

THE LIVING LEADER BY OUR CLIENTS

Since its inception, 45,000 leaders have participated in the Programme, taught by over 160 qualified trainers across the globe. Disruptive startups to global blue chips such as Sainsbury's, MetroBank and British Gas have benefitted from The Living Leader.

Yet, all are linked by the shared belief that outstanding transformative leadership is achieved not only through great leaders, but developing sustainable, lasting leadership in others.

“

We put all of our global team through the program. Holding sessions in Hamburg and Kiel Germany, Wimborne in the UK, Miami and Peoria in the US, Shanghai in China and Singapore, we were able to reach all employees made up of 16 different nationalities.

The Programme was a huge success and we received the highest feedback for any training conducted. However, of more significance are the business results. CMPS posted record sales and profits and the engagement of the global team moved from 84% to 88%. As a result, we now have a collective language and anchor point by which we are able to hold each other accountable. This has had an incredible impact in the way that we work together.

Our collective listening skills have improved dramatically and we have found ourselves referencing the concepts of Responsibility, Personal Choice and Appreciation numerous times not only as we work with each other but also as we communicate to our employees, dealers and customers.

For all of us, the journey to becoming great leaders is a challenging one and we often find ourselves "falling off the wagon" and reverting back to old habits and behaviours. Having the common anchor of the Programme enables us to help each other determine when we are slipping and to provide the encouragement and motivation to rectify our behaviours so that we provide the level of leadership our teams deserve.

The Living Leader Programme has had a major impact on the overall success of the business both in the best of years and the worst of years.”

Nigel Parkinson
Managing Director, Caterpillar Marine

“

Staples UK has taken over 700 leaders through The Living Leader, ranging from Store and Sales Managers, through to the Board of Directors. The results have amazed us.

In one geographic 'district' our evaluation showed that; 83% of Store GMs and 88% of Sales Managers believed the Programme had high impact with knowledge retention 77% and 83% for both groups.

83% saw an improved personal performance
81% saw an improvement in others
76% saw an improvement in their influencing ability
73% saw an improvement in their decision-making
89% saw an improvement in their personal relationships

As an example of commercial results one District has seen the following:

- 1 Sales are up Year on Year after 2 years of stagnation
- 2 Business Reward penetration has improved 30% YOY
- 3 Attachment sales are up 40% YOY
- 4 Complaints are down 20% YOY
- 5 Shrink and stock loss are down 33% YOY
- 6 Sickness absence is down and labour turnover has reduced 10% YOY

Staples UK moved from a loss making situation to its most successful year in its 15 year history. We saw a 42% LFL growth in profit and will beat profit and sales budgets. As a cynic, I would recommend The Living Leader to any business that is serious about improving organisational performance without hesitation. They make a difference.”

Ewan McCulloch
Global HR Director, Staples

“

I have known The Living Leader for some time and have invested in this outstanding leadership programme at Sage, CPP and now at Tunstall. There are many leadership programmes out there and I have been on many, if not most of them.

You send your team on the course, there is some interesting stimulus, participants enjoy the activities and everyone leaves the course mildly enthused. If this is what you want from a leadership course then you should not put your people on The Living Leader.

The programme is transformational at a personal and a business level. I have seen over a hundred executives go through it, from hardened finance folk to creative marketers, from cynics in engineering to process-ridden legal and HR people. Every single leader that has been through the Programme has found it life-changing.”

Paul Stobart
Group CEO Tunstall Healthcare

“

I was fortunate enough to witness The Living Leader while I was travelling on business in Australia. I was immediately determined to bring them into my own organisation, when the time was right.

2 years later, I invited 10 of our top team to attend the Programme. I should add that this was straight after a really tough summer period that had seen the Brexit decision impact all of our clients and our own business. By lunchtime on the first day, nearly all of the team were more energised than they had been in months. More importantly, they felt more connected and in tune with one another. By the end of the second day, everyone left the final session 2 feet taller. They all described the course as life-changing and a real moment of truth.

A true measure of its impact is the fact that all of them insisted that we invite the whole company to attend the course in 2017. They all talked about the step change it would have on our business if everyone behaved and lived according to the courses' principles. Personally, it was the most significant three days of my year. It taught me that leadership is a gift, it's a choice and it's the greatest feeling on earth when done right. It showed me how to do it. And did it in front of all the people who can hold me, and themselves, to account on it.

An unwritten contract was signed between all of us at on The Living Leader: that we could change the lives of our team for years to come by imbibing a new way of communicating, resolving, meeting and appreciating. We are all doing it and the results speak for themselves.

Traditionally, the months of November, December and January are the quietest of the year for the consulting industry. We posted our biggest quarter ever during that period. And I am 100% convinced that is wholly attributable to the step change the course delivered in our company's leadership. Furthermore, that growth was delivered by the most energised, inspiring and positive team I have ever seen.”

Ben Slater
CEO, Bow & Arrow