

## TESTIMONIALS

### FAMILIES & COUPLES

Organizational learning is evolving to community learning, where customers, vendors and even families participate - people from the full spectrum of our lives. LaL includes young people, spouses and families in its programs, creating a microcosm of society and lessening the fragmentation of home and work life so predominant in our culture.

AS A RESULT OF MY LaL training, my commitment to my family, my wife and my work has increased. My life is more balanced, my purpose clearer, my relationships deeper and more honest. I am able to change my own behavior in the moment when it doesn't support my goals. I am more optimistic about the future, more alive on a day-by-day basis and more open to the miracles of life.

Over the past two years I have exposed my entire management team and my wife and three children to LaL seminars and coaching. At work and at home, trust has increased, communication has improved and mutual support has become the common focus. There is no organizational or family unit that could not benefit from the LaL experience.

DANIEL McDONALD,  
DIRECTOR, INSTRUMENTATION & CONTROLS  
DIVISION,  
CHAIR, R&D DIVISION DIRECTORS' CAUCUS,  
OAK RIDGE NATIONAL LABORATORY

HAVE YOU EVER ASKED YOUR KIDS for a performance appraisal? Wonder what rating you would get? Would my son feel that my parenting skills and behavior offered him the support he needed as a young man to accept life's challenges and be fulfilled with school, work and recreation? Having the opportunity to examine our lives together in the LaL Personal Mastery seminar was extraordinary! I am becoming aligned with and supportive of my teenager's dreams, aspirations and priorities – and even more incredible is that he is open to receiving my support. The seminar was a great starting point that opened safe and non-threatening communications for both my son and me.

KATHY JOHNSON,  
EMPLOYEE & ORGANIZATIONAL DEVELOPMENT  
MANAGER,  
OAK RIDGE NATIONAL LABORATORY

AS A DUAL-CAREER COUPLE, it is all too easy for each of us to become absorbed in our own world, creating imbalance at work and within our family. Attending the LaL programs provided us with the opportunity and the framework to learn how to communicate genuinely with each other. We are working together to define our personal and professional goals and the support we need from one another to achieve them. Our commitment to our work, our family and each other has strengthened. The real joy was in rediscovering just how many goals we share together.

RENEE TUCKER,  
HUMAN RESOURCES SPECIALIST,  
RAYMOND TUCKER,  
RESEARCH & DEVELOPMENT GROUP LEADER,  
OAK RIDGE NATIONAL LABORATORY

WE CAN HONESTLY SAY that our lives are fuller, richer and less impaired by tension and blame as a result of our ongoing involvement with LaL. Within our marriage we have been able to get less caught up and confused by old patterns of thinking and acting. Instead of being captives of discouragement and resentment, we are able to express our needs and aspirations more fully and honestly and to be more mutually supportive. Although there are new situations and challenges in every relationship, we are now better prepared to deal with them as a result of our LaL training. We feel we have been given a gift of renewed commitment to our marriage.

STEVE BLACK, PHOTOGRAPHER & FOREIGN  
LANGUAGE INSTRUCTOR, BOSTON CONSERVATORY,  
ZEZETTE LARSEN, SOCIAL WORKER & SENIOR  
HOUSING CONSULTANT

AS A PRACTICING OBSTETRICIAN/  
gynecologist, defining a path for my life is something I had never really done consciously, in spite of all my so-called personal and professional success. Careful scrutiny of my past experiences and behavioral patterns in the challenging, but safe and supportive environment provided by LaL, enabled me to feel transformed. My relationship to and communication with my patients and colleagues has dramatically improved. My spouse and I have a depth of understanding that simply would not have been possible had we not attended the LaL seminars together.

KIM LI SPENCER, MD,  
DEPARTMENT OF OB/GYN,  
KAISER PERMANENTE – FONTANA

WE ATTENDED LaL AS A FAMILY - 2 working parents, 3 teenage kids - facing the typical family dramas: communication breakdowns and the resulting arguments and isolation. We now talk honestly and openly about the real issues on topics ranging from the family budget to how we can support each other with our individual struggles. I don't even want to think where we would be otherwise... LaL is a chance of a lifetime.

THE PURVIS FAMILY: DAVE, KAREN, MARIA (19),  
NEIL (17), RICHARD (14)

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### YOUNG PEOPLE

(THE FUTURE LEADERS TEAM)

LaL is committed to supporting young people to create healthy, constructive lives. Each year space is reserved in the *4-Mastery* one year leadership development program for young adults (ages 14 and older) to form the Future Leaders Team. Young people from diverse backgrounds and geographical locations come together and learn to function as a team, working on common projects and supporting each other on important aspects of their respective lives – at school, in their relationships and with their families. The *4-Mastery* Program provides them with the forum and the tools to clarify and implement their goals, preparing them for the future.

As a part of the *4-Mastery* Program, team members learn to commit to their schoolwork – attending all classes and doing their homework on time. Some have even received school credit for their participation in the program. Past participants have achieved better results both in terms of grades, level of engagement at school and improved relations with their families, peers and teachers.

