

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 Career Development

Professional Services Industry

Background

The client, based in Silicon Valley, California, that helps retailers and consumer product manufacturers understand, predict, and shape consumer demand. They have 400 employees in several global locations. The majority of employees are software developers and analytics experts.

Challenge

The client is facing new competition from a large company that has just launched a new product in its core space. The company does not want to lose the most valued employees as the economy improves during this time when they need to ensure speed to market for their own key new products. If the execution of their business plan slows for any reason due to attrition or lack of engagement, they risk losing valuable market share.

Objective

The objective is to create a development culture within the organization as a strategy to retain and engage the most critical talent.

Results

The client took the first step and is now working to establish a company-wide career development process to engage and retain their top talent.



The career development workshops were terrific both in content and in the manner in which it was conducted. What made the content so helpful was that it was specific, gave proactive steps, and allowed us to practice one-on-one.

The workshop also demonstrated that our company was serious about wanting people to make a career with the company. The company wasn't just giving it lip service. It was putting its money where its mouth is and proving it.

It gave us a better grasp of the career development tools we needed to be better employees and have a better career - even if we didn't stay with the company. That is impressive!



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SOLUTION
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The Exact Expertise to
Ignite and Sustain Performance™

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
Ignite and Sustain Performance™

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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LSA Client wins 2010..  2010
Bersin & Associates
Leadership Development Program
Excellence Award
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 **Health Check**
Get FREE Best Practice Diagnostic >

 **Voice of the Customer**
See What Our Clients Say >



The Exact Expertise to Ignite and Sustain Performance™

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