



Clare Wahl
Manager
Norwood, MA
North Region

Clare's Career Path
1997 – Medical Technologist
1999 – Territory Manager

Clare emphasizes the value of the team: **“I am not Superwoman. I have an exceptional team of supervisors without whom I could not succeed. They, along with our group leads and floats, are integral to the success of this territory.”**

Career Path Story: **Clare Wahl**

Words of Wisdom

If you are curious about how to prepare yourself for your own unique journey, Clare has these words of wisdom to pass on:

- Learn as much as you can about all facets of the business.
- Cultivate relationships along the way.
- Take classes to ensure you know how to use technology that is relevant to your role.
- Don't be afraid of trial and error to teach you what you need to know.
- Work hard, be attentive, and know that your efforts will allow you to advance.

Clare's Personal Path

When Clare started her Quest career in 1997 as a certified medical technologist, little did she know that one day she would manage a territory and support the activity of over 200 coworkers. “I enjoyed the work I did as a technologist. It is fascinating to work in a controlled environment making sense of test results and working on challenging cases.”

When the manager left, Clare was asked to step into the role. In short order, her “controlled environment” was replaced by the dynamic reality of helping numerous Smith-Kline sites and working on a large hospital transition that was coming into Quest. Clare's territory continued to grow, as did the challenge of geography and the difficulty of getting people in the same room at the same time.

Today, Clare relies on the relationships she's built over time and the ease of picking up the phone and calling. Looking back on her long career as a territory manager, Clare observes: “The ability to adapt to change is key. Healthcare is always evolving, and when setting up a new site, you need to be agile and resourceful. That's why it's very important to identify your ‘go-to’ people, coworkers in key roles and in a variety of functions whom you can reach out to for answers and help when you need it. And, because things don't often go exactly as planned, you need to focus on solutions, to have not one but four or five different approaches that might get you to the goal you need to achieve.”

Clare is quick to recognize Nora Branconi for her exceptional leadership, “Nora helped make me who I am. By example, she taught us how to manage. She stood behind us and gave us the tools we needed. She told you the truth you needed to hear but also guided and encouraged you. Nora rolled up her sleeves and never wasted a moment's time. She was generous in every way.”

As for challenges along the way, Clare notes the difficulties that come with the many changes in territory and staff and the need to cultivate new working relationships.