



# Elevating People and Organizations

Overview of Courses and Custom Engagements for Leadership  
Development and Business Consulting



Kalaukia Enterprises LLC was founded by **Claudia Crist RN, MHA, FACHE** with the goal of elevating people and organizations to realize their full potential. An experienced C-Suite executive with a successful 25-year career in leadership, Ms. Crist's key to success in leadership has been elevating those around her to recognize and reach their potential. This combined with integrity and evidence-based leadership practice, make up her winning recipe.

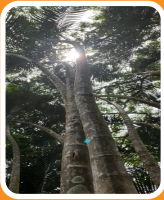
### Highlights:

- Known for her ability to galvanize and align staff and large stakeholder groups, Ms. Crist successfully led teams from five to 3,000 people in organizations from 300 – 60,000 staff in size, with associated operational and budget responsibility from \$300 thousand to \$2.9 billion.
- During her time as Director of Leadership Development for a 9,000-employee region, Ms. Crist and her team provided leadership classes and symposia from small groups to up to 600 leaders and provided leader coaching to help the region meet and exceed its dashboard performance in areas of quality, employee satisfaction, client satisfaction, finance, and growth.
- Ms. Crist served as CEO for an 88-bed, 300-staff hospital. Within less than two years of her arrival, her team moved the organization's employee engagement results from lowest to best when compared to over 30 other entities in the entire affiliated system.
- She stood up and led a hospital incident command team through the thick of the COVID-19 pandemic. This included participating as CEO in statewide leadership workgroups to help Hawai'i receive critical supply, vaccination, and labor resources, and maintain among the lowest incident rates in the country.
- In the role of Revenue Cycle Process Leader, she was part of a team that successfully led a large-scale consolidation of revenue cycle functions for 24+ acute care hospitals to a Shared Services Model. This resulted in a combined \$40 million of annualized cost savings and revenue increases.
- As Chief Deputy Director of Policy and Programs at the California Department of Public Health, Ms. Crist oversaw 150 regulatory and non-regulatory programs from infectious disease to environmental health. She galvanized statewide teams and diverse stakeholder groups to implement and operationalize legislation and to respond to public health emergencies such as disease outbreaks and natural disasters.

Ms. Crist is bilingual in English / German and is board-certified in healthcare management. She earned a Master of Health Administration degree from the University of Southern California. Ms. Crist completed her nursing studies at College of the Canyons in California. She enjoys an active life in Hawai'i volunteering time with mental health and other causes, working as a voice actor, and training as a triathlete.

# Navigating the Leadership Journey

Courses are engaging and dynamic due to a combination of presentation style, real examples, stories, and interaction. Best conducted in-person, many sessions can be adapted to a virtual environment, depending on group size and need. Most topics can be customized to meet the needs of an individual organization.



## New Leader Foundation

Start your journey off right! Learn and apply the fundamentals of leadership. Introduction to a core bundle of vital leadership practices.

*\*Recommended for new leaders with up to 2 years of experience.*



## Leadership Practice Fine-Tuning\*

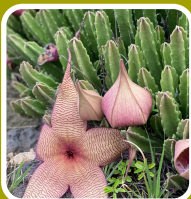
Don't get stuck! Discover who you are as a leader and fine-tune your practice for success.

*\*Recommended for established leaders (min >2-4 years) only.*



## Employee Engagement - the Key to Success

Prevent costly turnover and culture erosion, and maximize quality and productivity in your organization. What does employee engagement look like? Why is it critically important to your organization's success, how do you measure it, and what is your role as leader?



## Change Leadership and Management

Sending out a staff memo is not managing change - yet we see this all the time. What exactly is change leadership and what does it (not) look like? Hear and learn from stories of leader successes and missteps.

# Elevate!

Maximize your Individual, Team, and Organizational Potential! Best conducted in-person, many sessions can be adapted to a virtual environment, depending on group size and need. Most topics can be customized to meet the needs of an individual organization.



## Transitioning to a Senior Leadership Role

Based on the premise of "what got you here won't get you there," understand your new role as Senior Leader (C-Suite/VP/Chief Deputy) and how to be successful. Learn and interact in a safe space with people on a similar journey.



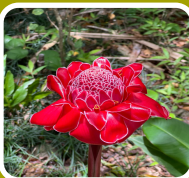
## "Pre-Selection" is not Succession Planning

Chart a strategy for developing leaders at the top that is hardwired to identifying and developing the best managers and culture-carriers at your organization's front lines. Introductory course geared toward Senior Leadership Teams and Boards.



## Diversity, Generations, and Practice

Understand and maximize the potential of today's Workforce and your Organization.



