

CHCI Leadership Development Program (LDP) Impact Metrics



About the CHCI Leadership Development Program (LDP)

Leadership Development Program: Purpose

TO PROVIDE
SKILLS | RESOURCES | EDUCATION

12-MONTH comprehensive program

FOR existing leaders and the next generation of leaders

TO effectively lead and empower participants to
transform and improve their organizations

Leadership Development Program: Components

Three-Phase Approach

Phase 1: Enhancing Self-Awareness

Phase 2: Fostering Team Leadership

Phase 3: Mastering Organizational Leadership

The 12-month LDP includes

Individual 360-degree **assessments** for in-depth insights

Interactive, in-person **training** sessions

Executive **coaching**

Group calls

Capstone project for practical application

Leadership Development Program: Organizational Benefits

Catalyzing innovation
and strategic agility

Enhanced
decision-making and
operational efficiency

Testimonial

*"I am so incredibly grateful
for this experience. The
facilitators are amazing."*

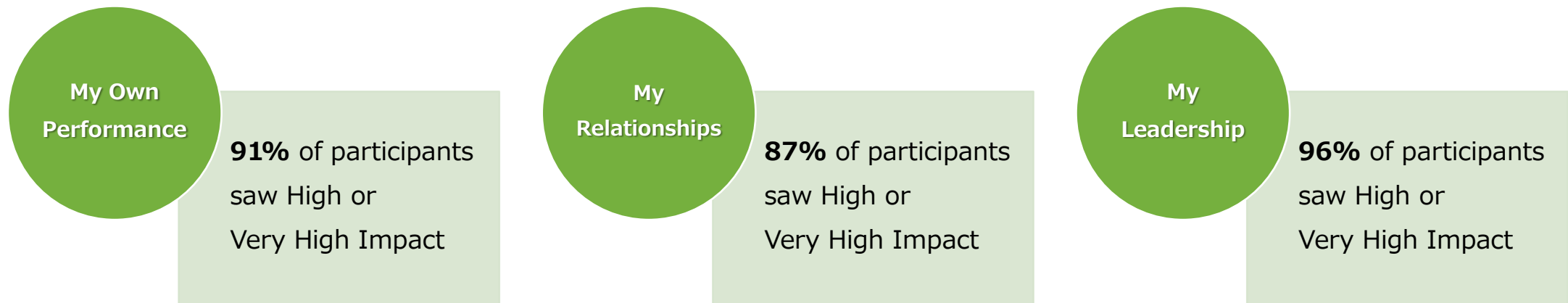
Improved team
dynamics and
employee satisfaction

Developing leaders
for tomorrow's
challenges

Integrating leadership
development into
organizational culture

Leadership Development Program: Outcomes

Empower participants to become recognizable leaders who reshape their surroundings through discipline and tenacity of the **self**, inspiration of their **teams**, and strategic vision for their **organization**.



Overall Participant Reported Impact

Looking back, I believe I learned relevant and important things that are useful at my work

57.1%

42.9%

I have seen positive impact from the learning I have applied so far at work.

71.4%

28.6%

I have used some of what I learned in my work.

85.7%

14.3%

I am confident I can apply what I learned on the job.

85.7%

14.3%

Strongly Disagree
Disagree
Somewhat Disagree

Neither Agree Nor Disagree
I Don't Know

Somewhat Agree
Agree
Strongly Agree

Overall Participant Reported Impact

When surveyed on the relevance of the program, 99% of participants agreed the content was relevant to their work.

Testimonial

"This work is having a ripple effect with the participants, their teams, their interactions with their peers, and the overall organization."

The learning content was relevant to my work.



■ Null ■ Minimal Helpful ■ Helpful ■ Very Helpful ■ Extremely Helpful

Overall Participant Reported Impact

100% of surveyed respondents expressed that they would recommend this program to others.

Testimonials

"I have grown in abilities and confidence as a result of this program. I am so grateful to have been a part of it: it really was life changing."