Many adolescents today struggle under the societal pressure to succeed and the peer pressure to fit in. Some can turn to unhealthy addictions such as TV, video games, alcohol, drugs, eating disorders, and even violence. LaL provides today's youth with tools to be leaders in their own environment, empowering them to make choices based on their goals rather than their impulses of the moment.

I WANTED TO GET AWAY FROM the drugs and alcohol that were so pervasive at my boarding school. I had also begun to form poor habits with how I spent my time. I was mostly doing what I wanted, when I wanted - - playing video games for hours at a time, watching movies or just getting drunk and playing pool. Life didn't excite me, and I hated my classes, but I thought I was having fun. At LaL I began to see that I really wasn't doing what I wanted with my life. I am now connecting with my real passions. I am realizing that what I do now creates my future. I have committed to no drugs for life and no alcohol for one year, and I am challenging myself to let go of all the ways I escape. I am committed to living a more constructive life and I am learning that may mean going against what I view as "fun." Interestingly, life has become far more exciting in the process.

DOUG ATKINSON, 17,  
HIGH SCHOOL SENIOR

BEING PART OF THE FUTURE LEADERS TEAM has taught me accountability, commitment, leadership and organization skills, as well as dedication and compassion. Before, I did not know how to be part of a team. In just one year the Future Leaders team has become like family to me. Whether we are working on logistics, relationships or family problems, we are committed to supporting one another. Together we are learning, growing, and co-creating our goals.

STUDENT, 22,  
UNIVERSITY OF CALIFORNIA, BERKELEY

THE RESULTS OF OUR SON'S participation in the *4-Mastery* Program have been no less than astounding. He has taken charge of his life in a way that many far older people do not. He is clear on his goals and has become a more focused, more responsible and just plain happier person.

JUDITH HANSON LASATER, PH.D.,  
PHYSICAL THERAPIST,  
CO-FOUNDER, YOGA JOURNAL,  
MOTHER OF KAM, 20 YEAR-OLD SOPHOMORE,  
CARNEGIE MELLON UNIVERSITY

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### ACADEMIA

THE LAL TRAINING ALLOWED ME to make a fundamental shift in my approach to my work as a university professor. As I took a hard look at my behavioral patterns, I realized that I spent a lot of my work life taking on jobs because they validated my standing and value, not because they were aligned with my real aspirations. I soon resented the time they took from what I considered to be my "real" work, and they became obligations rather than opportunities. LaL helped me clarify and recommit to what I want to contribute through my professional and personal goals, and this has renewed my energy and enthusiasm for my research and teaching.

My students have responded to my new attitude and approach with enthusiasm, and we are jointly creating seminars and research projects that we are deeply excited about.

Instead of complaining about problems at work, I am now committed to understanding my role in them and how I can co-create the work environment and meaningful collegial relationships that I want. These transformations have also affected my personal life. My husband and I have begun to clarify our common goals, and the impact on our family relationships has been very positive.

As a social psychologist, I have been fascinated at the overlap between the teachings of LaL and the psychological research literature on people's essential needs, the self-esteem system, and the circumstances that encourage true mastery and relatedness, rather than the illusion of competence and feelings of superiority. Not only are LaL's teachings well grounded in empirical research, but they translate into concrete and lasting change.

JENNIFER CROCKER, PH.D.,  
PROFESSOR OF PSYCHOLOGY,  
UNIVERSITY OF MICHIGAN,  
PRESIDENT, SOCIETY FOR THE PSYCHOLOGICAL STUDY  
OF SOCIAL ISSUES

I OWE AN INCREDIBLE DEBT TO THE PATH breaking work of LaL. I have been studying and thinking about the strategies of tempered radicalism for almost fifteen years. Nevertheless, LaL has influenced my thinking and my life enormously.

LaL's approach to systemic change through personal development is unique in its depth and potential for transformative learning. By midway through the seminar I had constructed a mirror that provided an undeniable reflection of the patterns of my life, the motivations that drive these patterns, and – most painfully – the costs of these patterns to myself, my relationships, and others in my life. It took time to construct this mirror and even more time to internalize, and really feel, its implications. Yet this was essential. My reflection became a powerful engine for change – an engine typically absent in other approaches to change.

The next step focused on creating an alternative compass: new motivations, goals and practices that formed a framework for breaking through old ego-driven patterns.

The seminar helped me turn some important corners in my life and change the texture of my daily interactions. It was a gift to myself and to my family. I have since recommended LaL to many of my closest colleagues and friends.

DEBRA MEYERSON, PH.D.,  
ASSOCIATE PROFESSOR,  
STANFORD SCHOOL OF EDUCATION AND  
(BY COURTESY) SCHOOL OF BUSINESS

TIME & MASTERY HELPS uncover how we invisibly get in our own way, divert ourselves, and tell ourselves myths about "what must get done" and "what no one else can do but me." It then enables us to clarify our goals and essential tasks, so that we can commit our energy and efforts to those -- and live more purposefully.

