

360° Feedback clients include:

- » *Capital One*
- » *Harvard Business School*
- » *LexisNexis Risk Solutions*
- » *PayPal*
- » *Nike*
- » *McKinsey & Company*
- » *NASA*
- » *Shell*
- » *The Edna McConnell Clark Foundation*
- » *TransUnion*
- » *U.S. Department of Energy*
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“Receiving LaL’s executive 360° feedback assessment was hugely powerful. **The depth of the interviews and the examples of my counterproductive behaviors were so clear and well-meaning that I really couldn’t deny there were areas for me to improve.** The 360° put me in a receptive mindset for making the changes I really needed to make.”

Brian Hickey,
Executive Vice President,
M&T BANK

“It would have been easy to resist or harden myself to the feedback, but the use of verbatim comments and the coach-supported feedback delivery method encouraged me to hear it in a way I otherwise would not have. My coach was very empathetic and was able to lay it out in a way that separated my actions – and how they were perceived – from me and who I am. At the same time, she kept me honest and together we clarified - out of all of it, what was the most important?”

For me, it came down to realizing that my behavior was limiting to people I really care about. The process connected me with my

care for my team and colleagues, and led me to ask myself: “I want to grow and develop our business; how can I do that in a way that makes others feel supported?”

Suzanne BeDell,
Managing Director,
ELSEVIER

“LaL’s 360° feedback put the feedback in the context of things that I wanted to work on and brought out recurring themes that I hadn’t fully appreciated. Prior feedback from other organizations did not relate the feedback to specific events or relationships, but simply reported back at a high level, leaving me grasping for specifics on how my behaviors were working against me in terms of realizing my goals.”

Rich Cavanagh,
Director,
Office of Special Programs,
U.S. GOVERNMENT
LABORATORY

“Thanks to LaL’s 360° feedback, for the first time in my life, I’ve been able to step outside of myself and look through the eyes of those I interact with on a daily basis. I’ve seen aspects of myself that I never knew existed but that others have observed.

This feedback process not only helped me get the most out of the seminar, but it also remains a constant guiding force on how I act and react to my environment and relationships. That lasting change makes me a better manager, friend and person. I am so self-aware now that when I know I’m regressing, I try to snap out of it right away.

Through the 360° process, my coach became my confidante and knows me better than most people who have known me my whole life.”

Keith M. Drucker,
Chief Operating Officer,
LANDMARK DIVIDEND

“The interactive way in which the feedback is gathered allows for much deeper probing into what the respondent is trying to convey. It is much more thorough than a multiple-choice approach that compares me to a database for the purpose of placing me in a statistical ranking. **The result is that I got a much deeper look at my behaviors – complete with specific examples – than I have ever experienced with other feedback approaches.**

The way in which the feedback was delivered was also very important. **I wasn't able to blow off the feedback since my coach gently but skillfully offered a mirror for me to see myself clearly, even when I didn't want to.** We were also able to set up some useful agreements for future feedback experiences (i.e. 'please point out when you perceive my reaction to be defensive')

Ian Curtin,
PROJECT DIRECTOR,
The Contact Project

"This was the first feedback I have received that addressed the barriers I was creating that prevented my development as a leader in my organization."

Lucinda Legel,
Environmental Director,
FLINT HILLS RESOURCES

"This feedback stands alone because it digs a level deeper, revealing some of the issues that may lie underneath the surface."

Marco Goense,
Reservoir Management
Consultant,
CHEVRON GLOBAL
UPSTREAM AND GAS

"The feedback was very useful because of the identification and interpretation of consistent patterns in various domains. There were things I heard that I hadn't thought about, but when they were pointed out, I felt they were on the mark. It's a gift to have multiple lenses through which to see one's self, which is what 360° feedback provides."

Susan Jung MSMS,
Faculty Director and Clinical
Associate Professor,
BOSTON UNIVERSITY
QUESTROM SCHOOL OF
BUSINESS

"LaL's 360° feedback process reinforced my motivation for changing patterns and helped me set goals aligned with realistic assessments of my potential. It is unique because of the skill of the feedback gatherer, and the intensity of the process."

Harold Stowe,
Former CEO,
CANAL INDUSTRIES

"The coaching aspect of LaL's 360° feedback is instrumental. I've used different online feedback services, and it can be somewhat daunting to receive a report and

feel like you need to work through it yourself. **Hearing the feedback verbally – with context and in some cases with examples – and then dialoguing about it with your coach gives you much better insight and understanding.**

Through that process, you discover if there are pieces of feedback that you're disconnected from (blind spots), and you explore why. It's a truly in-depth process of scrutiny and analysis. Also, your coach helps you assess what is most important to focus on in terms of your own areas for improvement. Additionally, the process was a real springboard for working on my areas for improvement within the context of the LaL seminars that followed."

Alison James,
Senior Vice-President of
Human Resources,
ENCORE CAPITAL GROUP

"The feedback process is well thought out and comprehensive. The 'feedback collectors' ask great questions and gather very good raw information, and LaL's coaches are outstanding at analyzing and understanding

this information and presenting it to the individual."

Douglas Arbuckle,
Associate Director for
Airborne Systems,
NASA

"The LaL 'feedback collectors' elicited open and honest feedback from my coworkers and wife that helped me realize that I had a lot of work to do (in a positive way). **Having a coach support me through the feedback delivery helped me read between the lines and not avoid some things I would have otherwise avoided.**"

George Judd,
President and CEO,
BLUELINX CORP

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