"Thank you for the LDP program. It was more impactful in many ways than my MBA was. I appreciate the opportunity and am happy to talk to anyone you want to encourage to participate in the future."



■ Yes

Kirkpatrick Model: The 4 Levels of Evaluation

Kirkpatrick Model: The 4 Levels of Evaluation

Level 1: Attendance

Participants attended the different portions of the training

Level 2: Learning

Participants apply what they learned during training when they are back on the job

Level 3: Behavior

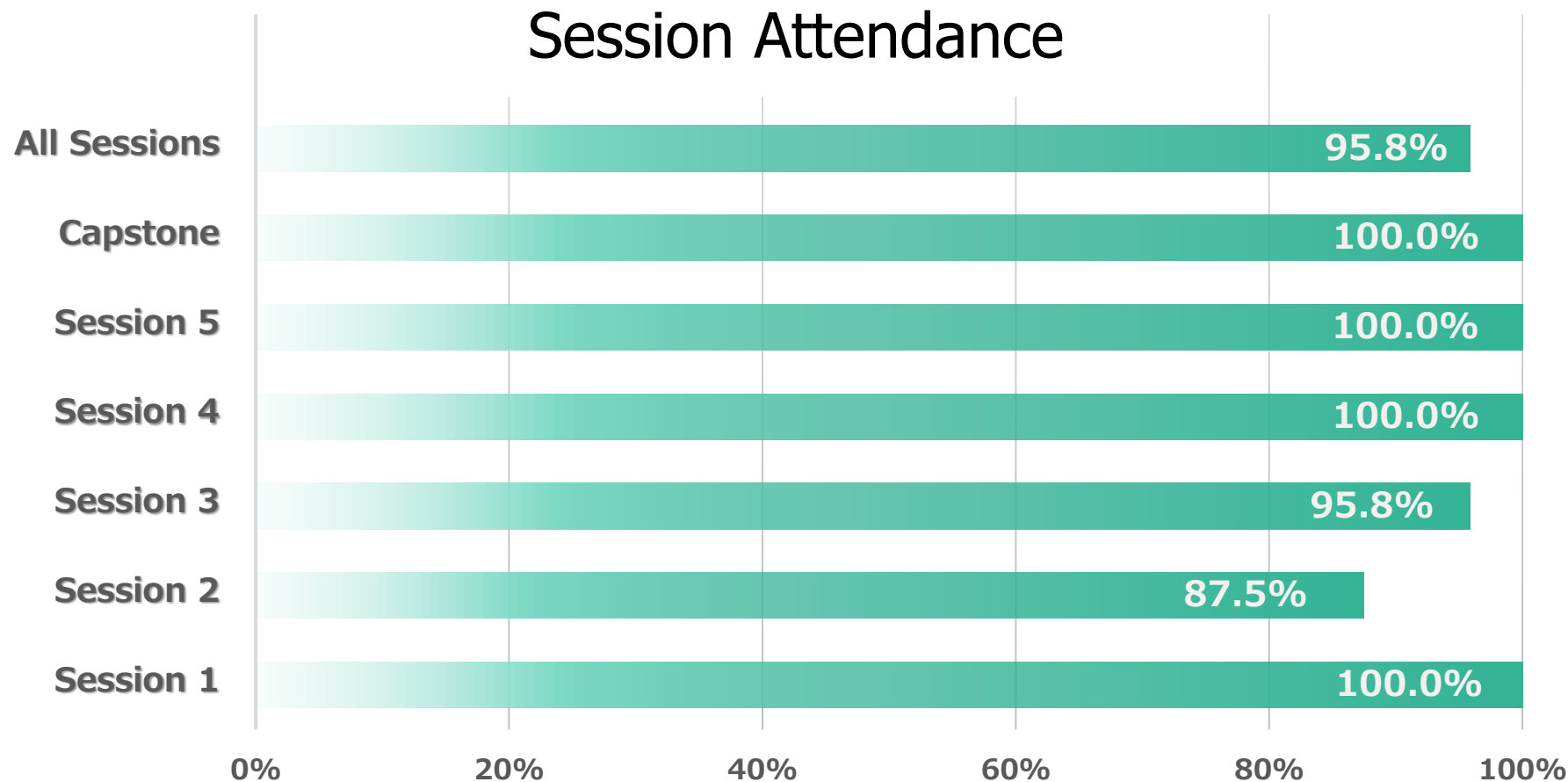
Participants acquire the intended knowledge, skills, attitude, confidence, and commitment based on their participation in the training

