

Success Stories



■ GEN-I

Industry:
Telecommunications

Strategy:
Establish a comprehensive sales academy to provide hundreds of sales professionals with needed development.

Implementation:
Launch a sales academy designed to address identified needs. Programs included:

- Professional Selling Skills®
- Professional Sales Coaching™
- Selling in a Competitive World™
- Professional Teleselling Skills™
- Professional Sales Negotiations®
- Accelerating Team Productivity™
- Stellar Service®

Results:
Recognized by the prestigious Sales Executive Council. Nearly 35% improvement in sales-peoples' "outstanding" ratings.

"The programs delivered the knowledge, the skills and the motivation to put this learning into action across the key improvement areas we identified – solution selling, business acumen, industry and customer knowledge and team leadership. As a result, we've experienced a dramatic improvement in our sales people's performance across a number of core competencies, with a nearly 35 percent improvement in "outstanding" ratings."

-Manager, Gen-I's Sales Academy

At AchieveGlobal we develop those who have to think in their jobs – to help them unleash their aptitude to do their jobs better and to rise to more value-added jobs.

■ CAPITAL LIGHTING & SUPPLY

Industry:
Manufacturing/Distribution

Strategy:
After a series of acquisitions, create a united culture and grow profit margins.

Implementation:
All key stakeholders become involved in an intensive program to develop key leadership and sales skills.

Training Population:
Branch managers, salespeople, and frontline delivery personnel.

Results:
1.5% margin increase in gross margin, which senior leaders attribute to the AchieveGlobal programs.

"We're enjoying a 1.5 percent increase in in-stock product gross margin, directly attributable to the AchieveGlobal programs. We are a \$225 million company with in-stock sales representing 65 percent of our business. That's a \$2 million to \$2.25 million gross margin increase. This is huge."

*- VP of Corporate Development,
Capital Lighting and Supply*



Developing the 21st
century workforce™

Measurable Results

■ GUNDERSEN LUTHERAN

Industry:
Healthcare

Strategy:
Improve communication skills between management and employees to improve employee retention, satisfaction, and engagement.

Implementation:
Use AchieveGlobal leadership development skills program incorporating Principles and Qualities of Genuine Leadership[®]; Developing Others[™]; Giving Recognition[™]; and Providing Constructive Feedback[™]. Deliver to more than 250 supervisors, managers, and directors in seven sessions over several months' time.

Results:
Improved ability to communicate ideas, points, and needs to others during critical conversations; significant increase in leadership skill strength; enhanced awareness of Gundersen Lutheran as a great place to work.

"From a healthcare perspective, we chose to use the AchieveGlobal program as a 'Best Practice,' much like our evidence-based medicine practices that we use to deliver care. Our leadership and managers knew that to be most effective they had to be able to get work done through others. Given that, we looked at this program as one that would be an enabling force for that."

-Chief Learning Officer, Gundersen Lutheran Healthcare

■ QHR

Industry:
Healthcare

Strategy:
Improve customer service and patient care excellence for community and regional hospital clients.

Implementation:
Train client staff to deliver Service Excellence processes based on AchieveGlobal customer satisfaction modules Leading for Stellar Service[®], Caring for Customers[®], and Healing Customer Relationships[®].

Training Population:
Train and coach senior leaders and managers at four community and regional hospitals in the U.S.

Results:
Improved internal awareness of and dedication to the importance of delivering superior customer satisfaction excellence. Improved cooperation, turnaround, and satisfaction among internal and external customers.

"Stellar service occurs when customer expectations are exceeded. This requires that the hospital and its staff members do something extra that makes coworkers, physicians, patients, and their family members feel special so the customer has an experience that is positive, memorable, and meaningful."

- VP of Business Development, Hospital Client of QHR

■ SEKO WORLDWIDE

Industry:
Logistics, Shipping, and Distribution

Strategy:
Transform the selling effort of strategic distribution partners from transactional to consultative, thereby increasing revenue.

Implementation:
Sales partners participate in Professional Selling Skills® and Professional Sales Coaching™, followed by field coaching and other programs.

Training Population:
All Sales Distribution Partners

Results:
Company growth and improved employee retention.

“AchieveGlobal helped us get everyone in the organization aligned together – meaning moving our strategic partners from a transaction-based business into one selling added value solutions. This meant helping them to better understand the customers’ business challenges and then asking the right kind of questions that drive the solutions aligned with those challenges.”

-Director, Training and Development, Seko Worldwide

■ M/I HOMES

Industry:
Retail/New Home Sales & Construction

Strategy:
Create a customer-focused culture that builds a network of customers ready to recommend M/I Homes.

Implementation:
Organization-wide strategic, 20-minute, interactive customer service skill development and reinforcement messages.

Training Population:
All employees; management, frontline employees, and support functions.

Results:
6% increase in willingness-to-recommend scores; 83% of employees report using the new skills on the job.

“We targeted every person in the company for this training to enhance our ability to deliver stellar customer service to both internal and external customers. We included accounting and human resources, sales, the design center, construction and customer service.”

-VP of Customer Experience, M/I Homes

Return on Investment

■ LUND FOOD HOLDINGS

Industry:

Supermarket/Retail

Strategy:

Create a robust leadership program to help adapt to a retail environment undergoing overwhelming change.

Implementation:

Sessions on delegation, supervisor skills, teamwork, coaching, and preparing for and conducting performance reviews.

Training Population:

Nearly 600 Lund and Byerly's store managers, general managers and key executives.

Results:

Improved manager retention. In addition, employee grievances have dropped from an annual high of 150 to fewer than a dozen a year.

"One key success metric we've seen is that employee grievances have dropped from an annual high of 150 to fewer than a dozen a year today. That tells us that the Genuine Leadership® initiative is impacting our culture and the way we communicate. We have a common language for delegating, giving feedback and giving recognition ... processes to follow that build toward on-the-job respect, teamwork and innovation. This solution is consistently relevant, and the skills development techniques are spot-on to what our people need today to manage and to lead others ... to problem solve and to build effective teams."

- Director of Training and Development,
Lund Food Holdings

About AchieveGlobal

In the 21st century, the level of human skills will determine organization success. AchieveGlobal provides exceptional development in interpersonal business skills giving companies the workforce they need for business results. Located in over 40 countries, we offer multi-language, learning-based solutions—globally, regionally, and locally.

We understand the competition you face. Your success depends on people who have the skills to handle the challenges beyond the reach of technology. We're experts in developing these skills, and it's these skills that turn your strategies into business success in the 21st century.

These are things technology can't do. Think. Learn. Solve problems. Listen. Motivate. Explain. People with these skills have a bright future in the 21st century. AchieveGlobal prepares you for that world.

