

# RIGHT CHORD

LEADERSHIP



“Within a year of Dr. Brenner's training, at least 5 attendees had been promoted to more senior level positions within the organization. Dr. Brenner's style kept attendees focused and interested. We have received an overwhelming amount of positive feedback from the attendees with regard to the training and we saw improvement in the leadership of their areas.”

— *HR Manager, CardioNet,  
Conshohocken, Pa*



## SUCCESS STORY #4

**When people work in harmony, great things happen.**

### Challenge

CardioNet, the leading wireless medical technology company focused on diagnosing and monitoring cardiac arrhythmias, was experiencing significant growth. Senior leadership recognized the need to develop two segments of its staff: 1) new line leaders in customer service and clinical operations and 2) more experienced supervisors and managers. Because time is of the essence when diagnosing and treating arrhythmias, CardioNet wanted to ensure its leaders functioned at the highest possible level of performance and execution.

### Solution

Right Chord Leadership developed customized training programs for both audiences, focusing on strategies and processes for creating high-performance work teams and managing change. Topics included listening and feedback, coaching, communicating a powerful vision, and diffusing emotional interactions. Individual Action Plans (IAPs) were utilized to gauge participants' progress on developmental goals.

### Results

The client reported that several program attendees were promoted within a few months of completing the program, the result of successfully applying the new skills they'd learned. In addition to these individual milestones, the client reported that participants felt more engaged at work and an elevated level of trust and respect between management and staff. Participants reported viewing challenges and problems more readily as opportunities for collaborative teamwork and innovative thinking.

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