

⌘ Our client's issue:

Our client, a member based national healthcare association of more than 5,000 hospitals, academic medical centers and related healthcare inpatient treatment facilities, identified the retention need to assist long term employees of the membership division through providing individual career development plans. Recognizing this group as “first line contact ambassadors” within the member based organization, assuring employee job satisfaction and career development needs were being met would have a direct impact on customer service.

⌘ The BPI group approach:

Our team designed a career development process using our proprietary Q5 career management framework that aligned individual plans with the organization's strategic plan and implementation of a new performance management system. Key steps in the process included:

- ☒ Assessment of all division employees using the Myers-Briggs Type Indicator (MBTI) to identify personality preferences, the Strong Interest Inventory to identify occupational preferences and a values (personal and professional) identification exercise. This phase included administration of instruments, interpretation and feedback to each employee on an individual basis by a BPI Coach over two sessions.
- ☒ Phase II offered individual follow up coaching sessions elected by individual employees, which were preceded by consultation with their respective Manager to gain observer and organization input.
- ☒ Employees could elect up to four (4) additional sessions as part of this phase to discuss options and draft an individual career plan for review and critique with a Coach.

⌘ The business benefits:

- ☒ Over 20 employees participated in Phase I gaining personal insight to their needs and what each offered (skills, strengths, accomplishments) to the organization.
- ☒ One third of these participants elected to go forward with Phase II, creating individual career development plans in alignment with the division goals, objectives and performance expectations. The Phase II participation rate also raised a follow-up issue for division management and Human Resources to address.
- ☒ Participant comments regarding the process included: “Enjoyed it”; “Created enthusiasm”, “Enjoyed assessment feedback, talking to someone (third party)”; “Being content with work responsibilities and level of position within the division”
- ☒ An observed outcome of both improved communication and morale was shared by management and employees of the division.