

NPS Interview Transcript

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Client: Michael De Lucca, OneBlood, Inc.

Project: Executive Search

Score: 10

FULL TRANSCRIPT

Speaker 1 0:00

Seven years ago, I wasn't the chair on the time, but I was on the board at the time, and Jenna did a fantastic job that time, and also this time. So I was looking for somebody who could move this along and and being a board of one blood, there's so many different professionals. So they were looking for all different types of leaders, which, like she wanted somebody wanted somebody from lab Corp. So different people wanted different things, they were able to perform that task extremely well. And we ended up picking our CEO who started present, CEO who starts November 17, great.

Interviewer 0:50

And in terms of selecting Korn Ferry to take on this project in the first place, did you go straight to them, or did you pitch it out?

Speaker 1 0:59

I went straight to Jenna, because I was impressed with how she dealt with it last time.

Interviewer 1:06

And what was it that impressed you last time? That made you want to go back,

Speaker 1 1:11

because she was able to last time, we had three leaders, and either any one of the three could have run the organization, they all had three different skill sets, and all three skill sets would have worked for one blood. So we're we all were very impressed with that.

Interviewer 1:30

So the quality of the candidates and having options that was important, very important to us. Yep, and did that come from Janet's kind of, I suppose, network and black book, or was it, was it more of a combination of really understanding the your organization and what you were looking for,

Speaker 1 1:52

or both? I think it's both. I think it was a combination of both. First of all, I think she understood our business quite well. And then I think she understood the outside businesses that would fit into this business. So I think it was a combination of both,

Interviewer 2:09

and in terms of, I suppose, how you worked with Janet and the team, what was that experience like in terms of communication and, you know, project management?

Speaker 1 2:19

So basically, we set up a timeline. We got all the resumes in, we set up a subcommittee of the vice chair and the Secretary and myself. And so we sorted through and brought it down to four, actually, and then one jumped out. But so and then we did three live here, about in my office, about three weeks ago, and then we went through the negotiations of what they needed to bring them on board. It all just worked out perfectly for us. So

Interviewer 2:57

great. Did they help with the negotiations of the comp

Speaker 1 3:00

plan? Yes, they did, yes, they did. So we wanted to pay less. So we wanted to pay at the 50 quartile instead of the 75th so it brought down the salary, but 200 grand. So we wanted people to know that up front. And also, too, they towers in Watson was kind of comparing them to hospitals, and basically, Blood Center is not a hospital, so we asked them to redo it, but Jenna was very good at being involved. And with all those conversations, including, you know, how much we're going to pay for housing and health insurance benefits. What goes into the 401 K so yes, they were totally involved with the whole process, great.

Interviewer 3:50

And at the beginning of the process, did they help feed into shape the job description, or was that done already?

Speaker 1 3:58

Well, they they jumped in and kind of helped parlay it into their system. So they have a whole different system where then they start looking at certain skill sets and things like that. They had us all do a survey and what we were looking for so that Tid into the job description. So I think we were looking at more than just a job description, but skill sets, because one of the people was lab core. One was like a hedge fund guy. Two were from the blood banking, so it was what we were looking for. You know, it was different skill sets, because you could take those skill sets and run a blood center.

Interviewer 4:37

So, yeah, great. And what I mean? What could they do differently? What?

Speaker 1 4:44

I don't think so. I don't think anything I would want anything different. If the CEO left again, would I pick her again in a second? So I don't think they could need to do anything differently. I think they figured out their magic, and they need to stick with it.

Interviewer 4:59

How do they compare to other recruiters that you work with,

Speaker 1 5:04

I think they're higher level. I worked with one probably about three years ago, we hired, I was the vice chair of the Health Foundation. It's in Miami. There it was about one \$80 million dollar. They put out about 9 million a year and on the grants. But just they, their tools that they were using were beyond the tools that but we chose to use

one who knew this market. But the tools are different. It was totally different. You get the same outcome at the end. But the tools, they had a higher skill set with the tools I think that they utilize.

