

RECENT PROJECTS — LEADERSHIP

Leadership Excellence Program . . . Improved the management skills of an international luxury retailer's store management staff by developing a customized Leadership Excellence Program. Learning solution included:

- A strategic thinking model to drive business results for 17 stores
- Designing and delivering training sessions for Spring / Fall Retail Managers Conclave
- Post-training coaching to build and execute store strategies

Team Alignment . . . Improved cross-functional team alignment for the Home and Body Care Division of an international fragrance and flavor manufacturer. Project included:

- Design and facilitation of "Building a High-Performing Team" participant work session
- Facilitation and presentation of Universal Behaviors Template for team alignment
- Design and delivery of a customized one-day skills building workshop
- Post-workshop surveys and scorecard to measure team alignment
- Leadership development / executive briefing to drive initiative forward

Leadership Onboarding . . . Enhanced job performance for a luxury retailer's newly-appointed regional managers by designing and implementing a 90-day Regional Manager Onboarding Strategy. Learning solution included:

- Six-month Executive Coaching and Communication Skills Program
- Customizing a Regional Manager's Resource Guide
- Facilitating off-site quarterly development meetings and peer coaching group sessions

Corporate University Branding . . . Increased a personal products manufacturer's internal brand recognition by conceptualizing and implementing a Corporate University Branding and Rollout Program. Project included:

- Developing a creative university branding strategy in partnership with senior leaders
- Creating six tracks of learning to include core curriculum and functional excellence
- Writing persuasive communication on behalf of CEO; conducting executive briefings

Teambuilding . . . Unified the Quality Assurance Team of a leading fragrance and flavor manufacturer which improved team communication and cross-functional performance. Project included:

- Developing questions for 360° feedback interviews
- Individual and team coaching sessions to unify team spirit

RECENT PROJECTS — SALES

Sales Leadership Program . . . Reduced sales force complacency for a top-producing automotive dealership and unified the sales team in a fiercely competitive business environment. Learning solution included:

- Assessing needs and designing a three-day sales leadership program for managers
- Six hours of post-workshop coaching to drive behavior change and implement action plans

Client Expectations Workshop . . . Facilitated discussions with global brokerage firm's senior-level account managers to identify client needs and expectations and develop key messaging to demonstrate competitive advantages. Outcomes included:

- A client-centric approach—putting the client at the core of the strategy
- Anticipating client's current and future needs, as well as the firm's current and future offerings
- Scribing key messages to deliver to clients and capturing these into a Wiki article template

Consultative Selling Model . . . Improved sales call preparation, interaction, and outcomes for a leading Energy-from-Waste (EfW) company's senior sales team. Learning solution/workshop included:

- Using a consultative selling model to influence clients' perception of cost vs. value
- Practicing effective questions and listening skills to draw out needs and manage objections
- Focusing on customized solutions for clients' waste disposal and energy generation needs
- Avoiding assumptions about client needs and expanding strategies to communicate with clients

Managing Client Relationships . . . Strengthened customer communication skills for a luxury retailer's wholesale management team by implementing a Crucial Conversations Model and Workshop. Learning solution resulted in:

- Addressing problems proactively and engaging customers in solution-based conversations
- A business focus driven by the needs of customers
- Higher levels of customer satisfaction and with less escalation to upper management

Selling on Your Feet . . . Improved sales strategies and client presentations for senior management team of a leading foreign currency exchange firm. Learning solution included:

- A sales workshop to develop strategies and a process for meeting with clients
- Client-focused presentation templates using listener-based questions
- Revising pitchbook content to target client needs and present value-add solutions