



## SOLUTIONS THAT DRIVE RESULTS

### LEADERSHIP

#### Global Communications and Media Corporation

##### Issue

This organization faced increased competition and had a need to develop and retain high-potential talent.

##### Solution

Wilson Learning worked with the client to establish leadership competencies. We then designed and implemented a 5-day program across the US and Latin America. The program focused on their leadership competencies, and included content from *Leading from Within*, *Building Relationship Versatility*, *Leading for Growth*, *Negotiating to Yes*, and *Strategic Business Calling*.

##### Outcomes

Participants attributed over \$17 million in revenue to the skills learned in the program. Over 70% of participants indicated improved interpersonal relationships with their staff and clients.

*\$17 million in revenue*



#### Leading Aerospace Manufacturer

##### Issue

This aerospace company had recently merged with another organization in the face of growing competition and plummeting stock prices. Personnel were demoralized because of great differences in style between the companies and lack of strategic focus.

##### Solution

Wilson Learning provided consulting to help the client create and drive a change initiative that included executive messages, a quality leadership council, and a leadership development curriculum. The leadership development began with a competency analysis study and assessment survey. The curriculum consisted of six core offerings, which all managers were required to attend within three to five years.

##### Outcomes

The initiative was awarded the company's "Best Practices Award" and was installed at numerous sites around the country.

Unit research shows that two-thirds of recent promotions were granted to program participants.

Significantly, the company's stock price nearly doubled post-initiative.

*"Best Practices Award"*



### Global Air Fleet Operator

#### Issue

This company's management analyzed how Six Sigma quality improvement disciplines, when applied to aircraft maintenance and air operations, might yield competitive advantages.

To achieve its continuous improvement goal, management needed to clearly communicate its change vision to the workforce. Managers and workers would need to embrace new behaviors and skills to streamline maintenance processes and get aircraft back into service faster.

#### Solution

To prepare managers and the workforce to lead and support the implementation change effort, Wilson Learning implemented a series of enterprise-wide workshops on interpersonal and negotiation skills. These workshops involved four different maintenance and air operations departments. Cross-departmental classes helped develop cross-functional knowledge and broaden resource availability. To increase buy in, top management kicked off each workshop to convey urgency and leadership's trust in the training initiatives.

#### Outcomes

As a result, operating efficiencies improved 56 percent. Furthermore, employees' use of these new behaviors and skills improved their ability to more quickly check, repair, and return aircraft to active service, in turn helping the company avoid having to acquire additional aircraft.

*Operating efficiencies improved 56%*



### Automotive Interiors Manufacturer

#### Issue

The client was in need of a complex, multi-language leadership training program.

#### Solution

Wilson Learning provided seven days of training in leadership skills linked to the client's competency model. The program was multi-level to address the needs of three tiers of managers. There was also a half-day executive session. The work included integrating the content into the workplace through case studies, Intranet resources, and other media. The material was translated into six languages.

#### Outcomes

Wilson Learning was selected for this global project because of our ability to scale it to other regions. Following strong positive responses, they expanded the rollout, and we have delivered the program to hundreds of managers in English, German, Italian, Spanish, French, and Swedish.

*Delivered in 6 languages—English, German, Italian, Spanish, French, and Swedish*



### Global Healthcare Company

#### Issue

The client was building a corporate university to ensure delivery of consistent leadership and individual effectiveness training globally. It was important for them to invest in continuous learning and development for all employees, and they wanted to create a workplace that encouraged growth, enriched employees' professional experiences, and met the needs of a dynamic marketplace.

#### Solution

Wilson Learning designed and implemented three leadership programs, each one targeted toward a different level of leadership. The programs built upon one another, focusing on the competencies important to the client. Skills and tools supported and worked in concert with an existing performance management system. The programs were localized and rolled out globally. Additionally, we provided several individual effectiveness programs to the client.

#### Outcomes

The leadership programs provide a common language and a consistent approach to leadership.

The management programs have been so well-received that even in the absence of firm ROI data, Wilson Learning is now the sole provider of the organization's leadership content globally.

*Common language with a consistent approach globally*



### Global 300 Shipping Company, US based

#### Issue

In order to facilitate cross-departmental integration and effective implementation of its lean management strategy, the company created a Leadership Academy.

#### Solution

Wilson Learning trained supervisors and other leaders in *Building Relationship Versatility*, *Negotiating to Yes*, and *Coaching for Performance*.

#### Outcomes

Due to rapid growth and promotion of top performers, more than 1,000 assistant managers were trained over a 14-month period.

Real-time client-specific case studies helped managers translate concepts immediately to their jobs, and were then used to make effective and smooth changes in a well-established culture, across departmental lines.

*More than 1,000 assistant managers trained*