Interviewer 5:46

How important are those tools to you? And kind of, you know what? What's the value to you?

Speaker 1 5:51

The value is is you're getting input from an entire board. So I think, you know, it's a great way to get feedback and and listen to because, you know, we I didn't want to pick the person myself. I wanted everybody to pick we just wanted to line it up. And I think the tools help understand the skill set, credentials, understanding of the business. You know, blood banking is going to take a sharp turn, going the other way because of all the cuts going on. So we needed to to make sure everybody understood that. You know what I mean, the hospitals are going to get clipped. Medicare is getting clipped. The HCA is getting clipped over here. So first thing they go look at is all the ancillary services, which is blood and so so they it was good to have every it's a good way to get everybody to offer feedback and input into the process. I think.

Interviewer 6:53

Have you ever used Korn, ferry in your current role, or previous roles for anything other than search? This is the only thing we've used them for Yep, and if it wasn't Janet, if you hadn't had the experience with Janet in the first place, what is if Janet went somewhere else? Would you stick with Korn Ferry? I'll be done. I'll be now. So Jenna is the key. Yeah, she was, she

Speaker 1 7:25

was the linchpin. I mean, she had her team with her, but you know, when something works for you, you kind of stick with what works. Yeah, and I've recommended her to other people that I know. So, you know, see, she understands the healthcare business extremely well, and she's really buttoned up on this. So that's what you look for when you're when you're doing something like this. So, you know, it was, it was very transparent. I mean, we were on a schedule. We did zoom calls, everything moved. I mean, I'm kind of like a real aa personality. So see if fit in perfectly with my style. We kept it moving and think about it. We got to you. We decided what in, like April, and we're done. And person starts in November.

Interviewer 8:13

So did she discuss with you at the beginning how you wanted to, I suppose, you know, have the project run and can be communicated in terms of keeping things 100%

Speaker 1 8:25

Absolutely, that's what and she did the first time. So and two of us were on the board back when she did it the last time. So they remembered quite well too. So so yeah, it was a lot about her and her leadership.

Interviewer 8:39

So great, and so leadership style, communication, project management, but also, from what you said, the deep sector expertise is critically important. Exactly. I think,

Speaker 1 8:55

yeah, go for it. No, no, it's good. That's my opinion. I think you got me here, if she left, probably would go back to them, so I wouldn't recommend them. She she was the lunch and the pulled it together twice, and we're very happy,

Interviewer 9:10

have you? I mean, you said you use their assessment tool. How did you find that?

Speaker 1 9:16

I'm not much of an assessment tool person, but I thought it was good for everybody else. I've been kind of doing this for a while. I've helped hired about five CEOs, so I think it's part to get buy in for everybody, and you get everybody's input. I did it, but not my favorite, to be honest with

Interviewer 9:36

me, what? Why is that? I mean, what?

Speaker 1 9:38

What's this? Not my style. It's not my style. I'm a CEO myself. So, you know, we, some of us, you know, we just, we kind of plowed through it quickly, you know what I mean. So,

Interviewer 9:49

yeah, I hear you great. Well, talking about planning for it quickly. I think we're nearly done. But is there anything else that you think would be good to share kind of feedback to them that they could improve on, or just, you know, just general feedback that

Speaker 1 10:04

my general feedback is. I think they have a great team. I think they've got a great process. I think they had a great outcome at the end. And that's my comments. Perfect. It worked well. So brilliant.

Interviewer 10:18

Okay, yeah. Well, in the Yeah, in the spirit of getting things done, that's, that's it, I think, a record, 11 minutes. But Matthew, appreciate you taking that time. Thank you speaking to me. Lovely to meet

Speaker 1 10:31

you. All right. Great meeting you, and thank you so much. Have a wonderful day. Yeah, you too. Thanks, Mike. Bye.

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