



# Elevating People and Organizations

Overview of Topics and Custom Engagements offered for  
Leadership Development and Business Consulting



Kalaukia Enterprises LLC was founded by **Claudia Crist MHA, RN, FACHE, SHRM-SCP** with the goal of elevating people and organizations to realize their full potential. An experienced C-Suite executive with a successful 20-year career in leadership, Ms. Crist's key to success lies in her passion for change leadership and elevating those around her to recognize and reach their potential. This combined with evidence-based leadership practice, make up her winning recipe.

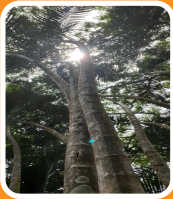
### Highlights:

- Known for her ability to galvanize and align staff and large stakeholder groups, Ms. Crist successfully led teams from five to 2,500 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 holds certifications in healthcare management, human resources, and change management. She earned a Master of Health Administration degree from the University of Southern California and completed her nursing studies at College of the Canyons. Ms. Crist enjoys actively exploring the natural beauty Hawai'i has to offer. She volunteers as board member of the Hawai'i-Pacific Chapter of ACHE and the YMCA of Honolulu.

# Navigating the Leadership Journey

Sessions are engaging and dynamic due to a combination of presentation style, real-life application, 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.

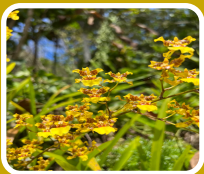
*\*Recommended for new leaders with up to 2 years of experience.*



## Leadership Practice Fine-Tuning\*

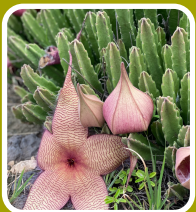
Don't get stuck! Discover who you are as a leader and fine-tune your practice for success.

*\*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

In our rapidly changing world, change leadership is an indispensable skill for today's executives and transformation leaders. Are you curious about the difference between change leadership and change management? Change leaders are the ones who not only manage change but also initiate and lead it! They possess the ability to observe their surroundings, ask critical questions, and anticipate future trends.

# 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.



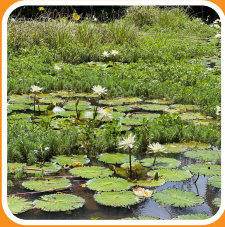
## 1:1 Coaching

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.



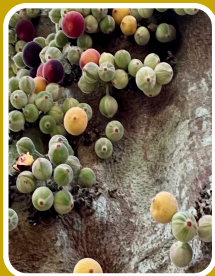
## Organizational Culture and Employee Engagement Improvement Consultation

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.



## Strategic & Organizational Alignment Consulting

Strategic alignment focuses on aligning the organization's strategic objectives with its overall direction, while organizational alignment entails aligning the internal elements of the organization. Achieving both is critical in enabling your organization to work cohesively and achieve its long-term goals.



## Organizational Performance Assessment

Review of mission, vision, values, key performance indicators, as well as a strategic and organizational alignment as a basis for an organizational assessment to provide recommendations for Senior Leader(s).

# Testimonials

*"Child and Family Service would like to extend our sincere mahalo to Kalaukia Enterprises. CFS wanted to learn more about our retention data and analysis and how we compared to other community-based organizations nationwide. Claudia did extensive research for us and complied our data in a comparison way. In addition, she worked with our senior leadership team over the course of 2 days on developing strategies for retention at our organization. Claudia did an invaluable job at CFS. Her adaptability, likeability and style made us feel like she was one of our staff! We highly recommend her and her organization!"* **Amanda P., Chief Program Officer**

*"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**