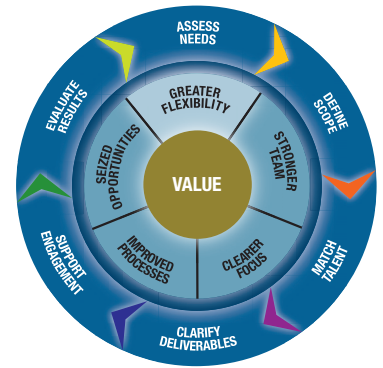


FAQ from ExperiencedResources, LLC



What makes an Experienced Resources' executive different than a consultant?

We have a large pool of talented executives, each having over 20 years of experience. We take great care to match the executive's skills, experiences, and personality with our client's situation to ensure a good fit. Our executives become a part of our client's team.

"Experienced Resources had the key person at the key time. She rolled up her sleeves and became a part of our team. We didn't have the time or the bandwidth to accomplish these things. And she's not just telling us, she's getting the job done."

— CEO, Health Care System

"Executive took ownership in his work. He wanted it perfect before he left, and he cleaned up a lot. He saved me a year of headaches. He was not looking out for his own interests but made sure he gave me valuable insight. He would say, 'Here is my impression of the situation,' and would let me make my own decision about it."

— CEO, Greater MN Hospital

What's different about the way you match executives with clients?

Using a rigorous six-step process, we match the client with a professional who blends into your organization's culture, encourages ideas and promotes excellence.

"I liked the value-based goals assessment and saw it as a strength."

— Administrator,
Large Specialty Group Practice

"The matching process supported the success of both client and executive."

— COO, Nonprofit Agency

What can Experienced Resources do to help our organization during periods of change?

Experienced Resources has the talent to help you shift your organization from surviving to thriving in today's challenging health care environment. We have a pool of executives with specific skills and experiences in change management. Whether there are cultural,

structural, operational, or strategic changes that are needed, we can provide leaders who can work with you to make them happen quickly and with the least disruption.

"The executive provided quick stability in an unstable environment, re-established trust, quickly identified the issues."

— Board Chair, Community Agency Provider

"It was a relief to know things were being attended to and secure."

— CFO, Health Care System

"The executive stepped quickly into the role, very experienced, unflappable, and good with tough conversations concerning behavior and expectations; she was right on in assessing the people."

— COO, Nonprofit Agency

"Stability - executive needed to pay attention, focus, and identify critical issues. She came in very capable, didn't need to meet regularly but was able to just take it on - a calm personality."

— Vice President Operations,
Community Agency

(Continued on back)

ExperiencedResources, LLC

The power of experience working for youSM

What's the value of placing an Experienced Resources' executive in an interim role?

We deliver the experienced professional you need to boost your capacity during periods of change or when you need time to determine next steps in permanent staffing. You make no long-term commitment. You pay for expertise only when you need it. Additionally, you will find that our executives tend to bring depth and maturity to your own management team.

“When we were looking at what to do for the short term, we liked the idea of bringing in an experienced person to focus on the interim. We were at a critical point in the business, getting out of a difficult financial position, and didn't want to leave the position open. We knew it would take awhile to fill and wanted someone experienced to take over for the interim.”

— Executive Director,
Community Agency Provider

“We needed something but didn't know exactly what. We didn't have internal resources and looked at other temps. Your process was more complex, yet not burdening, and resulted in a great match.”

— Director, Community Agency

“... faster problem-solving, quicker solutions. Executive speaks with authority, expertise and knowledge - a level of expertise you wouldn't normally get. They are participating in the work right away.”

— CEO, Greater MN Hospital

How will my staff members respond to an Experienced Resources' executive working with them?

We will work with you to develop a communication plan and to introduce the executive to your team. Our executives understand the importance of teamwork, of establishing credibility and trust, and of the respect that is due to all employees. The Experienced Resources' executive becomes a member of the team, quickly assimilating to the organization and its people.

“...did a lot of fixing, following through on promises and realigning the staff in a way that made more sense.”

— CEO, Large Specialty Group Practice

“Executive influenced staff and changed behaviors - a good role model.”

— CFO, Health Care System

What results can I expect?

Our initial process to clarify your goals and to understand the scope of the work ensures successful outcomes. Also, during the engagement, we routinely check in with you to make sure our executive is heading in the right direction. We match your needs with individuals who can engage in meaningful work from the first day. No wasted time looking for direction or trying to figure out how to get work done. You can expect your Experienced Resources' executive to be a self-sufficient collaborator who will achieve the results you expect.

“This individual actually delivered results; we didn't have enough time and credibility to do the work. Executive kept things moving forward in a way that others might not have been able to do.”

— Board Chair, Community Agency Provider

“She laid out at the beginning how we will measure success at the end. She didn't wait until the end to define what success is.”

— CEO, Greater MN Hospital

ExperiencedResources, LLC

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