

## TESTIMONIALS

# GOVERNMENTAL & NON-PROFIT ORGANIZATIONS

AS A TYPICAL INTROVERTED technical geek, I was afraid to step outside my comfort zone. I attended LaL to work on my tendency to avoid conflict and my difficulty initiating new relationships.

Thanks to the training and coaching over the past two years, I am now better able to hold people accountable to milestones and deliverables. Instead of being afraid of delivering the bad news, I engage my employees in the process and approach the situation in a more effective way. I have been able to build new relationships, increase my sphere of influence and improve my ability to get buy-in for my ideas from multiple stakeholders. I have become a more effective leader, creating ground breaking initiatives and impacting a level of organizational change far beyond what I have accomplished my entire career.

DOUG DWOYER,  
ASSOCIATE CENTER DIRECTOR  
RESEARCH AND TECHNOLOGY  
NATIONAL RESEARCH AGENCY

MY EXPERIENCE OF LaL'S YEAR LONG 4-Mastery Program has improved my daily experience of life at the most fundamental level. Conflicts that have been a source of agitation and struggle over decades have moved to resolution; I am more comfortable in my life, my relationships and my various public and private roles than I ever imagined possible.

While my wife and I began LaL with a focus on strengthening our marriage, I also find my work relationships fundamentally changed for the better, and my ability to lead large organizations significantly enhanced. At 55, I am doing the best work I have ever done in my life.

LEWIS H. (HARRY) SPENCE,  
COMMISSIONER - MASSACHUSETTS DEPARTMENT OF  
SOCIAL SERVICES,  
FORMER DEPUTY CHANCELLOR OF OPERATIONS,  
NEW YORK CITY BOARD OF EDUCATION

THE MANAGEMENT TEAM of the Instrumentation and Controls Division has been actively searching for ways to enhance its performance as an organization for several years. We read the literature, such as

Peter Senge's Fifth Discipline, and brought in consultants to develop a more effective organization. Yet any improvements tended to be transitory.

From our first LaL workshop, our experiences both as a team and as individuals were profound. Throughout the year, we discovered how our personal obstacles were contributing to the team's dysfunctions and holding us back. The effectiveness of our team and our working relationships has improved dramatically – and still is. This ongoing, sustainable change stands in sharp contrast with our experiences with other leadership training methods.

Our increased ability to establish and maintain clarity has improved both our internal and external communications. As a result, we have better agreement on our priorities and far more effective team collaboration.

Furthermore, these changes have not been confined to our team, but have enriched our home life as well. We learned how interdependent all the diverse aspects of our lives are; what started out as an effort in team enhancement has given us life enhancement.

RICHARD L. ANDERSON,  
CHIEF SCIENTIST,  
INSTRUMENTATION & CONTROLS DIVISION,  
OAK RIDGE NATIONAL LABORATORY

AS THE EMPLOYEE AND ORGANIZATIONAL Development Manager, I have certainly had my fair share of experiences with training initiatives - LaL is definitely a cut above in terms of sustainable team building and leadership skills.

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

I CAME TO THE FIRST WORKSHOP on my own, and then with key members of my team. As we clarified and then launched our challenge – the complete overhaul of the lab infrastructure – there were many obstacles to overcome: territorial struggles, stovepipe thinking, etc... As a leader of

my peers, I had no direct authority over a team accustomed to running their own organization. Together we learned to collaborate and coordinate as a cohesive unit – not something we were used to doing!

The LaL training, individual and team coaching, and on-site facilitation helped us talk about the difficult issues in a constructive fashion, develop and commit to clear cross-organizational goals and hold each other accountable for them. LaL gave us the tools to build trust and challenge each other on the things we don't follow through on.

Personally, I am reluctant to displease others, and my leadership style has traditionally been through consensus building. Working with my coach, I learned how to set a clear direction and give the stronger leadership that my peers wanted me to provide. I am now able to fully step into my role as a leader with creativity and courage.

VICE PRESIDENT, OPERATIONS,  
NATIONAL LABORATORY

MUCH MORE THAN A TIME management system, the Time & Mastery seminar helped me uncover the time management strategies that fueled my sense of pressure and anxiety about too much to do and too little time. I left with greater clarity about my goals in a variety of aspects of my life, clear road maps for them and tools to create an abundance of time to do what is essential.

JAN JAFFE,  
SENIOR DIRECTOR,  
FORD FOUNDATION

When things went wrong, I used to blame people. Doing it myself was easier. I now have a vision for my staff and am committed to their development. As a result, we have had our most successful year ever.

DIANE ROBINSON,  
VICE PRESIDENT, REGIONAL OPERATIONS,  
TEACH FOR AMERICA