

## Independent Survey Results — LeaderPoint Past Participants

2,381 alumni queried; 211 (8.9%) responded

In 2010, LeaderPoint conducted a survey of all its past participants of its programs to learn more about how they view management generally and what, if any, changes they have made to their behaviors since participating in one of our development offerings (*The Executive Experience* or *The Leadership Experience*).

From the 211 people who responded it is clear that people at all levels of management (unit manager to CEO) value management and leadership development. In particular, a vast majority of respondents found that having a stronger management framework — and specific skills for addressing job challenges like delegation, cooperation, and performance — was very important.

In terms of the effect on their own management performance, a clear majority found the LeaderPoint sessions critically effective in helping them build human capacity through delegation, making jobs significant, assigning accountability clearly, and not taking back work that subordinates should do.

### ***The following is a brief summary of the results.***

- 89% gained confidence in assigning work to others.
- 82% were more effective in gaining cooperation from others.
- 77% were more effective in intervening with underperforming staff.
- 86% attributed their participation in the LeaderPoint course to improved business results.
- 89% reported an improved understanding of the relationship needed for success with their subordinates.
- 83% reported improved communication with subordinates.
- 75% reported being more effective at planning for opportunities.
- 50% have been promoted or rated significantly higher in performance evaluations.

### ***In the 6 to 18 months after attending a LeaderPoint course...***

- 82% reported that results improved in their department/business unit.
- 90% reported that they successfully implemented a strategic project planned in the course.
- 66% (nearly 2/3 of participants) reported that COMPANY results improved.

### ***Comments:***

“This session made me really step back and evaluate how I was leading my area. It was a constant parade of issues being dumped on my desk and there was little development occurring with the people that report to me. I am much more comfortable with pushing back and having those reporting to me come up with solutions to problems. The results have been great. My client is much happier to have someone other than myself to go to and has commented on how well the management team has been developing.”

—Cory Boese (*commenting 1 year after attending*)

*Director, Operations*

***DST Systems, Inc.***

“I really had a lot of very good takeaways... Overall there were many good takeaways and it is probably the course learning I use the most of all trainings I have taken — and I have taken some from top institutions.”

—Dr. Donnelle Weller (*commenting 3 years after attending*)

*Manager, Human Sciences Research*

***Sprint Corporation***

“Best training experience of my career. It provided me with real substance to make changes and a pathway to make necessary adjustments.”

—*W. Michael Pitman (commenting 10 years after attending)*

*Regional Vice President*

**The Allegis Group**

“I constantly use and share things I learned in LeaderPoint, especially from the Leadership Commandments, which I keep on my desk. Have used them on numerous occasions in coaching subordinates, other supervisors and executive managers.”

—*Frank Marshall (commenting 7 years after attending)*

*Assistant Dean, School of Business*

**University of Kansas**

“I enjoyed and benefited from The Leadership Experience perhaps more than my survey results communicate. You can read this type of approach in books, but there is something about human interaction to drive home the points. That made many of the concepts in the program a reality in my job performance.”

—*William Grubbs (commenting 1 year after attending)*

*Vice President, Community & Customer Service*

**CBS Interactive**

“This has changed my work and given me a new purpose in my professional life.”

—*Erik Vanbragt (commenting 6 months after attending)*

*Franchise Lead of Technology*

**Zynga**

“Still one of the best training courses I've ever attended. I'm now often told by my management that I have the right skills to move up, and they need to provide me with the right opportunities. Making progress in the right direction.”

—*Tracy Dianis (commenting 3 years after attending)*

*Manager, Global Regulatory Affairs*

**Baxter Bioscience**

“LeaderPoint was the best management training I have ever received (and I have participated in many). I often find myself referring back to the class materials, and was excited to share my learnings with my team. I would love to have a half-day review once a year.”

—*Devin Seto (commenting 1 year after attending)*

*Senior Manager, Quality Assurance*

**Lucasfilm**

“I've had other training courses that were both more specific and more general, but none have had the impact that LeaderPoint had. Changed my life. *Twelve O'clock High* is on my iPhone.”

