

Best Practices White Paper



Insights to help 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™

Negotiation Training Adoption and ROI The 3-Phase Approach

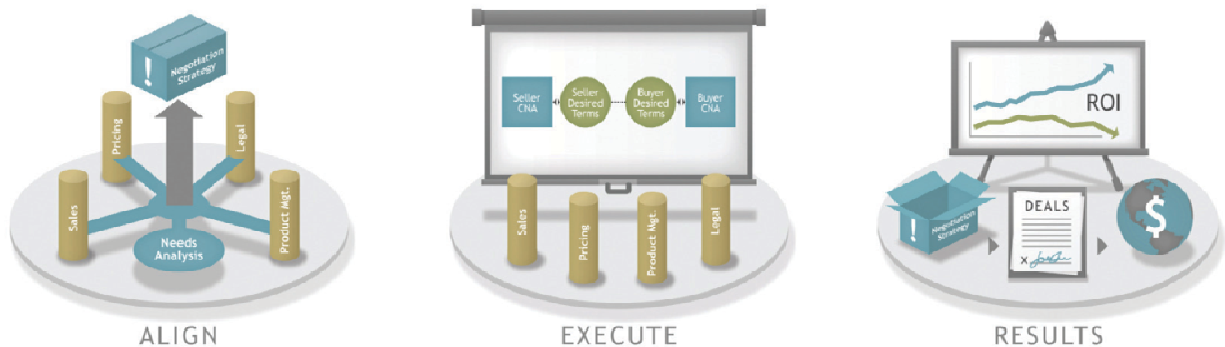
The 3-phase approach to driving training adoption and ROI is based on our primary research. We ventured out to identify the key drivers of world class execution, organizational adoption, and returns from organizations’ training investments. We surveyed 20,000 executives, human resources managers, and performance improvement consultants to determine if they had been involved with a training initiative that went beyond training and was successful in becoming deeply “embedded into the DNA of the organization.”

We found 150 companies that had done so and studied them further with surveys and focus groups. We identified many factors that contributed to adoption but, the three drivers which consistently rose to the top were:

1. Aligning the initiative to enable the higher level go-to-market strategy
2. Securing cross-functional executive sponsorship
3. Enabling coaches who measure and are measured in relation to the desired new behaviors and actions

We also know from this research that the quality of the intellectual property itself drives adoption and ROI. Based upon the research, the context and approach need to be simple with immediate, recognizable, and measurable benefits for the team and the organization.

Our 3-phase negotiation training and implementation approach is based on this research.



GET MORE
SOLUTION
DETAILS



HAVE AN
LSA EXPERT
CONTACT ME

GO TO
LSA GLOBAL
WEBSITE

Call Us Toll-Free 800.889.6452

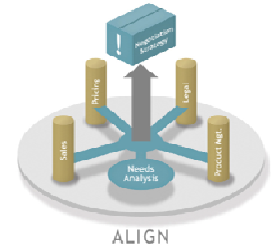
Copyright ©2010 LSA Global. All Rights Reserved. All copyrights, trademarks, service marks and product names are copyrights, trademarks, service marks, or registered trademarks of LSA Global or its Partners.



The Exact Expertise to Ignite and Sustain Performance™

PHASE I: Organizational Alignment and Customization

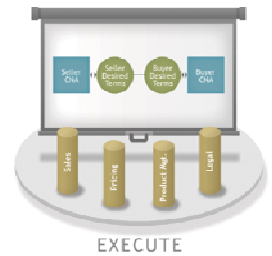
Our solution adoption and implementation begins the moment we begin a project. First, we survey and interview key cross-functional leadership. This early effort to understand their current state, desired future state/ROI, and potential barriers to success around negotiation begins the process of gaining their buy-in and sponsorship of our joint efforts, such that “post workshop” we have their attention, commitment and support to using and enforcing the process. This is the beginning of adopting a common negotiation language and process that promotes organizational negotiation alignment and accelerates time-to-proficiency at the individual level.



Our Solutions Team then customizes the workshop training content and builds our proprietary Negotiation Value Blueprint to reflect the realities of your marketplace, integrate with your existing sourcing process, and align with your desired success metrics.

PHASE II: Workshops and Training of the Field and Coaches

We know that coaching from cross-functional leaders and field coaches drives adoption. As such it must be enabled and measured. “Volunteer Armies” do not work for adoption. Buyers and coaches must have both rewards and consequences for using or not using the “new” process and tools. The simplicity of the core solution, with 3 negotiation concepts (CNA, Trades and MEOs) and only 2 key coaching questions promotes understanding, execution and adoption.



PHASE III: Staying Connected

After the organizational alignment in Phase I and training for buyers and coaches in Phase II, we stay connected to help you sustain cross-functional management alignment and focus on the initiative. We ensure the coaches are enabled to coach effectively and to measure and report on success metrics/ROI. Additionally, provisions are made to integrate new field coaches, new cross-functional leaders and new buyers into the system. Furthermore, an intranet-based virtual community is developed as the central place for all things negotiation. This community helps buyers understand who their cross-functional executive sponsors are, how to obtain deal coaching, post difficult problems, etc.



In Conclusion

This three-phased approach ensures that your negotiations have a measurable business impact.

GET MORE SOLUTION DETAILS

HAVE AN LSA EXPERT CONTACT ME

GO TO LSA GLOBAL WEBSITE



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.

Request an LSA Expert
Contact Me >

LSA Client wins 2010.. Learning LEADERS

Bersin & Associates
Leadership Development Program
Excellence Award

Learn More >

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