

MEDICAL DEVICE STARTUP

Enhancing Leadership Development for a High Growth Startup

500+ employees
San Jose, Costa Rica



OBJECTIVES

The startup encountered challenges during its rapid expansion, particularly within its growing leadership team. Amidst its growth, the startup recognized the critical need for its leadership to operate at peak efficiency, embodying both the company's strategic vision and the individual needs of their teams. Consequently, the organization sought our expertise to empower their leaders, many of whom were navigating their first leadership roles, to unlock their full potential, foster unity, streamline decision-making processes, and decrease variability in operational performance.

OUR APPROACH

Our intervention started with a 3.5-hour Appreciative Inquiry (AI) workshop tailored for the startup's leadership. Appreciative Inquiry, a strength-based approach, diverges from traditional problem-solving by focusing on what works well within an organization. During this initial phase, we introduced the leadership to the AI philosophy, grounding them in its principles and practices. The objective was to shift their mindset from problem-centric to opportunity-oriented thinking.

We then embarked on the implementation of the AI's 5-D Cycle: Define, Discover, Dream, Design, and Deliver. This involved collaborative exercises where leaders engaged in appreciative interviews, shared positive experiences, and collectively envisioned the future of their leadership. By facilitating this process, we guided the leadership team through a transformative journey, enabling them to articulate a shared vision and co-create practical strategies to achieve their ideal leadership dynamics and operational efficiency.

OUR INSIGHTS

1. Power of Collaborative Dialogue

The workshop underscored the transformative impact of fostering an open dialogue environment. By inviting all voices to contribute, we facilitated a platform for mutual understanding and co-creation, setting a foundation for sustainable change and innovation within the leadership dynamics.

2. Positive Energy and Engagement

As the session progressed, we observed a palpable shift in the room's energy. The positive, forward-looking approach of Appreciative Inquiry invigorated the leadership team, cultivating an atmosphere of optimism and collective purpose.

3. Shift from Problem-Solving to Affirmative Action

A significant revelation for many leaders was learning to approach challenges from an affirmative standpoint. By focusing on strengths and opportunities rather than solely on problems, the leadership team began to reframe their perspective, fostering a more constructive and empowering approach to leadership and decision-making.

AT A GLANCE

KEY INSIGHTS

- Power of Collaborative Dialogue
- Positive Energy and Engagement
- Shift from Problem-Solving to Affirmative Action



NIKI MATHUR

CEO and Founder

Niki is currently a graduate student in the MSOD program at Pepperdine Graziadio Business School, where she consults internationally and focuses on strategic leadership, change management, and personal development.