

Developing an Agency Culture for Employment

Massachusetts Department of Mental Health

David W. Linsky, MD
Christine G. Tennen, MD
Mental Health Consultants & Trainers

What is the "Agency System" Doing Right Now?

**"Every system is
perfectly designed to
achieve the results it is
achieving"**

— Ted Levitt

Lessons We Are Learning



Effective Leadership is Critical



Leading Change



Transformation Leadership

**"Transformation requires sacrifice,
dedication, and creativity..."**