

# CASE STUDY



**TALENT  
CENTRIC  
DESIGNS**

## Client Info

Industry: HEALTHCARE

Employee Size: 500

HR Team Size: >20

## PROJECT: Create a roadmap for our new CPO

### Primary Area of Practice: Type of Engagement:

- Attract & Acquire
- Learn & Grow
- Culture & Engagement
- HR Strategy & Structure

- Gap analysis
- Resource creation
- Advisory
- Facilitation

### The situation and need:

As part of a massive expansion, the organization was in search of its first Chief People Officer (CPO). There was a desire to ensure that the new CPO would be set up for immediate success and so in preparation for that person starting, the executive team engaged Angela to assess the current state of the HR team and establish an onboarding roadmap for the CPO once hired to be able to make quick impact.

### Approach and techniques deployed:

- Interviews with executive team, HR team, and other key stakeholders
- Review of engagement survey results
- Assessment scorecards and executive reports

### Key output and impact:

Angela interviewed all key stakeholders, from the executive team, to the HR team, to new hires and managers. She observed the HR team in action and also reviewed existing documentation including HR policies, engagement survey results, and process documents.

Her findings indicated that the HR team was in need of an end to end transformation. She synthesized all of this into a [comprehensive report with detailed assessments, scorecards, and a recommended roadmap](#). She presented her recommendations, including for a reorganized and expanded HR and a new department name and identity, to the executive team. Upon the CPO's hire, she was also engaged to onboard and help partner with that person over their first 60 days. This included co-facilitating with that person an offsite with the HR team to drive a mindset shift.

As a result of Angela's work, the department has been tripled in size, completely restaffed, and is seen as a more strategic partner to the organization's growth. Angela has since been retained for other advisory work with the new People team.

"I found Angela to be incredibly thoughtful and expert in her field. Her guidance was invaluable in identifying areas for our improvement and, most importantly, suggestions for how to address these areas and build strength. For this first time in many years, we are headed in a direction that I believe will support the growth we are anticipating." – MA, CEO

"The impact was monumental - we were finally able to take action in ways that had been previously stalled for years. Angela provided a road map to guide us in changing directions. I appreciated her sensitivity and integrity in working with our team and valued her very specific, actionable feedback and recommendations for our organization." LB, CMO