Level 4: Results

Targeted outcomes occur as a result of the training and the support and accountability package

Kirkpatrick Model Level 1: Attendance

Participants Attended Over 95% of the In-Person Sessions



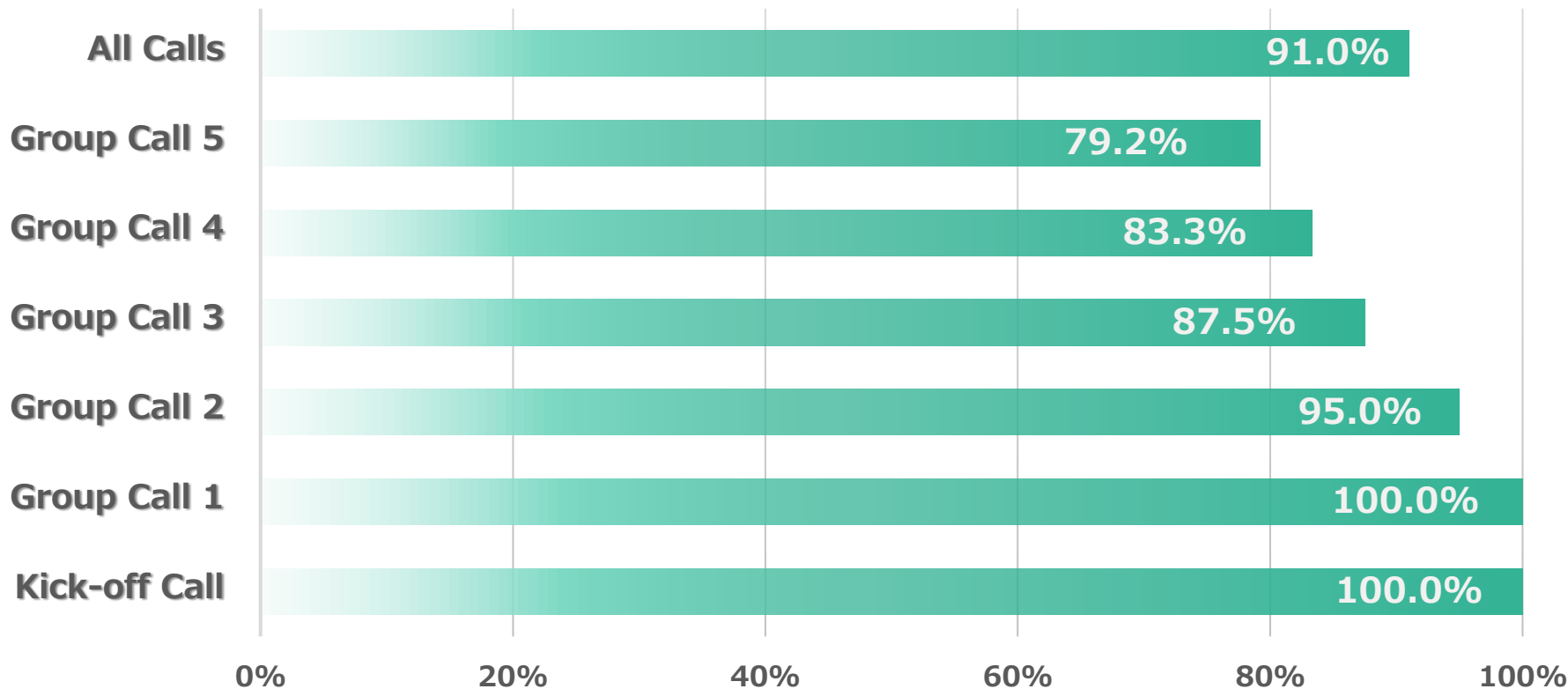
Case Study:

