

Client Case Studies



Proven solutions that move
the performance needle

Assess Needs

Grow Revenue

Satisfy Customers

Create Leaders

Manage People

Optimize Projects

Measure Results



The Exact Expertise to
Ignite and Sustain Performance™

Client Case Study

BT Financial



The Client

BT Financial is the strongest funds manager in Australia with 2,906 employees (in the 2008 financial year). The company is a part of the Westpac Financial Services group and has recently been involved in Westpac's merger with St. George Bank which, after integration, has added approximately 1,000 staff. BT has a long history of focusing on its internal performance culture. According to Rob Coombe, BT's CEO, "We are about developing a high performance achievement-based culture."

The Situation

BT was searching for:

- The next step in further development of the BT Financial performance culture
- A way of ensuring that the new St. George arrivals integrated well into the BT Financial culture

The Approach

I. Setup

We used the High Performance Environmental Structures Diagnostic Tool to:

- Identify the similarities and differences between the performance environments of the two merging companies
- Identify the best two moves to help to ensure further development of the "BT performance environment"

II. Two Moves Identified

- Improve measures of individual performance
- Develop a more effective way to deal with the low performance population

III. Implementation

We employed a combination of the following services with the top 200 BT leaders:

- Held the Senior Leadership Team accountable for High Performance Diagnostic targets
- Tailored High Performance communication and development sessions toward the Two Moves (two cycles per year)
- Supported the two moves through education, consulting, and coaching

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The Results

In the words of CEO Rob Coombe:

“We know for a fact that we can have a mediocre team that can achieve high performance if the best environmental factors are present. Following the High Performance Environment implementation, 40% of low performers exited the environment, 40% improved their performance, and 15% transferred into roles where their skills were better fitted. It was absolutely necessary for the 40% who left to leave the organization. The people who sabotage the place every day and hijack the organization are cancerous.

We have also been able to retain the majority of our top performers. This year, we only lost 5% of our top performers, which is unprecedented. The industry is plagued with double digit turnover of top performers. We have enjoyed high retention by rewarding high performance and employing the High Performance Environment model. Following a survey last year, the top performers said they were happier in every dimension.

The High Performance Environment approach has given us a consistent set of tools and language to drive high performance. The entire leadership team at BT Financial has adopted the High Performance Environment methodology and is very passionate about it.”

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The Exact Expertise to
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We help make companies more competitive through people.

Founded in 1995 on the principle that training "by itself" will not drive tangible change or business results, we work with a select group of clients to get the most out of their people. Every training and consulting solution we provide increases revenue, decreases costs, or raises productivity.

Who we work with

Our clients are typically mid-market business leaders who believe that investing in people is vital to their success. The majority come from the high-tech, life-sciences, and service industries and often lack the internal resources or expertise to get the job done. They want more than what traditional training and consulting approaches can deliver.

What we do

We get results. Our one-stop-shop offerings range from creating a high performance culture, to outsourcing the training function, to designing and delivering targeted learning solutions. We excel in seven key practice areas: assessment, sales, loyalty, leadership, management, project management, and measurement.

How we do it

We partner with our clients in a way that makes sense for their unique situation. First we identify the key metrics they want to improve. Then we assemble a dedicated team of experts who have successfully solved similar problems with similar clients. Our expertise and flexibility allow us to move the performance needle faster and farther than anyone else in our industry.

Our Guarantee

We are fiercely devoted to the success of our clients and guarantee results.



The Exact Expertise to
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Our clients tells us that we are different.

Our clients tell us that we save them both time and money. Our clients tell us that they appreciate access to certified best-in-class experts who help them to move the needle.

Our sales clients

confirm that they have grown sales by 40%, increased units sold by 42%, increased average pricing by 12%, and closed over 50% of their pipeline.

Our customer loyalty clients

confirm that their customer revenue per household increased by 18%, repeat calls decreased by 48.4%, single contact resolution increased by 6.1% and their overall customer satisfaction increased by 10%.

Our leadership and management clients

decrease their costs by up to 50%, increase speed-to-productivity by 60%, accelerate promotions by 20%, decrease unwanted attrition by up to 40%, and report an additional \$13m to their bottom-line.


Our project management clients

inform us that, by regularly completing projects that meet or exceed expectations, they have become an anomaly in the world where most projects disappoint or fail.

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Representative Clients

We are fiercely devoted to the success of our clients and proud that over 85% of our business comes from repeat business with satisfied clients.



97.5% client satisfaction

98.2% recommend LSA

98% solution satisfaction

129% knowledge gain

800+ Assessment and Measurement Projects

45+ Client Case Studies

100+ Client Testimonials

Top 10% Certified Experts