



Organization Development Department Leader



Lisa Phillips, CPTD®

Key Talent Director
Healthcare

Role Level

Department Leader

Key Skills

- Needs Assessment
- Project Management
- E-Learning Development

TD Team Size

75 members

Company Size

300,000

TD Tenure

18+ years

Biggest Challenges

- Balancing interests
- Needs/wants of multiple key stakeholders

What is the BEST part of your job?

The opportunity to work with the brightest and the best — to collaborate with colleagues that are always thinking about what's best for our patients.

How did you get into talent development?

I have always had a love for growth and development. I am a nurturer and grower at my very core with very high expectations for myself and all around me. I am very passionate about the work that I am fortunate enough to do. I started as an adjunct professor at a few local junior colleges, then became involved in healthcare as a staff development specialist at a large hospital. My first role specifically in talent development was as a leadership & organizational development training specialist for one of the largest divisions in our corporation. I then moved on to an L&OD director role for a division, and now sit at corporate as the key talent director. I love what I do!

Advice for people interested in the kind of role you have?

Bring your love for people and your passion for lifelong learning to the table every day. Be you—be authentic— invest in yourself and your people!

What does your typical week look like?

Every day is different! Some days I am at my desk working on data looking for development needs for a certain population and then developing some developmental goals. Some days I am speaking in front of a room full of our executive leaders from across the country about their growth and development and how they as leaders have an obligation to grow and develop their direct reports. Some days I am collaborating with other colleagues on developing structure around some of our tools and resources. I may spend a few hours coaching a colleague, mentoring a new colleague, or advising other teams.