

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 Do Managers Really Make a Difference?



How do we get managers and senior executives more involved in training and development initiatives? With tightened budgets and increased pressure to perform, we are getting asked this question more than ever before.

The Answer:

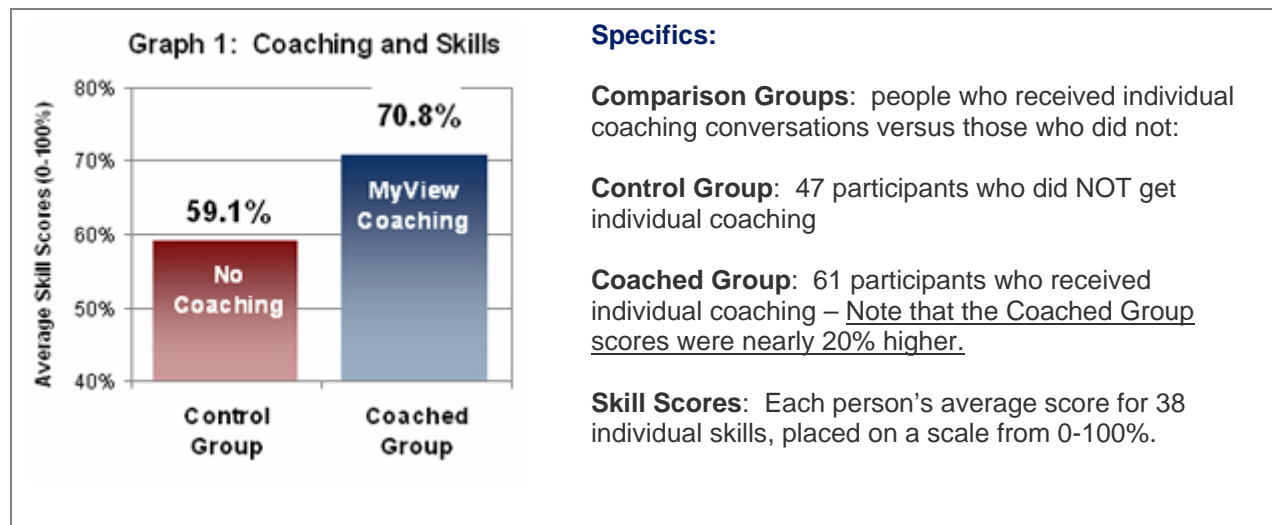
1. **Relevance:** Ensure that the training and development initiative is relevant to the participant, their boss, and the company.
2. **Make the Value Visible:** Show the value in terms of behavior change and business impact.

While we have believed in [Training RAI™: Relevance. Adoption. Impact](#) for years, our recent study of 121 professionals and their managers at a major North American financial services firm, amplifies the impact of manager involvement on the transfer of training.

Notice the extreme differences associated with manager involvement.

Insight #1: Coaching is linked to skill application.

Are you providing reinforcement coaching for your critical initiatives? It could make a 20% difference.



