationships between each coachee and their supervisor/peer while maintaining confidentiality is vital to the success of the process.

Ready (or not) to take action?

Request a FREE 30-minute Video Chat Session. If you are unsure if Success Trek can help, work within your budget, or not sure what the problem is, this video chat session is a good fit for you.

In just 30 minutes, we:

- Get an opportunity to get to know one another
- Gain a better understanding of your needs or concerns
- Discuss ways Success Trek can help and next steps to consider
- Determine if it makes sense to work together

How To Get Started

1. Go to www.Success-Trek.com/TakeAction
2. Enter your contact information
3. Answer a few questions