



## Organizational Development is on a mission to create an extraordinary employee experience!

Our people are the heart of who we are, what we do, and what makes LCMC Health so special. Creating an extraordinary experience means enabling our people to be at their best to do their best, shining today and soaring tomorrow. We're investing in and developing our workforce to retain our caregivers so they can live their calling.

**Organizational Development nurtures engagement and retention across four key areas. These services enable our caregivers to live their extraordinary every day!**



### Empowering extraordinary

Equipping new and seasoned leaders with the right resources to shine

- Leader education and training
- Leader career development
- Leader coaching
- Turnkey toolkits



### Culture and engagement

Creating an extraordinary experience that celebrates what makes you, YOU

- Engagement surveys
- Team development
- Recognition
- Orientation and onboarding



### Growing our people

Inspiring and supporting our best people to deliver healthcare with heart

- Employee education and training
- Employee career development courses and programs



### Talent and performance management

Planning a bright and healthy future for our people and our organization

- Performance management
- Consultative support in talent reviews and succession planning

## 2023 at a glance

# 863,658 training completions in the Learning Center



**365 LEADERS**

PARTICIPATED IN 28 LEADERSHIP DEVELOPMENT COURSES WITH A 9.3/10 PROMOTER RATING



**10,500** library courses managed in the Learning Center



**973** leaders trained on **Leading with Heart**




**33** EMERGING LEADERS PROGRAM GRADUATES



**2** Patient Care Technician Training Cohorts

**49** PROGRAM GRADUATES



**8,476** respondents for **Engagement and Culture of Safety Survey**



**38** Director Leadership Academy Graduates



**37** COACHING AND CONSULTATIVE SESSIONS  
400+ ATTENDEES

# Menu of services

**We know one size doesn't fit all.** Creating an extraordinary experience means offering the resources you need when and how you need them.

Whether that's a quick training or "playlist" you can access in the Learning Center at your own pace, a class or team workshop, "grab and go" resources via our turnkey toolkits, or a consultative call with our team, we've got you covered.



## Leadership development

A suite of resources to enable our leaders to shine:

- Instructor-led trainings (Leading with Heart: New Leader Orientation and Heart-to-Heart Series)
- Cohort-based programs (Emerging Leaders and Director Leadership Academy)
- Turkey tools for onboarding, development, engagement, performance, recognition, and retention



## Training and education

Just-in-time and on-demand training and education to advance a culture of learning. These services enable our caregivers to live their extraordinary every day!

- Annual regulatory education
- New hire online orientation
- Workday training
- e-Learning modules and playlists in the Learning Center



## Career and workforce development

Supporting our caregivers in furthering their career goals through community partnerships, select career pathway programs and education (Patient Care Technician, Sterile Processing Technician), performance evaluations, and webinars and workshops to enable our team members to progress their careers



## Team development

Instructor-led workshops on select topics including core values, customer service, and personality profile assessments (DiSC, Emergenetics, Strength Deployment Inventory)



## Coaching and consultative services

OD is ready to support you with employee engagement, leadership development, talent management, team development, succession planning, and more



Learn more about these services and connect with our team via our Organizational Development page on the [LCMC Health Intranet](#).

**We'd love to hear from you.**

Contact Organizational Development [LCMCOD@LCMCHealth.org](mailto:LCMCOD@LCMCHealth.org)

