

# Leadership is Key!

Leadership supports organizational growth and plays a key role in helping organizations transform.

It starts with “showing up,” then listening and following through, encouraging new ideas and flexibility, and inspiring others by being real and responsible for change.

## What This Can Look Like in Practice:

**Cornerstone Treatment Facility, Inc.** provides residential behavioral healthcare services to youth ages 9-17 in North Carolina. Like any organizations, things change (e.g., staff turnover, new programs). Paying attention to *how* an organization supports change and works together can be critical for making adjustments and continuing to make progress. For Cornerstone, that meant leadership joining and being an active participant in new employee training, regularly asking staff and then following through on “What is going on? What do you need? How can I help?,” creating safe space for thinking outside the box, and modeling the kind of behaviors you want to see in others.

### For More Information

- Handout: [Leadership & Implementation Teams](#)
- [The Implementeer](#)  
*Executive Leadership Best Practices in Action and Why They Matter*

### Voices From the Field

“The people at the top of the system are responsible for its wellness, its outcomes. You have to live that. You have to model that.”

-Fred Surgeon, CEO of NCPRTF

## Connect With Us

The [Impact Center's Build Up project](#) at Frank Porter Graham Child Development Institute believes improving outcomes requires a deliberate focus on *how* we support change. Our team works with State agencies, LME/MCOs, and other community and system partners within children's behavioral health to facilitate use of effective implementation practices in support of improving children, youth, and family outcomes. To learn more, contact us at [build\\_up@unc.edu](mailto:build_up@unc.edu)

*The Build Up project currently works in partnership with the Behavioral Health Springboard (UNC School of Social Work) and the NC DHHS Division of Mental Health, Developmental Disabilities, Substance Abuse Services and Division of Child and Family Well-Being.*



**NCDHHS**