

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™



Case Study High Performance Environment

The Client

The client is the Australian arm of a world leading, research-based pharmaceutical company which operates in more than 100 countries and employs more than 100,000 people. GSK consists of two operating groups—GSK Pharmaceuticals and GSK Consumer Healthcare—who research, develop, and manufacture medicines, vaccines, and consumer healthcare products.

In Australia GSK invests more than \$35 million each year in research and development, contributes significantly to export revenue through pharmaceutical and consumer healthcare exports, and is active in GSK's \$580 million investment in global/community health improvement initiatives. The Asia Pacific revenue is \$2.96 billion.

The Situation

There was a sense that the business was growing complacent. The Managing Director wanted to “return a positive performance pressure to the business.”

The Approach

We used a combination of the following:

- The High Performance Environmental Structure (HPES) Diagnostic to identify the next two moves
- Senior Leadership Team education tailored towards key leaders to build their performance plans for their businesses
- General HPES education for the wider leadership team (80 leaders)

The Results

In the words of Managing Director Paul Lirette:

“There has been a significant attitudinal and behavioral change from increasing the potency of the exposure mechanisms.” Annual reviews used to come around and it didn't really matter as long as one does the norm. There were often no consequences for performance and there was acceptance of substandard performance. “The solution is to have clarity about the consequences for failure and the employee needs to expect

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appropriate consequences. This increases accountability. We see this in the executive team being more engaged.”

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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.



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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