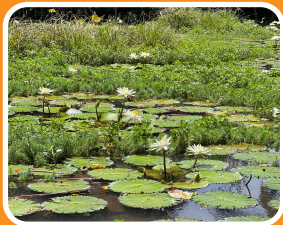
## 1:1 Coaching

Ideal for individuals who desire a fully customized approach to help them meet their goals as a leader. Format is typically a min. 90-day engagement with regular, private coaching sessions and individualized tools/take-aways.



# À la Carte – Customize!

Receive a fully customized engagement based on your specific needs and goals. Details and deliverables to be mutually agreed upon after an initial client needs discussion. These engagements are conducted with highest discretion and focus on the customer.



## Organizational Culture and Employee Engagement Improvement Consultation

Assist leadership teams with an impartial assessment of organizational culture and employee engagement and provide customized, best-practice based recommendations.



## Leadership Team Assessment and Support

Assist leadership teams meet their highest collective potential through a customized assessment and support approach.



## Organizational Performance Assessment\*

Using your mission, vision, values, and key performance indicators as a basis for an organizational assessment to provide practical recommendations for Senior Leader(s).

*\* Kalaukia Enterprises LLC specializes in performance assessments of healthcare organizations and operations. We are able to adapt assessments to other industries depending on complexity.*

# Testimonials

*"Claudia is an extremely talented leader who understands the importance of empowering others. As a consultant, Claudia brings this talent to others, through sharing of information, listening, teaching, and mentoring. She brings new insights to challenging situations, making even the most difficult situation seem less daunting. Our team has shared how much they appreciate her insights and guidance. It is refreshing that Claudia has chosen to share her leadership insights and talent with others."* **Karen T., President & CEO**

*"To ascend to (and keep) a position in senior leadership you have to continually show value by building strong teams and getting things done. I was fortunate to engage Claudia in key Director roles in process improvement and standardization for an \$8 billion company. Her ability to apply and teach core leadership and process skills engaged our staff and customers driving our success. Whether you need individual coaching, team development or training for a large organization, Claudia will make it happen and put you on the road to getting things done."* **Brian H., Regional CFO/Vice President, Revenue Cycle (retired)**

*"Claudia's experience working with people from diverse backgrounds enables her to personalize her approach to engaging individuals in a meaningful way. Through active listening and reassuring guidance, she effectively mentors and coaches to maximize the potential of the individual and team. Claudia helps others understand their 'why'."* **Russ S., Director of Ancillary Services**

*"Claudia has the unique ability to solve enterprise-wide challenges in an extensive health care system while leading a diverse team of individuals to deliver innovative programs and content. Her ability to synthesize complex problems into manageable blocks is unparalleled. In addition, Claudia is a delight to work with, leaving those who encounter her better for the experience."* **Anette S., SVP of Community Engagement & DEIB**

*"Claudia's uplifting, dynamic communication style paired with her deep experience resonate with Hawaii's leadership mixed plate. Her insight elevates leaders at all levels toward their optimal potential and through organizational change with knowledge, grace and solid results."* **Beth-Ann K., Vice President**

# Testimonials

*"Claudia is an inspiring leader unique in her ability to navigate results driven change, from the individual to the organizational level. Combining decades of experience with keen observation and innate intuition, she is able to fully engage both heart and mind to accept and grow through change. An articulate leader with the utmost integrity who creates trust so harmonious with personal and organizational culture that even the most difficult transformation is well received."* **Kevin K., MD, Physician Leader, Child & Adolescent Psychiatrist**

*"Claudia is a person with the highest integrity. She inspired our team to better, bigger, and higher achievements through collaboration, confidence in our ability, humility, and fun! She brings people together; they WANT to follow her to see where she will lead them. Claudia is discreet, creative, knowledgeable and genuinely desires the betterment of people around her. She is frank when the situation calls for it, but tempers the feedback with compassion and grace."* **Lori C., Senior Talent Development Consultant**

*"Claudia is a multiplier of people. She will meet the individual and organization where they are, accelerating their potential and stretching them beyond their perceived ceiling."* **Mary S., Director of Patient and Family Engagement**

*"I had the great privilege of working with Claudia where I witnessed her exceptional leadership skills in driving key results while keeping stakeholder engagement high. Her innate ability to connect and inspire people exemplifies Claudia's trait as a passionate leader. With her profound understanding of people, organizational culture, diversity and change management, she was able to affect change within our service line where we worked together but also at the enterprise level. Whether you are a novice or an experienced leader, Claudia can help transform those skills to the next level. I feel blessed and grateful to know Claudia; as a leader, I am truly inspired."*

**Ernell D., RN, Chief Nurse Executive**