LDP participants from a health care organization invested 11 days, plus travel time, of in-person collaboration into the program

Kirkpatrick Model Level 1: Attendance

Participants Attended Over 90% of the Group Calls on Average

Group Call Attendance



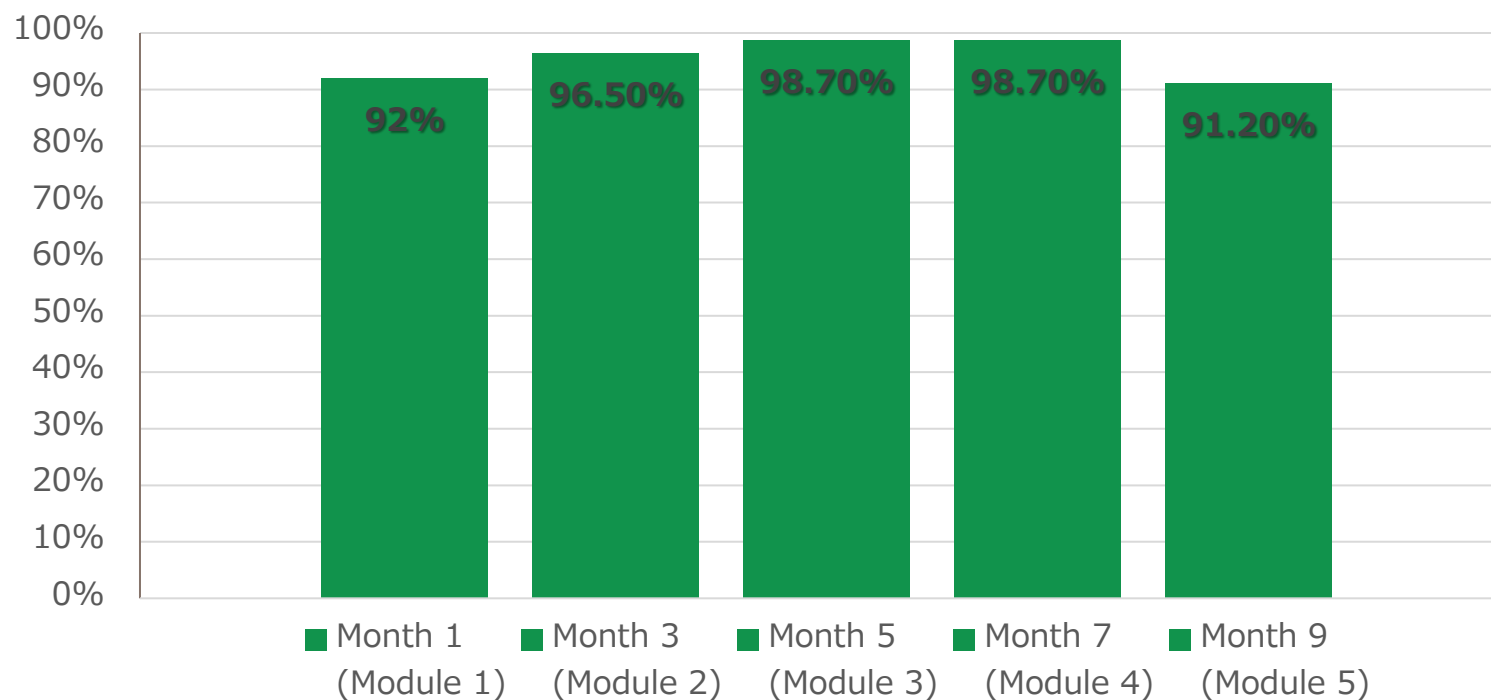
Did You Know?

