



Culture Cure Process in Brief

Symptoms

- ✗ High employee turnover
- ✗ Poor and/or siloed communication
- ✗ Management burn out
- ✗ Low employee engagement
- ✗ Lack of team cohesiveness
- ✗ Unchanged customer/patient outcomes
- ✗ Inefficient operations
- ✗ Unmet or underperforming financial benchmarks
- ✗ Poor accountability
- ✗ Customer AND Employee dissatisfaction



Phase I. ASSESSMENT AND DISCOVERY

Customize and align the Program curriculum for optimal launch and implementation within the organization.

- Assessments
- Strategic & Metrics Reviews
- Evaluate possible participants



Phase II. ONBOARDING AND CONNECTION

Corporate Transcendence Coaches (CTCs) facilitate a series of orientation trainings & assist in the development of key operational mechanisms to develop and sustain cultural transformation.

- Orientation Training & Team Development
- Select Participants & Secure Commitments
- Master Calendar Approval
- Participant Briefings & Multi-Department Interactions



Phase III. ENGAGEMENT AND INFLUENCE

The Journey of Transcendence fully begins!

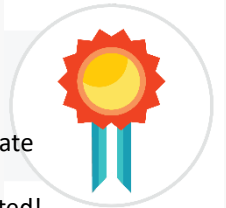
- "Flight" School
- Train the Trainer Sessions
- Mastermind Workshops
- Full Scale Engagements - Culture Council, Quality Team, and Operational Teams



Phase IV. RECOGNITION AND RELEASE PHASE

Corporate Transcendence Coaches (CTC) facilitate an annual review and evaluate Transcendence implement – recognition of progress is celebrated!

- Progress Audit
- Focused Department/Program Celebration
- Transformation Employee Celebration



Results

- ✓ Low turnover with high levels of employee satisfaction & engagement.
- ✓ Natural pathways for leadership/management succession.
- ✓ Financial stability and growth opportunities.
- ✓ Hardwire accountability.
- ✓ Achieve higher levels of customer satisfaction
- ✓ Value-based services that impact outcome metrics.
- ✓ Integrated multidisciplinary teams that problem solve – together.
- ✓ Maximize and utilize employee strengths to promote a respectful environment.
- ✓ Continually improve and innovate operational efficiency.

