

Operations Transition Director, Healthcare

Ability to integrate into the client company

“[Icebreaker Executive] very quickly understood the culture within the business. Within [their] first week [they] produced an excellent document putting meat on the bone to his brief. [they] very quickly identified the critical areas of the project and had put together a draft plan as to how we could overcome those issues. The majority of this initial document did not change throughout [Their] assignment. The culture [They] came into was a well established manufacturing process that had not changed for many, many years. [They] were very mindful of this and spent nearly all [their] early weeks convincing the business as a whole that his way forward was the right way, having of course agreed it with me first. Once we had buy-in from the rest of the team the benefits were there for all to see.”

Impact on the business / bottom line

The project that I brought [Icebreaker Executive] in for will increase the divisional profit annually by 10%. I honestly believe that without [Their] input at a crucial stage in the project we may well still be thinking and planning today.

Overall contribution / achievement of objectives

[Icebreaker Executive] had three objectives, all of which were achieved. [Their] contribution was excellent and even meant that [they] finished the assignment early – at [Their] cost.

Working style

Very results/task focused. The reason why I selected [Icebreaker Executive] in the first place was for this very reason. I had a specific set of tasks which had to be done within a specific timescale. I immediately took a liking to [Icebreaker Executive] when during the interview [they] challenged my proposed time table. My initial thoughts were that I would need [them] for 10 months, clearly [they] were right to challenge them at the time and delivered within 6 ½ months.

Leadership / people management skills

[Icebreaker Executive's] great strength is leading people and teams. [They] had to overcome a culture in the company where people were not held accountable for their actions and rarely made decisions. Through mentoring and working closely with individuals (often on a one to one basis) [They] were able, by the time [they] left, to create a team who thought for themselves and made decisions for themselves. [They] let people develop their own detailed plans under [their] guidance and only altered these when necessary.

Any other comments about the interim manager

I would have no problem recommending [Icebreaker Executive] for another interim post. [Their] specialty is change management and [their] expertise is being able to deliver results professionally and on time.

Ops Dir – Healthcare-T1P

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