

# Integrated Leadership Development Approach Drives Business Strategy at QuadraMed

## CHALLENGE

Due to organic growth, potential acquisitions, and innovative business models, the senior leadership team of QuadraMed—a leading provider of information technology and services in the health care field—identified leadership development as one of the company's most critical, strategic priorities. The CEO also wanted to produce real behavior change and better equip company leaders to deliver strong bottom line results. To do this, the company needed a hands-on, customized program that would help drive and reinforce a culture of accountability throughout the organization.

## SOLUTION

Linkage partnered with QuadraMed to develop a series of programs designed to tie learning to real business objectives while building the leadership capabilities of their top 40 leaders. After first conducting an extensive needs analysis, *QuadraMed's Leadership Academy* was developed. The program, which was made up of four sessions over a 12 month period, engaged participants in a number of learning situations including: presentations, individual assessments, group and individual exercises, simulations, live skill practices, reflection and development time, and team building.

Each session of the *Leadership Academy* focused on critical areas of leadership development. In session one, participants received a personality assessment report and participated in a variety of activities that enabled them to define their personal approach to leadership. They learned how to solidify their own leadership agenda as well as develop skills and apply tools that enhanced their interpersonal effectiveness and high impact relationships.

In session two, they learned how to become a successful team leader by clarifying their mission, developing a blueprint for success, and ensuring that clear roles and responsibilities are always defined. Session three focused on improving leadership competence by utilizing a coaching process and other tools to enable more effective conversations. Participants also developed a strategy to evaluate and drive team performance.

Session four explored the characteristics of high performing teams and how to strengthen cross-functional awareness and cultural intelligence by applying tools to uncover and work with barriers in the organization. Participants also created a strategic action plan that would help them build trust with key stakeholders.

## RESULTS

QuadraMed now has an integrated, systemic approach to leadership development that aligns with the business strategy. They also have greater leadership capability at the executive level, a strong talent pipeline of leaders, and improved communication across all levels of the organization.