

CASE STUDY

LEADERSHIP IN CRISIS: INTERIM CHIEF HUMAN RESOURCES OFFICER PROVIDES CRITICAL LEADERSHIP FOR MEDICAL SPA COMPANY



REDUCED HOME OFFICE WORKFORCE BY 20%

They led an initiative to rightsize the company, reducing the home office by 20% and balancing staffing to revenue levels.



STREAMLINED THE INCENTIVE PLAN

They streamlined incentives to be uniform, provide better compensation, and ensure internal equity.



TRANSITIONED PAYROLL SYSTEMS

The interim leader successfully transitioned payroll systems from Paylocity to ADP without interrupting payroll.

THE COMPANY

- » Industry: Medical Spa
- » Entity Type: Private Equity-Backed
- » Operating Region: West Coast
- » Size: \$60M

THE PROBLEM

The CHRO had departed during a time of significant growth, and the company needed an experienced human resources leader while they conducted their permanent search.

THE SOLUTION

The interim leader brought deep experience as a talent management innovator specializing in employee engagement and organizational change. Additionally, they were highly adept in optimizing business performance through building out and developing high-functioning recruiting teams.

THE RESULT

The interim CHRO provided critical leadership during the four-month transition, leading key initiatives in shifting talent strategy for a leaner team, implementing annual compensation reviews, and rightsizing the company. Ultimately, this individual was brought on as the permanent CHRO due to the success of their engagement and long-term fit with the organization.