

*The Challenge of Effective Leadership
and
Change Management
Facing Health Delivery Organizations*

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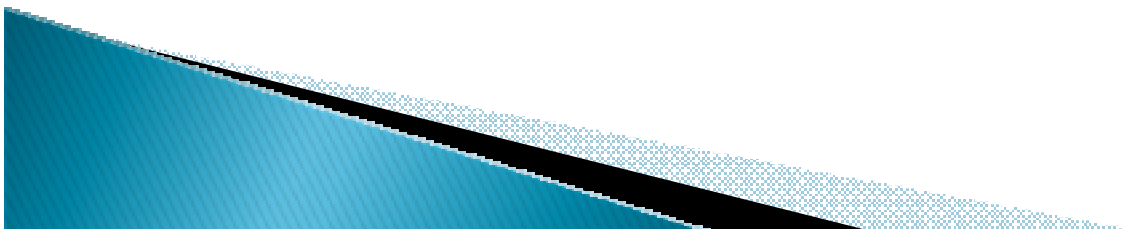
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The Landscape and the Terrain

- ❖ Rising competition
- ❖ Demanding customers
- ❖ Faster technology
- ❖ Increasing organizational complexity
- ❖ Greater transparency
- ❖ Growing pressure for operational excellence
- ❖ Diminishing resources
- ❖ Retaining Talent



The Needs and The Challenge

- ❖ Align strategy with people
- ❖ Create a compelling vision and a roadmap
- ❖ Introduce creativity and innovation
- ❖ Engage people's imagination
- ❖ Develop employees throughout the organization
- ❖ Reduce unnecessary costs and duplication
- ❖ Improve operational processes
- ❖ Balance authority with influence

MANAGEMENT	LEADERHIP
Mission	Vision
Tactical	Strategic
Compliance	Commitment
Hard Power	Soft Power
Directing	Delegating
Logic	Emotions
Stability	Change
Technical	Innovation
Tasks	People