

# Typical Client Results

Here are some of the dramatic results we've helped our clients achieve.

- Healthcare:** Created and implemented a leadership strategy to improve leadership effectiveness at all levels, including succession planning and the launch of multiple leadership programs. This resulted in a **savings of more than \$8 million**, designation as a **Top 25 Hospital to Work For**, **63% drop in nursing turnover**, **leading employee engagement** (94% were satisfied) and **patient satisfaction scores** (#4 in out of hundreds of hospitals). For nursing leadership positions, **average time-to-fill went from 140 days to 0 days**.
- Hospitality:** For the new president and executive team of a hospitality company, designed and delivered a two-day retreat to agree on shared goals, build trust, clarify the president's expectations, and provide feedback to the president. Team members noted a **significant improvement in trust, collaboration, and accountability, and in just one year, revenue increased 20%**.
- Professional Services:** For a newly-formed management consulting division within a large Fortune 500 organization, delivered a process to successfully integrate two newly-merged groups under a common vision, business strategy, operations, and structure. In the year following the session, the team's **financial performance was so impressive that the organization decided to make them a stand-alone, cross-cutting platform** to support clients throughout the larger business.
- Manufacturing:** Worked with an executive team of a manufacturing company, both individually and as a group, to repair broken trust—this lack of cross-departmental collaboration had resulted in delays and inefficiencies for customers. In less than a quarter, the team **increased trust, respect and collaboration, and net income increased 5%**.
- Energy:** For a utility, designed a year-long leadership development program created to improve mid-level leadership effectiveness. The program, which consisted of workshops, development planning, peer coaching, and monthly development sessions, resulted in **improved productivity, engagement, cross-functional collaboration, better union relationships, transparency, and a stronger culture**.
- Banking:** For a new executive in a publically-traded commercial bank, facilitated process to accelerate the executive's transition and secure some early wins, including coaching, team interviews, and a team development. The team reported **rapid improvement in trust, engagement, and business results (loan-grading metrics, audit performance, on-time financials)**.

- 📌 **Energy:** Served as lead consultant for the launch of a \$1 billion dollar oil project. Work involved multi-day chartering sessions in three countries (US, Canada, Argentina) to develop vision, critical success factors, success measures, and communication guidelines. The client and project team reported **immediate momentum, increased trust, and improved client satisfaction.**
- 📌 **Public Sector:** For a county government, served as lead consultant for culture change initiative, including assessing current culture, establishing desired culture, and creating a change strategy. In partnership with top county officials, created steering committee and employee involvement strategy. Client reported **strengthened interest and energy** that built momentum towards **achieving the desired culture.**
- 📌 **Non-profit:** For the corporate foundation of \$6 billion organization, facilitated strategic planning process with CEO and board to articulate the foundation's direction, including vision, mission, values, and governance. The board and staff noted an **immediate improvement in clarity and direction.** Today, the **foundation is thriving.**
- 📌 **Healthcare:** Designed and managed a yearlong high-potential program for a healthcare organization, including assessment and development planning, a business simulation, executive mentoring, leadership education, and stretch learning assignments. Within a year, **retention of graduates was 100% and 75% of participants had taken on enhanced leadership roles.**
- 📌 **Energy:** For an oil and gas executive, engaged in a 4 month coaching process that resulted in **enhanced self-awareness and confidence,** measurable **improvement in communication and leadership skills, reduced turnover, and improved business performance.**
- 📌 **Healthcare:** For a hospital, designed a 13-course "Leadership Boot Camp" for new frontline leaders. The program, which was delivered by internal senior leaders, resulted in **growth in frontline leadership effectiveness, employee engagement, decreased turnover, and increased patient satisfaction.**
- 📌 **Professional Services:** For a high-potential, mid-level leader in a professional services firm, engaged in a 6 month coaching process that increased the leader's ability to deal with stress, manage poor performing employees, and better influence stakeholders within the organization. The leader **measurably improved their contribution** and **was promoted just a few months into the coaching process.**