



## ***About Klemmer Leadership Seminars***

As a team development and executive leadership training company we excel within four primary market segments:

- ✓ ***Corporate & Organizational*** training for executives, management, sales teams & employees;
- ✓ ***Educational*** training for board members, faculty, administrative staff and students;
- ✓ ***Government*** training for leaders, managers and employees;
- ✓ and training for the ***Direct Sales*** industry.

Some of our clients include General Electric, Aetna Healthcare Services, Hewlett Packard, Walt Disney Attractions, Mary Kay Cosmetics, San Francisco City Planning Dept., Los Angeles Federal Credit Union, Suzuki Motor Company, and many smaller manufacturing firms, financial institutions, hospitals, and non-profits.

### ***Case Studies:***

Hewlett Packard hired K&A because they were five weeks behind in developing the ink-jet printer (losing \$10 million a week). They were having a teamwork problem between design departments in Barcelona, Spain and San Diego, California. For HP we completed workshops in San Diego and Barcelona and they credit our workshops with making up all five weeks of their manufacturing delay.

Aetna Healthcare hired K&A because they were interested in hosting fewer meetings with their teams and the meetings they did conduct needed to be more effective. We delivered training with a primary focus on communication, trust, risk taking and honoring agreements. This training yielded an overall increase in open communication by 51% and a 39% increase in collaboration among team members which was credited with reducing meeting costs by \$2 million dollars over 12 months.

The challenge is in order to create a ***large amount of change in a short period of time*** one's belief systems must change. Our workshops give people a safe place to ***discover, evaluate and adjust belief systems*** so they can create the results and success ***they say they want.***

K&A Corporate Mastery workshops support in developing the desired culture within your organization. Your team will become more proactive verses reactive in their decisions and they will work toward the best solutions rather than what feels good for the moment. The team will create an environment with more empathy and respect. Your team will trust you and your leadership and accomplish what you request out of commitment not compliance to the rules or past behaviors. ***In our experience, this work dovetails extremely well with past or current "how-to" training programs you may have utilized.***

The participants will be open to feedback from you and each other and therefore easier to motivate and coach. More importantly, we will assist your team in developing a new perspective of personal responsibility that will lead to top and bottom-line improvements in the activities of the entire team. This change in perspective of personal responsibility will create a culture where everyone will embrace the responsibility to reach your organization's goals.

Overall, in the K&A "*Compassionate Samurai*" workshop series, there are 10 personal attributes we believe represent the behavior necessary to create the culture for growth and long-term success you desire. In our workshops your team will experience life from these attributes and learn to bring them into their daily activities.

**Commitment:** Keeping your word, period. Most people keep their word when it is convenient. Say what you mean, do what you say. This is the foundation of any long lasting successful relationship.

**Personal Responsibility:** They will not blame the company, management, other employees, or circumstances for their challenges. Participants will now see that they are not only responsible for THEIR goals or interests, but the success of the entire organization.

**Contribution:** They will work from service and contribution. They will look to contribute to the company, clients, their subordinates and co-workers, and anyone they are in contact with. This creates a big picture approach versus a "what's important to me".

**Honesty:** Radical honesty with oneself is a key to being responsible and accountable. Many people compromise honesty when the results aren't there, they fail to tell the truth thinking it will hurt them. Then the wrong adjustments are made because of inaccurate information. Our workshops support people telling the truth to themselves and to others even though it may be uncomfortable.

**Focus:** They will not be distracted by the temptations of busywork. It is productivity versus activity. They know the critical activities to make this team really effective and reduce stress.

**Abundance:** They will operate from an abundant mindset about time, money, staff, opportunity, etc. They will not come from scarcity, where they can't get the job done due to a lack of time, people, budget, or resources. They will be creatively solution oriented even when experiencing temporary shortages.

**Trust:** They will see the benefits of trusting their team, relationships and how freedom and being of service are tied to trust.

**Honor:** Loyal to themselves and the company. They will not dishonor themselves, their co-workers, the company, or clients by unethical or disconcerting behavior. They will embrace self-honoring practices that lead to success, such as doing a job with excellence or going the extra mile.

**Boldness:** Your team will no longer be intimidated by problems, peer pressure, non-integral powerful people or anything else. Instead of shrinking from objections and obstacles, they will embrace them.

**Knowledge:** Committed to improving their knowledge about the company, people, technology, leadership skills, business, and anything else that would forward themselves and others.

### ***Producing Results That Make a Difference to the Bottom-Line:***

As you know, we kicked off Specialty's exciting new leadership training program by sponsoring 12 customized Corporate Personal Mastery seminars over a 2-month period for our organization. By engaging in your program, we were expecting our team members to be able to independently set bigger goals, take more risks, understand the dangers associated with the "victim mentality", become more influential leaders and most importantly, become more sincere and honest in their communication styles. I am pleased to report that Specialty's results have been most satisfying! We have seen substantial changes in our overall openness in communication styles, more trust among fellow *Mastery* participants and other team members, more willingness to take risks, and a refreshing ability to deal with constant change in a dynamic work environment. Our long-term return on investment should be reduced turnover and associated costs, less external recruitment at the supervisor/managerial level, increased retention and most importantly, satisfied and happy team members - and we are well on our way to achieving these sustained results thanks to your *Corporate Personal Mastery* program!

*Nick Shauer, Assistant Vice President Human Resources  
Specialty Laboratories*

We are starting to see tangible results from the earlier classes. In the face of declining sales we were able to maintain our profit level and actually beat the prior year!

*Michael R. Simmons, Vice President of Finance & Planning  
Fulton Boiler Works, Inc.*

I must say that at first I was not excited, having attended many workshops over my 28 years with Coca-Cola bottlers and Corporate. They had been all types i.e. motivational, managerial, marketing, self-help etc. I always looked forward to them as each one was a learning experience and I always came away with a feeling of having learned something. Therefore, my first thought was "Okay, another same old, same old", but we'll go through the motions. WHAT AN EYE OPENER! Right from the first 10 minutes I knew I was in for something totally different than anything I had previously experienced. The insight and self-revelation was so shocking, but yet exciting, that I came away wondering at what I had been doing all these years, and disappointed that it took me so long to discover myself.

*Gary Paul, Manager  
Coca Cola, Canada*

We have found that the payoff on this training has been enormous. It truly opened the eyes of our dealers and our own staff and allowed them to deal with our more difficult and challenging customers in an entirely different and vastly more productive manner. We are able to turn around some of the most irate and difficult customers into long term satisfied Suzuki owners. The training materials, which were developed to do those seminars, have become part of our permanent library and are available upon request by our dealers.

*Jim Kirkland, National Service Manager  
American Suzuki Motor Corporation*



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