

# CASE STUDY: Technology Company

## Demonstrate Adding Value

### Background:

 **+200K** employees
  **+20** countries
  **+6** revenue

### Challenge:

A leading global technology company in the factory automation industry was faced with intensified competition, globalization, and changed customer requirements. At the same time, employee satisfaction and relations were at an all-time low.

### Solution:

The ambition was to drive a global transformation process with support from LPI that ensured a clear and common approach to leadership including principles, tools, and processes across functions, regions, and continents. The aim was for all employees to experience good and stimulating leadership from their immediate managers and for priorities, problem solving, and decision-making to take place at the lowest possible level to enable agility and customer centricity.

### Measurement:

The company conducts an employee satisfaction survey every year in collaboration with and validated by third-party auditor ennova.com. A survey was conducted right before the leadership transformation initiative was launched in October 2015 and benchmarked against the result one year later, in October 2016.

### Result:

Overall, 'Satisfaction & Motivation' increased by +4 and 'Loyalty' by +3, while the leaders' ability to develop their employees improved by +15.

Immediate Manager	Your Unit	
Immediate Manager	74	+5
My immediate manager motivates my department to exceed expectations	73	+6
My immediate manager creates a working culture in my department characterized by trust and openness	76	+4
My immediate manager provides me with the constructive feedback I need to do my job well	74	+6
My immediate manager has clearly explained how I am expected to contribute to achieving the goals of my department	75	+6
The professional skills of my immediate superior	78	0
The leadership competences of my immediate superior	75	+4
My immediate supervisor regularly discusses my development with me	69	+15
My immediate supervisor encourages me to take the time to ensure that my work is of high quality	77	+9