

SPECTACULAR RESULTS

The SPEED OF TRUST

The ability to establish, grow, extend, and restore trust with all stakeholders - customers, business partners, investors, and co-workers - is the key leadership competency of the new global economy.

- Stephen M. R. Covey

The Speed of Trust: Solving complex organizational problems, the solutions to which are rooted to changes in human behavior

Transcendent values like trust and integrity literally translate into revenue, profits and prosperity.

-Patricia Aburdene,
 Author of Megatrends 2010

The Speed of Trust is red-hot relevant. ...trust is the intangible asset that can help assure the long-term sustainability of any organization or enterprise.

-William G. Parrett, CEO,
 Deloitte Touche Tohmatsu;
 Sr, Partner, Deloitte & Touche USA
 LLP

Trust reduces transaction costs; it reduces the need for litigation and speeds commerce; it actually lubricates organizations and societies... it is as a core business competency.

-Marilyn Carlson Nelson, Chair and
 CEO, Carlson Companies

...only organizations with a sterling level of trust garner a culture of true commitment vs. a whirlpool of wishful thinking through forced compliance...

-Peter Beaudrault, President &
 CEO, Sbarro

...trust has a bottom-line impact on results, and when trust goes up, speed goes up while costs come down...

-Kevin Rollins, President & CEO,
 Dell Inc.

...Speed of Trust is exactly what business leaders need today.

...trusted leaders and organizations do things better, faster, and at lower costs.

-Nolan D. Archibald,
 Chairman of the Board and CEO,
 Black & Decker Corporation

ORGANIZATION	RESULTS
Global Retail	Dramatically improved the accuracy of their inventory projections. Senior leaders credit the Speed of Trust Process with \$8 million in cost reductions, through sales and production teams collaborating in new and different ways using the Speed of Trust.
Global Manufacturing	Shaved 4+ weeks off of a 13-week equipment ordering process from a key supplier (saved time, decreased float, increased ability to get new lines into production faster). Resulting in hundreds of thousands of dollars in cost savings
Technology Services	Experienced low productivity, and weighted down by a highly stressed labor-intensive environment. The organization was facing an unacceptable number of labor disputes, and was being forced to look at unionizing. In just 6 months, productivity has increased and labor disputes decreased significantly, and because key leaders have new skills around trust, employee engagement is up over the past 5 years. Turnover decreased by 27.5%, saving 9 million dollars annually.
Banking	Decreased turnover by 10% in a one-year period. Increased EBITDA by 8% and was named the most trusted company in their region.
Consumer Retail	Integrated Speed of Trust methodology throughout all levels of the organization over a two-year period. Results include: <ul style="list-style-type: none"> • Reduced turnover in one division by 70% • Increased employee engagement scores across entire organization by 6% • Dramatically changed how the sales and marketing functions worked with each other, resulting in double digit sales growth with a key distributor for the first time in 10 years.
Customer Service Organization	Integrated Speed of Trust into their organization to reduce friction between supervisors and customer service representatives and to directly impact customer satisfaction and performance. Tied the Speed of Trust process specifically to their 5 key customer metrics. Over a 7 month period, increased their internal metrics by 4%, which resulted in \$900,000 in increased revenue for the division.
Financial Services Firm	Experienced significant organizational changes. "These changes resulted in poor communications, huge mistrust, hidden agendas, fear of conflict and avoidance of accountability. This led to lack of focus on business deliverables, disgruntled customers and an inability to meet critical stakeholder needs." As a result of the Speed of Trust process: <ul style="list-style-type: none"> • 83.3% of employees stated that trust increased in the past four months • The propensity to trust others increased from 46.2% to 66.6%. • High trust within work teams rose from 58% to 83.3%.