The LDP includes a kickoff call and 5 group calls in addition to the in-person sessions

Kirkpatrick Model Level 1: Attendance

Participants Saw Value From In-Person Peer-to-Peer Discussions

**% who selected “Very Helpful” or
“Extremely Helpful” on survey**



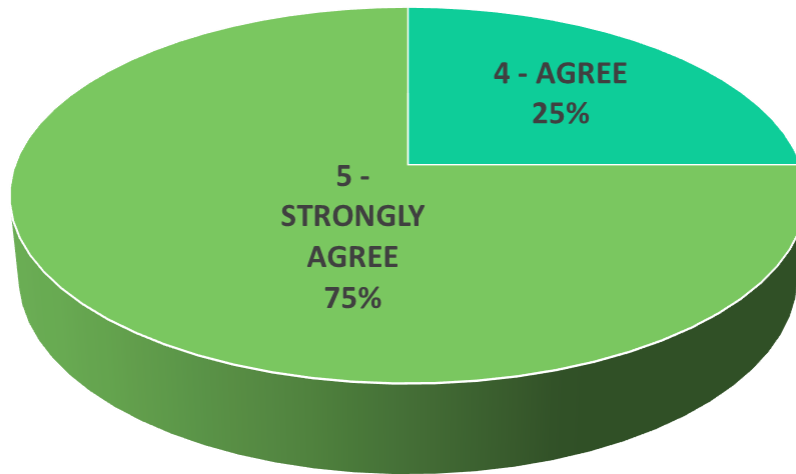
Testimonial

“This has been an outstanding experience. There is probably nothing more healthy that I have done in my life. I can definitely say this has been a great, healthy experience for me. Through my interactions within this cohort, I have met some amazing people. It's these people that give me hope. Knowing that there are others similar to me that care and struggle in the same way and genuinely want for a better future is refreshing.”

Kirkpatrick Model Level 2: Learning

Participants Were Highly Engaged With Module Content

I was engaged in my learning.



Testimonial

"It's been an amazing experience and a gift I will be forever grateful for. I only wish the program continued longer."

Response
1 - STRONGLY DISAGREE
2 - DISAGREE
3 - NEITHER AGREE NOR DISAGREE
4 - AGREE
5 - STRONGLY AGREE

Kirkpatrick Model Level 2: Learning

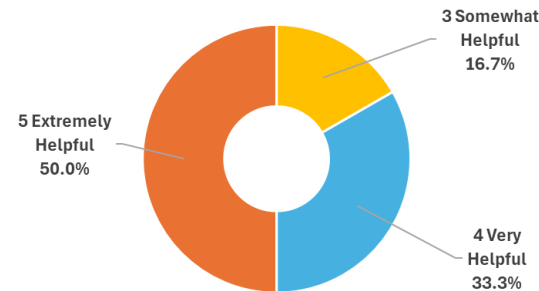
Participants Found LDP Content to Be Helpful

Testimonials

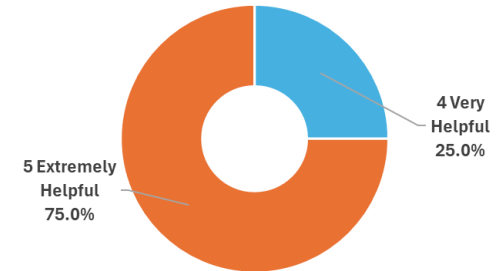
"I will develop an educational plan for market leaders including an engaging story, with the goal to be improving literacy about [what I learned in] this program that affects all providers more than they realize."

"This has been an amazing experience. Now the onus is on ME to continue to practice and use these skills and not let them fade and get rusty. Thanks so much."

