

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 Human Performance & Leadership Accountability

The Client

The Laminex Group (Laminex) is the leading marketer, distributor, and manufacturer of premium decorative surfaces in Australia and New Zealand and has a portfolio of market-leading brands. The organization has a long history in the manufacturing sector, approximately 1,900 employees, and about \$1 billion in annual turnover.

The Situation

Laminex was aiming for:

- A stronger human performance focus to the business
- An increase in leadership accountability for results as the economy turned downward

The Approach

We used a combination of the following:

- Senior leaders completing the High Performance Environmental Structure (HPES) diagnostic
- Individual performance plan design, i.e., all leaders to develop performance plans to:
 - Address individual performance measures in their own teams
 - Increase accountability for outcomes among their direct reports

The Results

In the words of CEO David Worley:

“The HPES contribute[s] to my ability as a CEO to contribute to performance. Tension around performance is a good way of stimulating and containing performance. There is good clarity between what is expected of the individual or the team. I don’t think without the HPES, I would see as many individuals hitting objectives.”

The HPES helps the leaders implement change in a clear way. The common language in the approach is extremely helpful and we have adopted the language in our business. Without the HPES process, I would not have gotten as much out of my management team as I have over the past 12 months. The process has been very helpful and is a complement to how I am aligning my leadership team and not a distraction. The HPES principles, levers that can be pulled, and concepts are easily applicable to a corporate context.”

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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.. Learning LEADERS

Bersin & Associates
Leadership Development Program
Excellence Award

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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