



**AUTHOR. LEADERSHIP  
COACH. SPEAKER.**

**"HELPING  
HEALTHCARE  
LEADERS  
LEAD  
BETTER"**

# **JERRUND WILKERSON,**

**P.D, MBA, CPC**

## **LEADERSHIP PHILOSOPHY**

Within any organization, everything rises and falls on leadership. Outstanding organizations are led by outstanding leaders, the opposite is also true. Dr. Wilkerson helps leaders within the medical profession step into their responsibility of becoming effective leaders by building a culture and acquiring staffing support who are aligned with that culture.

An excellent culture is:

- ★ ***Vision-Oriented.***
- ★ ***Alignment Focused.***
- ★ ***Execution Accountable.***

# BIOGRAPHY

Dr. Wilkerson has over 30 years of successful leadership and coaching experience honing his skills with corporations such as Merck, United Healthcare, and Watson/Activas Pharmaceuticals.

He is the Founder and Coach of Jerrund Wilkerson Executive Leadership Coaching, which targets senior healthcare professionals. [www.jerrundwilkerson.com](http://www.jerrundwilkerson.com)

Dr. Wilkerson is a Leadership Expert. His focused speaking areas are:

- ★ **Leadership (Organization Culture).**
- ★ **Emotional Intelligence (Soft Skills).**
- ★ **Patient Satisfaction (Talent Acquisition/Hiring).**



In addition to being a Certified Professional Coach, Dr. Wilkerson is a licensed pharmacist. He has executive leadership certificates from Harvard University, the University of Pennsylvania (Wharton Business School), UCLA, Cornell University, and the University of Southern California. He earned his MBA, with a focus on leadership, from the University of Phoenix and earned his Pharmacy degree from the University of Florida.

## PEOPLE ARE SAYING?

### ***"DR. WILKERSON WAS A TREMENDOUS COACH"***

I benefited immensely from my executive coaching experience in a safe, professional, and confidential way. I gained better insight into my blind spots and learned how to effectively better lead and support my peers and those whom I supervised.

*A.M. | Physician, Vice President & Chief Medical Officer*

[www.JerrundWilkerson.com](http://www.JerrundWilkerson.com)



# SPEAKING TOPICS & LEARNING OBJECTIVES

The three major speaking topic areas offered are Leadership, Emotional Intelligence, and Patient Satisfaction.

# LEADERSHIP

## ***The Leadership Gap***

- ★ *Understand the magnitude of today's leadership gap.*
- ★ *Learn why the leadership gap exists.*
- ★ *Learn actions needed to close the gap.*

## ***All Leaders Communicate but Few Connect***

- ★ *Understand how to differentiate communication vs. connecting.*
- ★ *Gain an understanding of individual behavior styles related to connecting.*
- ★ *Learn 5 connecting principles.*
- ★ *Learn 5 connecting practices.*

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# LEADERSHIP

## ***Avoiding Provider Burnout***

- ★ *According to recent published data, about 50% of front-line healthcare providers experience some form of burnout.*
- ★ *The Causes and Symptoms.*
- ★ *How to Avoid and/or Address it.*

## ***Strategies to Hire and Retain Staff:***

- ★ *Learn the cost of turnover*
- ★ *Learn how to identify top performers*
- ★ *Understanding turnover starts with hiring*
- ★ *10 traits to screen for to identify people who will stay*
- ★ *5 example interview questions guaranteed to flag risk*

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# EMOTIONAL INTELLIGENCE

## ***Importance of Emotional Intelligence (E.I.) for Healthcare Professionals***

- ★ *Define emotional intelligence.*
- ★ *Differentiation of emotional intelligence vs. intelligence quotient.*
- ★ *Learn 5 areas of emotional intelligence.*
- ★ *Contrast high E.I. and low E.I.*
- ★ *Learn 5 ways leaders can improve their E.I.*

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# PATIENT SATISFACTION & CUSTOMER SERVICE

### ***Delivering Outstanding Patient Satisfaction***


- ★ *Understanding patient satisfaction.*
- ★ *Importance of patient satisfaction.*
- ★ *List of what patients want.*
- ★ *Learn 6 areas of opportunities.*
- ★ *Learn 3 strategies and habits for patient satisfaction.*









# CONTACT SHEET

 [jerrund@jerrundwilkerson.com](mailto:jerrund@jerrundwilkerson.com)

 Office: 404-434-2458

 [www.JerrundWilkerson.com](http://www.JerrundWilkerson.com)

 [www.linkedin.com/in/jerrundwilkerson60k/](http://www.linkedin.com/in/jerrundwilkerson60k/)

 [www.youtube.com/channel/UCrRVnYY1zoYg153JfGOXXnw](http://www.youtube.com/channel/UCrRVnYY1zoYg153JfGOXXnw)

 <https://www.dropbox.com/sh/441yrquydt9c7za/AADigLgdVn0PyvOv-hcZLWSOa?dl=0>



## PEOPLE ARE SAYING?

### ***"JERRUND IS THE PROTOTYPE EXECUTIVE LEADERSHIP COACH"***

He has the interpersonal skills and decades of practical leadership experience that has helped motivated leaders be successful. I am entering my third promotion since starting my coaching experience with him.

T.C. | Pharmacist & Director | Pharmacy Services

### ***"HIS INSIGHT AND CANDID FEEDBACK ARE INVALUABLE"***

Working with Jerrund has been instrumental in my development as an early career physician leader. He helped me to find my voice and further clarify my leadership style. Because of his guidance, I have successfully transitioned from a former challenging work environment to effectively serving in my current role as a team lead physician.

L.E. | Physician & Team Lead | State Healthcare Agency