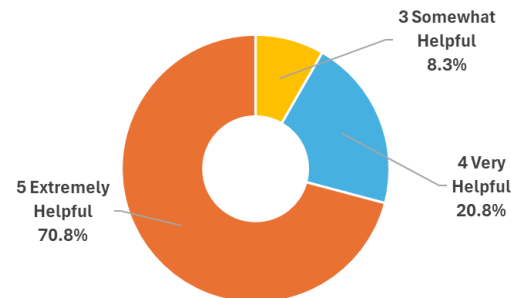
The content presented by the facilitator



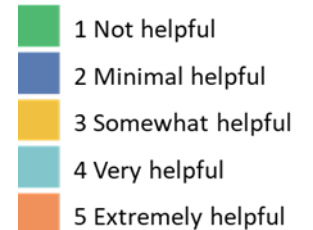
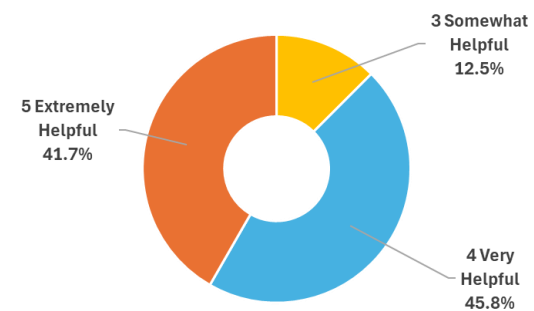
Peer-to-peer discussions during exercises and debriefs



The coaching demonstrations and discussions



The exercises (assessments, prioritization, action planning etc.)