—*Jeff Skalski (commenting 3 years after attending)*

*Producer*

**Electronic Arts, Inc.**

“I really believe the most noticeable change was the ability to push decision making down to my managers. Now we are doing more project planning across the division following this training.”

—*Frosty Mohn (commenting 2 years after attending)*

*Sr. Manager II - Advanced Tech & Infrastructure*

**National Association of Insurance Commissioners**

“The Leadership Experience was the best management program that I have attended. I use it every day.”

—*Michael Burton (commenting 8 years after attending)*

*Chair*

**University of Oklahoma, College of Pharmacy**

"This was a totally transformational course (and the subsequent follow up). I think about the course messages most days, as if I have a 'virtual LeaderPoint facilitator' sitting over my shoulder."

—Harvey Wheaton (commenting 5 years after attending)

Studio Director

**SuperMassiveGames**

"I keep the Leaderpoint "diagnostic" card on my desk and refer to the 11 Commandments weekly."

—George Kather (commenting 4 years after attending)

Director, Process & Governance

**Yellow Roadway Corporation**

"The program was excellent in demonstrating that leadership development is an area of study, not just a set of tools."

—Timothy Keutzer (commenting 6 years after attending)

Director, Supply Chain

**Cubist Pharmaceuticals**

"The Executive Experience dramatically changed my perspective on achieving the desired results. The use of policy and strategic planning to bring about clear accountabilities and outcomes provides a work context that is significantly more productive, innovative and enjoyable!"

—Patty Stoneking (commenting 5 years after attending)

Accounting Project Lead

**Guadalupe Centers, Inc.**

"I loved the class. I thought it was an eye-opening experience about my behavior in doing too much to help subordinates when they have problems, rather than letting them figure it out for themselves. I also loved the insight into "drive-by" management, which I think I am guilty of."

—Jana Sue Memel (commenting 1 year after attending)

President

**Chanticleer Films**

"I'm now much better able to understand the importance of effective communication, and the ability to think through strategic planning."

—Nin George (commenting 4 years after attending)

Lead Expert, Cost of Quality – Internal

**Global Parts, Inc.**

"The session was very impactful for me. I think about the sessions quite often, and work to consistently apply the lessons I learned."

—Christopher Wren (commenting 7 years after attending)

Vice President

**H&R Block**

"LeaderPoint gave me more confidence in my management style and ability. I have referred back to the lessons more than any other professional development course in management that I have taken."

—Paula Lawley (commenting 4 years after attending)

AVP for Online Strategy

**The George Washington University**

"I have delegated more tasks that I would normally have handled myself, and looked for ways to improve the process so that vendors are empowered to handle those tasks proactively."

—Katrina Thompson (commenting 1 year after attending)

Associate Director, Clinical Core Laboratory Operations

**Sepracor, Inc.**

"I use the concepts discussed all the time. My boss has also been through training, and we talk strategy regularly. I always make jobs big and important to great results."

—Jay Currie (commenting 7 years after attending)

Associate Professor (Clinical)

**University of Iowa, College of Pharmacy**

"I've been a manager for almost 20 years. I came into the class having studied everything on management I could find — every management book, every training course — I thought I knew everything there is to know about management. This class introduced me to the vast universe of my ignorance. And this is a GOOD thing, because I realized how much there still was to learn. I spent more time planning, I stopped micro-managing my direct reports, they began performing at higher levels, and results went through the roof. Thank you for changing my life."

—*Marco ten Vaanholt (commenting 2 years after attending)*

*Global Vice President, SAP Premier Customer Network*

**SAP**

"I am a better manager since attending LeaderPoint training."

—*Eric Byron (commenting 2 years after attending)*

*Development Manager*

**Electronic Arts, Inc.**

"Significant shift from micro-managing and doing it all myself to setting objectives. I am increasingly aware of my impact when I intervene (or interfere) with the team."

—*Robyn Wallace (commenting 5 years after attending)*

*General Manager*

**CAPCOM**

"I really enjoyed LeaderPoint; it helped me to think differently about my role as a leader. Ongoing articles are very useful as well."

—*Kris Denos (commenting 4 years after attending)*

*Director of Research & Development*

**ADP – Dealer Services**