

# Executive Leadership Services

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CashmanKlein

*From Intuitive to Intentional*

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Why Cashman Klein?



# CashmanKlein

*Boutique Responsiveness. Brand Name Capability.*

Most leaders are talented but under-supported. They're navigating constant change, managing difficult teams, and making high-stakes decisions, often without a thought partner. CashmanKlein changes that.

**We do this by engaging with organizations to provide**

- ✓ Leadership Training & Development
- ✓ Executive Coaching
- ✓ Change Management Support
- ✓ Process Improvement
- ✓ Team Dynamics & Organizational Culture Consultation

# Why Partner With CashmanKlein?

## Industry Expertise

Deep experience across healthcare organizations of all sizes. We understand the unique challenges of healthcare.

## Proven Results

Track record of measurable impact: 98% satisfaction rates, improved performance metrics, and long-term client partnerships.

## Customized Solutions

No cookie-cutter programs. Every engagement is designed specifically for your organization's context, culture, and goals.

## Integrated Approach

We combine leadership development with process improvement, strengthening both your people and your systems.

# Trusted by Leading Organizations



# Our Service Offerings

## Leadership Development

- ✓ Executive Retreats
- ✓ Team Building
- ✓ Leadership Training Programs
- ✓ 360 Assessments

## Strategic Planning

- ✓ Multi-day Workshops
- ✓ Stakeholder Engagement
- ✓ Implementation Support
- ✓ Quarterly Reviews

## Executive Coaching

- ✓ 1:1 Coaching
- ✓ Group Coaching
- ✓ Assessment-Based Development
- ✓ Coaching for All™

## Organizational Development

- ✓ Change Management
- ✓ Culture Transformation
- ✓ Process Improvement
- ✓ Middle Manager Support

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# Example Engagements



# Leadership Development Program

*Example: \$80M Healthcare Professional Services Firm*

## The Challenge

- Multi-generational workforce
- Rapid growth creating leadership gaps
- Need for consistent leadership approach

## Our Solution



## Results

**98%**

of participants would recommend  
this program to others

**95%**

could apply skills learned  
to their day-to-day work

# Executive Development

*Example: Non-profit Substance Recovery and Behavioral Health Organization*

## Background

After taking time to establish a stable core leadership team this organization stood at the crossroads of a shifting healthcare environment. Their aim was to coalesce as a team around a strategic vision for the future and strengthen their leadership at all levels as a team.

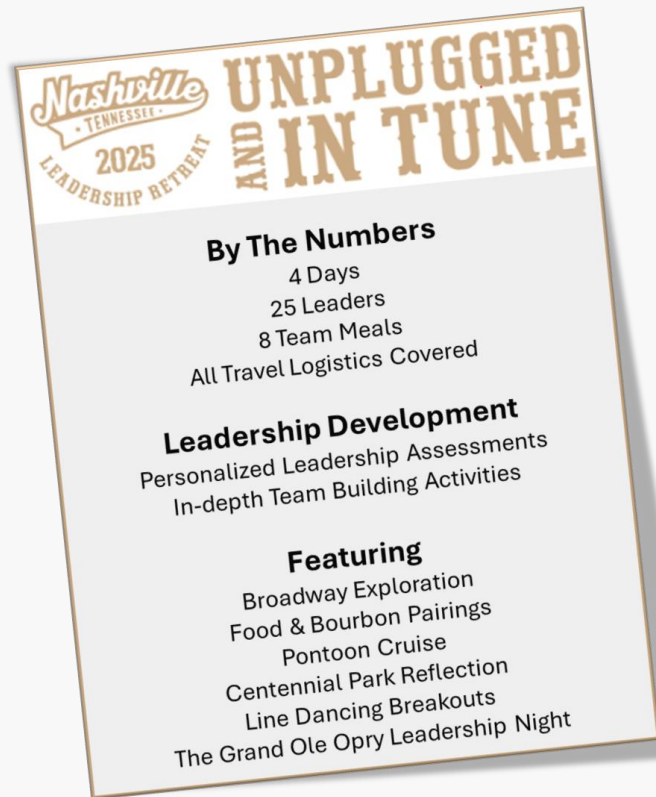
Activity	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Month 13	Month 14	Month 15	Month 16	Month 17	Month 18
Executive Retreat	Retreat																	
Strategic Planning Workshop					Retreat			Plan Review			Plan Review		Plan Review				Plan Review	
Group Leadership Training			Session 1		Session 2		Session 3		Session 4		Session 5		Session 6					
1:1 Executive Coaching				Two sessions per month alternating between individual development and reinforcement/ application of group training														
New Beginnings Program										Design		Session 1		Session 2		Session 3		Session 4

# Leadership Development Retreat

*Example: 26-Home Multi-State Nursing Home Group*

## The Engagement

Complete 3-day destination leadership retreat



## Participant Feedback

*"This was truly an amazing trip. Learning not only better communication skills but how my own style can be interpreted and ways to improve on it."*

*"By far one of the best leadership trainings I have been to! Very insightful and I can't wait to put it to use!"*

*"Lots of new knowledge and a focused mindset to take back to our teams!"*

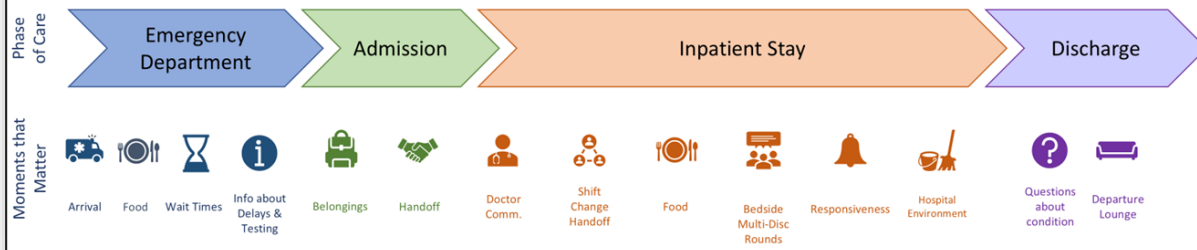
# Process Improvement

Example: 300-Bed Acute Care Hospital Patient Experience Journey

## The Approach

- ✓ Comprehensive analysis of workflows
- ✓ Staff and patient feedback collection
- ✓ Identification of bottlenecks
- ✓ Development of improvement roadmap
- ✓ Implementation support and project facilitation

### Patient Journey – Current State



## Impact

This roadmap led to targeted improvements that brought this hospital from:

**30th Percentile**



**60th Percentile**

*in Overall HCAHPS Rating*

# Let's Talk About Your Needs

Every organization has unique challenges and opportunities.

Let's discuss how we can help you achieve your leadership and organizational development goals.

[www.cashmanklein.com](http://www.cashmanklein.com)

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