Kirkpatrick Model Level 2: Learning

Participants Agree They are More Confident to Apply Learning

% who selected "Agree" or "Strongly Agree" on survey



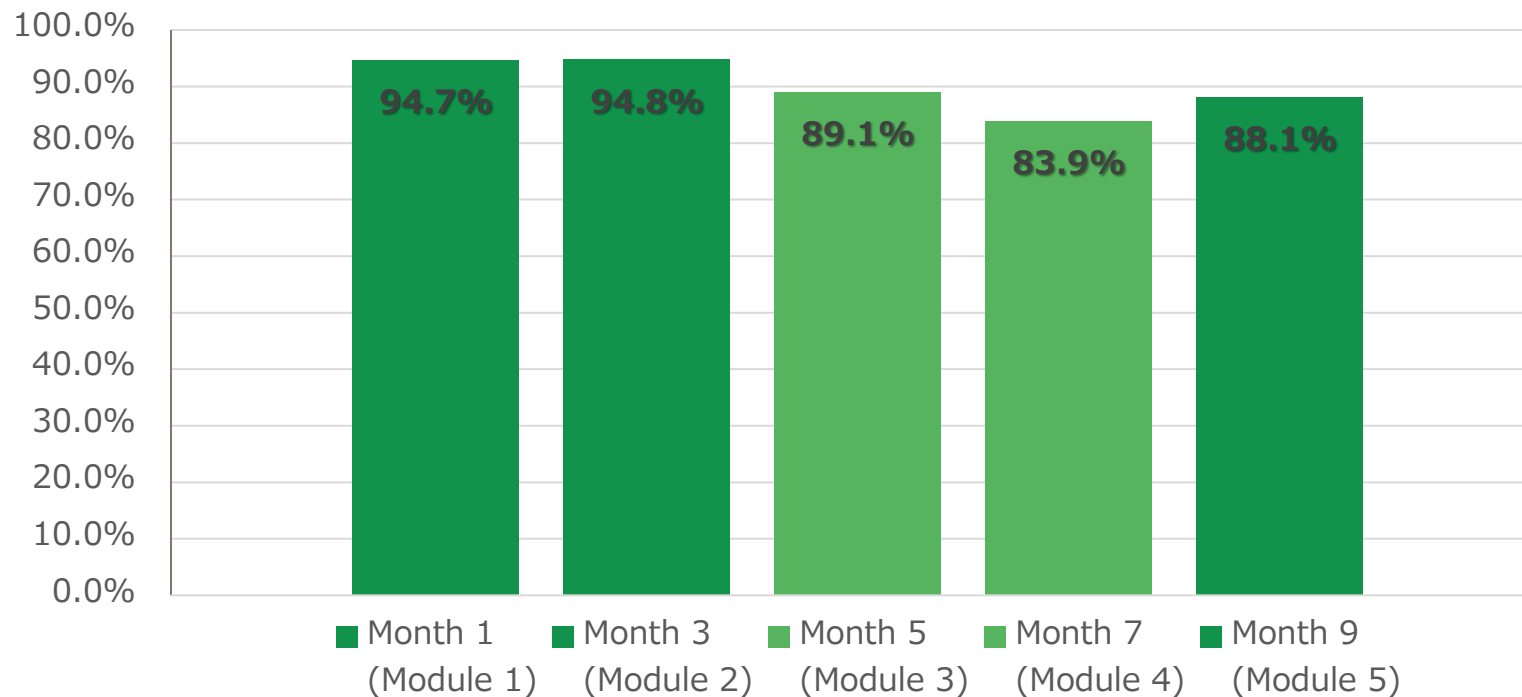
Testimonial

"As I have mentioned during our discussions that I find the training very useful in my everyday management of my practice, especially the last session - I am coaching my partners and manager using the tools and they now assess each employee situation - Aptitude, Attitude, Resources. I feel it has been effective."

Kirkpatrick Model Level 3: Behavior

Participants Immediately Used Module Content

% who selected “Agree” or “Strongly Agree” on survey



Testimonials

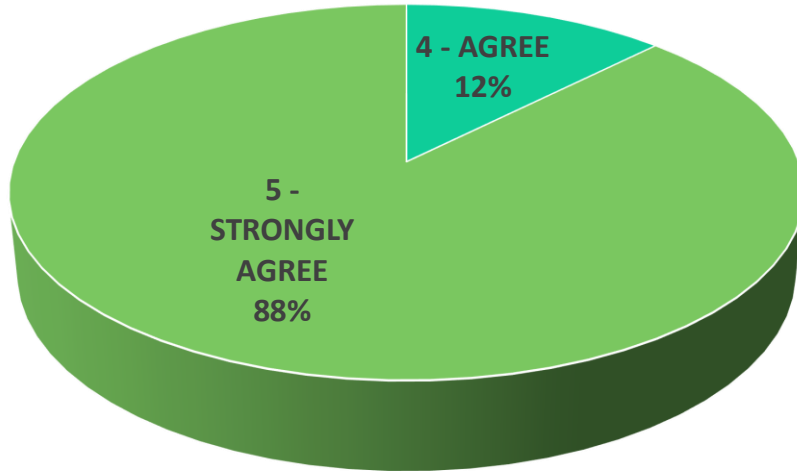
“It always feels like a sacrifice to carve out dedicated time to focus on personal development, but the ROI is immeasurable.”

“Because I have new leadership skills, my confidence has grown and I plan to take on a new challenge that I would not have pursued otherwise.”

Kirkpatrick Model Level 3: Behavior

Participants Have Reflected on Learning Content

"I have reflected on what I learned"



Response
1 - STRONGLY DISAGREE
2 - DISAGREE
3 - NEITHER AGREE NOR DISAGREE
4 - AGREE
5 - STRONGLY AGREE

Testimonials

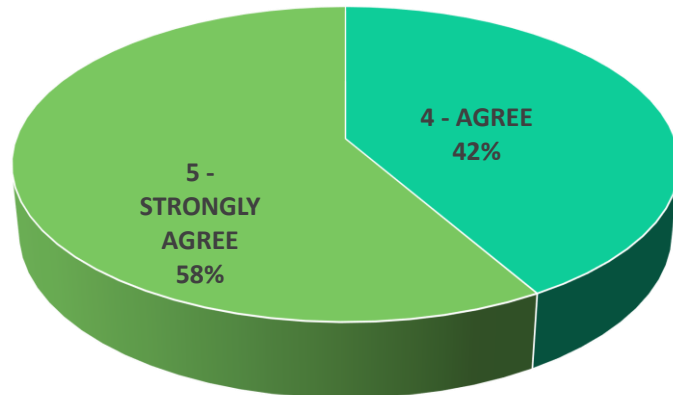
"I am truly grateful for the opportunity to learn under your guidance over the past year. I look forward to growing in my personal and professional life [and to applying] the knowledge I have gained."