GET MORE SOLUTION DETAILS

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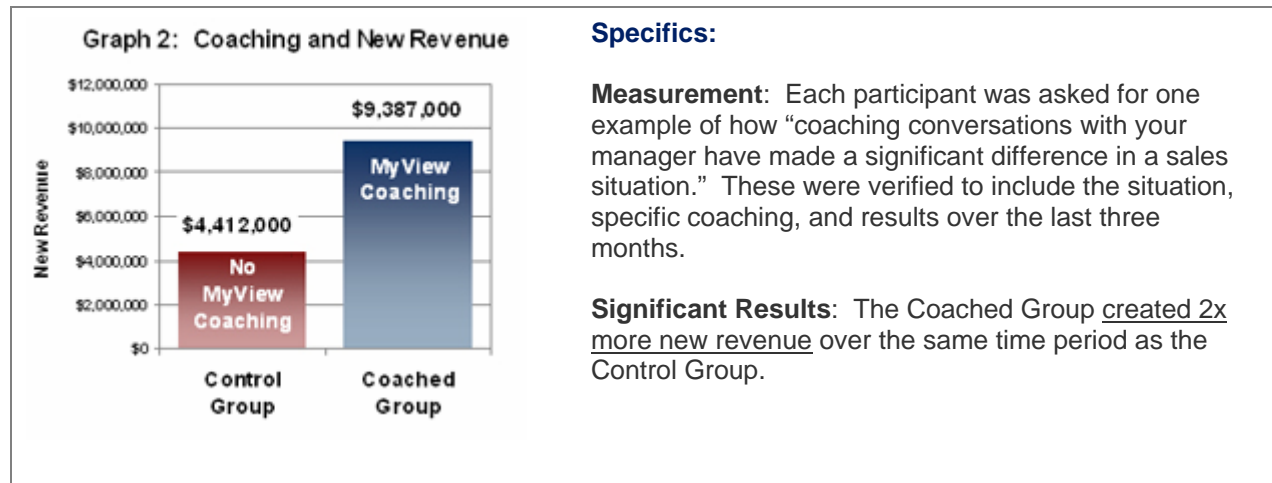
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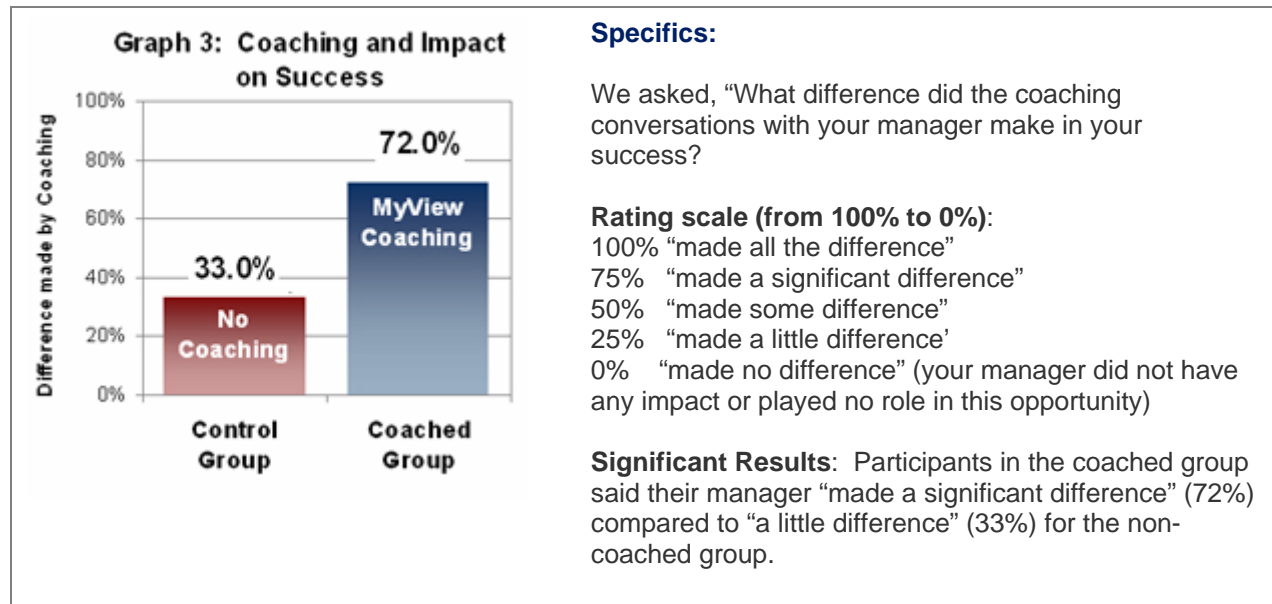
Insight #2: Coaching is linked to revenue.

Are your sales managers coaching their direct reports to help meet revenue targets? It could double your revenue.



Insight #3: Coaching is strongly linked to success.

Is it worth a manager’s time? Just ask.



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In Conclusion

So what?

With the majority of training programs failing to “move the needle” in terms of increased revenue, decreased costs, or increased productivity, it is imperative that companies focus on Relevant Skills and invest in Adoption to get results. Targeted coaching is certainly one of the keys to successful adoption.

These results clearly show that coaching conversations are linked to changes in leading indicators (skills) and lagging indicators (new revenue). Every change effort, training initiative, or development program must include more than the “training” of new knowledge and skills. Manager involvement is a key link to getting measurable results.

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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.



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

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See What Our Clients Say >



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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