

“ I realised that I could make a difference ”

## The power of leadership in transforming an organisation

*Starting a movement within an organization with the right leadership skills*

### Transformation from a product-oriented to a service-oriented organization

Kuiken wanted to transform the organization from product and transaction-oriented to a full-service organization. At the same time, the business was making a bold move from a family-owned and operated business to private equity-owned with the corresponding rational assessment of production figures.

Employees were not onboard and were resisting the change required to make the transformation a success and to move forward with the new strategy.

### Approach

A customized program was developed for 120 people. The ambition for the business was made clear through individual intakes, a personal assessment and a series of group sessions focused on the vision and objectives of the organization.

The program focused on confrontation with wanting to, being able to and having to go along with the change. The focus was on gaining commitment and providing support for those who were onboard for the future.

1. Confront with the challenge
2. Provide support to make the change
3. Realize the transformation

### Results

80% successfully navigated the change to fulfill their new role

20% dropped out and found another job

# Impact



## *A customized program designed for results*

- A combination of physical and mental challenges
- Support in the daily work environment through on-the-job coaching
- A 30-60-90 day action plan to get moving and make an impact
- Goal, Focus, Commitment themes to constantly focus on the ambition and the desire to be part of the solution

## Critical Success Factors

### ● Organisational changes

The organization is aligned with the management strategy and ambition.

### ● Tools and tactics

Managers have received a number of tools and methodologies to guide their practice.

### ● Measureable results

Service technicians work with service level agreements.

# earlybridge.

DRIVING CUSTOMER PERFORMANCE

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We build bridges between people for more satisfied customers, happier employees and better business results.

See also our case:

‘Leaders create leaders’

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