"[He] was very complimentary about the sessions you lead and mentioned how valuable he thought all of the sessions were for him personally. One of the things he has been working on is networking, so his participation in the program really fit the bill. He even mentioned how much he will miss everyone at the end. I'm sure you will hear this from many but wanted to pass it along."

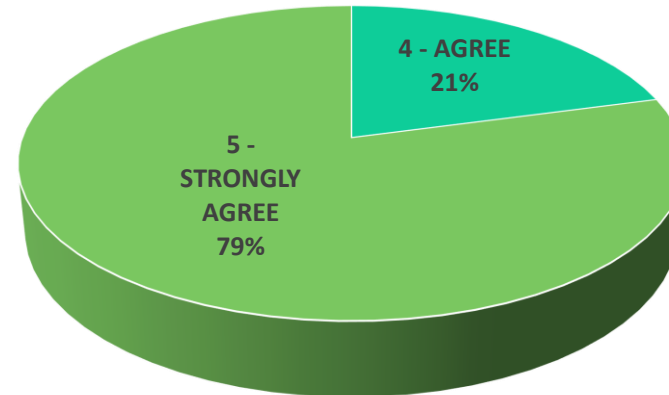
Kirkpatrick Model Level 3: Behavior

Participants are Applying Content on the Job

**I AM CONFIDENT I CAN APPLY
WHAT I LEARNED ON THE JOB**



**SINCE THE WORKSHOP, I HAVE USED
SOME OF WHAT I LEARNED IN MY WORK.**



Testimonial

"This has been one of the most impactful learning opportunities that I have ever been involved in."

Response

1 - STRONGLY DISAGREE

2 - DISAGREE

3 - NEITHER AGREE NOR DISAGREE

4 - AGREE

5 - STRONGLY AGREE

Case Study:

Participants felt ready to apply learning on the job, and when situations arose, they took action.

Kirkpatrick Model Level 4: Results

Participants saw positive results after the LDP, including:



Higher
Customer
Satisfaction
Scores

Higher
Revenue

Higher Net
Promoter
Scores
(NPS)

Testimonial

"I have seen staff increase engagements as I have been able to delegate tasks more easily and include staff in problem solving and implementation strategies. This has also reduced my stress levels a little and allowed my focus to be turned to those items that are more important for my attention."

Kirkpatrick Model Level 4: Results

Participants held **HIGHER Leadership Roles** after a year

After one year, participants held higher leadership roles than where they were at the conclusion of the program.

Participants held **MORE Leadership Roles** after a year

After one year, participants held more leadership roles than they had at the conclusion of the program.

Case Study:

*After TWO YEARS, some participants **reduced** the number of leadership roles overall, devoting all their energy to one or a few high senior level roles.*

Kirkpatrick Model Level 4: Results

Participants Saw Notable Growth

86%

Improved
Individual
Performance

57%

Improvement
in Strategic
Thinking

Testimonial

"We have in general a culture of going after goals in terms of dollar values. I think it is important that as leaders we lead with more inspirational messaging on why we do what we do, for our customers. We need a why, not just the what!"

Additional Participant Testimonials

"It's been an amazing, life changing experience, to connect with other leaders, to learn leadership skills, to be a part of something bigger. It's improved not only my professional life, but I am a better husband and father. So, for that I can't say thank you enough. It's with tears in my eyes I type because I'll miss this group in this setting. But I have made lifelong friends! Thanks again."

"...I especially enjoyed this last module on strategic thinking. I was really surprised to learn that I fell into the strategic thinking category. It is somewhat empowering and affirming to realize this is actually a strength not a weakness. Now I just need to work on the other tools I've learned so that I can best apply this to my leadership role. I will always value the relationships that I developed though this course."



Thank You

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