



Case Study

**Lucile Packard
Children's Hospital
AT STANFORD**



Exec Summary

The Information Technology function at Lucille Packard Children's Hospital at Stanford needed to create and implement a leadership development process for their team in order to continue to be able to meet the demands of their growing organization. The CIO wanted to quickly identify areas of strength to leverage and gaps in the team's ability to deliver the required services to the hospital. Connect the Dots worked with the CIO and a technology consulting firm to develop and implement an assessment and development process for the team and each individual on the team.

The Business Challenge

Packard Children's faced increasing pressure to "raise the bar" of its IT services. They had several initiatives and major projects being implemented; they had new leaders in new roles; and they were going through a process to separate their organization's processes and culture from that of Stanford's so that they would be a stand-alone hospital.

How CTD provided a solution

Connect the Dots created a solution to quickly identify needs and objectives and put a plan together to meet those needs and objectives. The plan consisted of a Discovery process to create metrics and a success profile for each team member and the whole team. A multi-rater assessment was completed for each team member and analysis done on the results. Individual coaching sessions were held to deliver the feedback and create action plans for development. Two team sessions were created and held to educate the team on its strengths and gaps and then build a plan to address the opportunities.

Value Delivered

Each team member received timely and specific feedback regarding their role and how to develop in order to meet the current and future demands of the organization. The CIO received actionable data on each team member and the team as a whole. He used this information for performance coaching, and for realigning his organization with new and existing team members. Action plans were delivered and implemented for each individual and the whole team.

