



# PERFORMANCE COACHING FOR HEALTHCARE MANAGERS

## TRIED-AND-TRUE PERFORMANCE COACHING SOLUTIONS THAT WILL BRING IMMEDIATE RESULTS IN YOUR HEALTHCARE ORGANIZATION

Senior business leaders who want to improve business performance, who want to move the ball, most often hire us to Coach Business Unit or Department Managers and/or their Management Teams.

These business leaders recognize Coaching as an effective and efficient way to gain performance improvement. They know that coaching can add critical elements to an organizational unit or individual. Performance Coaching adds:

- Business/Technical Competence
- Energy and Acceleration
- Confidence and Initiative
- Risk Management
- More Bang for the Buck

Senior business leaders can remember or envision times when they had a trusted business professional looking over their shoulder during critical periods or during "make it or break it" transactions.

### Champions use Coaches the Most

The Bigger the League, the Higher the Stakes, the Tougher the Competition, the more Difficult the Challenge ... the greater the likelihood that Coaches will be an integral part of the Winning equation!

Who in your organization could be a star if they could be properly coached?

## Coaching Services Available For Your Managers

**High Performers ...** who have just realized the value of coaching and want to continue to use it to further leverage their careers or "top off their tanks."

**New Performers ...** who have just been promoted or reassigned and who need to make the transition to the new position as fast and effectively as possible.

**Low Performers ...** who have been assigned to work with a coach to make immediate improvements in job performance (and save their careers).

**Swamped Performers ...** who have a special assignment or who are doing the work of others on a long or short term basis and who need help to stay above water. Help them now, let them drown, or burn them out.

**Out-of-Date Performers ...** who have been "out" or on "special assignment" sometimes need help in setting up and implementing a recovery plan.

**Managers Who Must be Coaches ...** managers who cannot be coaches to their employees truly have flat sides that will limit their personal and unit productivity.

**Managers Who Are New to Healthcare ...** managers who are from other industries have both opportunities and challenges in healthcare. A coach can help them seize the opportunities and overcome the challenges.

**DUTCH HOLLAND, PHD**

[dutch@hollandmanagementcoaching.com](mailto:dutch@hollandmanagementcoaching.com)

<http://www.hollandmanagementcoaching.com/index.php>



# REVIEWS FOR HEALTHCARE COACHING BROCHURE

## INSIGHTFUL APPROACH TO MANAGING DAUNTING CHALLENGES

Dutch Holland has provided us with an insightful approach to managing the daunting challenges that can decisively determine an organization's future. When faced with the prospect of great gain or failure, seasoned managers inherently know the right approach to be taken. Dutch helps these managers to use their inherent skills to verify the intent, goals and process of the effort within a structured approach. These days we are constantly inundated with new books on the topic of management. However, Dr. Holland's books rise above the rest. They should be required reading for all healthcare managers.

**Mark A. Wallace, President & CEO Texas Children's Hospital**

## UNDOUBTEDLY SAVED THE INSTITUTION MONEY AND TALENT

It is clear to me that Dutch's coaching efforts significantly improved the behavior and performance of a number of individuals, which resulted in their becoming team players within the organization. Due to the cost of replacing high level faculty and administrators, this undoubtedly saved the institution money, in addition to turning some people on the brink of disaster into productive institutional players. We always saved our most difficult coaching cases for Dr. Holland, because of his ability to get people to understand what they needed to do to become successful.

**Dr. Margaret M Kripke, Executive Vice President and Dean of Faculty The University of Texas M.D. Anderson Cancer Center**

## A UNIQUE ABILITY IN PROMOTING LEADERS' SELF-REFLECTION AND GROWTH

Dutch Holland and colleagues bring to executive coaching a unique ability in promoting leaders' self-reflection and growth, while simultaneously deepening the leaders' organizational understanding. Taken alone, neither of these important elements is enough to grow effective organizations and yet together they are a powerful team and organizational multiplier. As a leader of a large group of physicians and other professionals, and someone with first-hand experience working with Dr. Holland, I would again eagerly join forces with Dutch to take on the challenges each of us face in growing our teams.

**David L. Brown, M.D., Chair of the Anesthesiology Institute The Cleveland Clinic**

## PROVIDED INSIGHT INTO LEADERSHIP STYLE

"Dutch worked closely with a key departmental leader to provide insight into leadership style and its effects on colleagues. His work resulted in the departmental leader modifying his style to one much more effective in achieving results. From that success, Dutch assisted the leader with the process of developing an institutional clinical enterprise. His work tremendously benefited the Department and was a significant learning experience for me as well. I will gladly call on Dutch for future coaching."

**Randall J. Urban, MD, Professor and Chair of Internal Medicine University of Texas Medical Branch**

## COACHING TO OUR EXECUTIVE TEAM AT A PIVOTAL TIME OF CHANGE

"Dutch provided coaching to members of our executive team at a pivotal time of organizational change. He was able to draw on his extensive experience as a leadership and change management consultant to effectively support our leadership team through a complex business transaction. Dutch's deep and detailed knowledge of the business and cultural impact of mergers and acquisitions was an invaluable resource to assist the team in seamlessly uniting two large and complex healthcare organizations. Employing his "run the business vs. change the business" management approach enabled the team to overcome the challenges presented by the merger while maintaining a focus on day-to-day operations, thus ensuring that the desired business outcomes were attained."

**Carmen M. Alston, Ph.D., Director, Organizational Development St. Luke's Hospital, Houston, Texas**

## CONTRIBUTION WAS INVALUABLE TO OUR SUCCESS

This is to express our recognition and gratefulness for the excellent coaching our team received from Dr. Holland in the process of engineering the adoption of palliative care here at M. D. Anderson Cancer Center. Our team followed his advice and took great advantage of his book and coaching. I am delighted to report that after 10 ½ years of the establishment of our program we are now the largest clinical as well as academic program in palliative care in the United States and we continue to grow in both core aspects of our mission. Dr. Holland's contribution was invaluable to our success!

**Eduardo Bruera, M.D. Professor of Medicine, Chair Department of Palliative and Supportive Care The University of Texas M.D. Anderson Cancer Center**

## TREMENDOUS SUPPORT OF YOUR COACHING STYLE

I am a tremendous supporter of your coaching style and the results you achieved for a number of our faculty. It will always be greatly appreciated. One of your successes was here visiting me today and planning to apply for a department chair position which would never have been possible without your intervention. If anyone needs specific information please feel free to have them contact me directly.

**Thomas W. Feeley, M.D., Vice President, Medical Operations The University of Texas M.D. Anderson Cancer Center**

## ENABLED THIS DRAMATIC TURNAROUND

My consulting with Dutch Holland enabled me to direct my talents and energy in a manner that was appreciated by the organization. I went from nearly losing my position to being suggested for considerable advancement by the very same supervisors.

Dutch enabled this dramatic turnaround both by providing effective insights and strategies going forward, as well as effective strategies for addressing the past history. If there seems to be a disconnect between your abilities and your achievements, Dutch is the guy to get you connected!

**Howard Goodstein, MD MD Anderson Cancer Center**

**DUTCH HOLLAND, PHD**

[dutch@hollandmanagementcoaching.com](mailto:dutch@hollandmanagementcoaching.com)

<http://www.hollandmanagementcoaching.com/index.php>