JOSHUA MARGOLIS, PH.D.,  
ASSISTANT PROFESSOR,  
ORGANIZATIONAL BEHAVIOR AND ETHICS,  
HARVARD BUSINESS SCHOOL

IT IS ASTONISHING HOW EACH SEMINAR goes ever deeper toward the core issues, offering a unique opportunity to step back and examine one's life with the most powerful analytical lens I have ever encountered. This work constantly provides new insights that make my life richer and more satisfying both at work and at home.

ROBIN ELY, PH.D.,  
ASSOCIATE PROFESSOR OF ORGANIZATIONAL BEHAVIOR,  
HARVARD BUSINESS SCHOOL

LAL HAS HELPED ME TEACH my students to be ready to lead from their best self with awareness of their self limiting behaviors, greater capacity to learn and grow and a deeper sense of connection to a larger purpose. They will go out and make a difference in the lives of those they lead and those who work with them.

SUSAN ASHFORD, PH.D.,  
MICHAEL AND SUSAN JANDERNOA PROFESSOR OF  
ORGANIZATIONAL BEHAVIOR,  
UNIVERSITY OF MICHIGAN BUSINESS SCHOOL

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I FOUND THE PERSONAL MASTERY WORKSHOP to be the most thorough and complete work I have ever done in this area. I learned an enormous amount about my own patterns - their underlying structure, benefits, and costs. It truly brings to life what it means to move from a reactive to a creative orientation. I also appreciated the staff enormously for their professionalism, accessibility, and humility.

DAVID PETER STROH,  
CO-FOUNDER, INNOVATION ASSOCIATES,  
CHARTER MEMBER, SOCIETY FOR ORGANIZATIONAL  
LEARNING

AS AN INTERNAL BUSINESS improvement consultant, participating in LaL's *4-Mastery* Program was pivotal in helping me drive change initiatives and make them sustainable. I am better equipped to deal with the human and emotional aspects of my work in supporting a team to reach their goals, thanks to the structures and framework I learned at LaL.

I have been able to break through deep-rooted patterns of behavior, like avoiding conflict. Now I am more willing to give feedback and confront issues head-on to move the project forward. As a result, I am better able to support the senior executives and teams I coach to step up to the plate—and they are!

The positive impact of this deeper level of dialogue is evident at work and at home with my three children.

FRANCOIS CHABOT,  
BUSINESS IMPROVEMENT CONSULTANT,  
ABB, CANADA

## CONSULTANTS

NO ONE LIKES TO TALK ABOUT FAILURE, but the fundamental work that I do is to establish causes of failure in organizations – be it equipment, process or product failure. LaL is about identifying causes of failure within our own selves and beginning to see and embrace failure as a learning experience and an opportunity to understand cause and effect. All of us fail at some point. LaL allows us to communicate about it rather than hide it, to not beat ourselves up or point the finger at others.

I find LaL's personal mastery path is most relevant for senior managers. It focuses on personal patterns as they relate to structure and accountability in organizations. When the causes are chased deep enough you find them rooted within the players, either internal to the individuals or as a result of the way they interact with each other, which is an outcome of their patterns.

This is true at all levels of the organization, but the consequences are geometrically larger as you move up the hierarchy. As a leader, by becoming conscious of my ego dynamics, I am aware of the implications of my reactions on the organization for which I'm accountable. Being more conscious in my choices and decision-making is the leverage for organizational change.

BILL BRENNEMAN,  
PERFORMANCE IMPROVEMENT CONSULTANT,  
LEARNING & ORGANIZATION EFFECTIVENESS,  
EQUIVA SERVICES LLC, (SHELL, TEXACO AND SAUDI  
ARAMCO JOINT VENTURE)

AS THE FOUNDER OF A TRAINING and consulting firm and a non-profit, a major obstacle is the number and variety of people working on different projects: their needs, expectations and personal goals often greatly differ from one another. With LaL I have been learning how to bring these multifaceted people together in harmony and work with less friction toward a commonly shared vision.

GIORGIO VIANSON,  
PRESIDENT,  
LEADERSHIP & ORGANIZATIONAL LEARNING,  
ASSOCIAZIONE AMICI DEI BAMBINI DELLO ZEN,  
TORINO, ITALY

AS A CONSULTANT, in order to coach my clients, I have to make sure my own issues don't get in the way. I can help my clients focus on their purpose when they are caught up in politics, fears, hidden agendas, etc. This often involves conflict and brings out people's egos. I can work with that now, whereas before I would avoid it.

I've been talking for two years about making changes in my work; LaL coaching has helped me stop talking about it and start doing it. I knew more meaningful work was inside of me; now I'm learning to bring it forward.

ELIZABETH GUMAN,  
PARTNER,  
LEARNING & VISION PARTNERS

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