



testimonials

Programme Manager Shell Global Solutions

To whom it may concern:

Shell Global Solutions utilizes Mission Performance in the delivery of a Transformational Leadership Development Programme (LDP), to our client, a major player in the African Oil Industry. The LDP roll out has involved challenging delivery, to a senior and well educated target audience, at multiple locations throughout Nigeria. The programme was launched in January 2006 and continued until December 2007.

The aims of the LDP are that our client management will, as individuals and as teams, through leading by example, role modeling good commercial behaviour and acting out organizational values, develop the capability to:

- Build a following through effective communication
- Handle conflicts, crises and risks
- Initiate, manage and specifically implement change
- Build effective peer networks
- Imbibe trust in superiors through performance, clear expectations, appropriate involvement and truth.

Mission Performance has been involved from the early design stages, through to the joint delivery of the week long LDP workshop itself to 240 Middle and Senior Executives and is currently heavily involved in the implementation Coaching Workshops. The Coaching Workshops ensure the learning and change behaviours are embedded post programme and transferred into actions for the leaders.

The programme has received excellent feedback and is widely referred to by our clients executive community as the “best Shell product” on the PACE Project. The feedback has achieved a 4.5 average out of a possible 5 consistently since launch.

Mission Performance are a team of highly experienced, credible and passionate training consultants who have the ability to engage, inspire and empower their target audience at all levels. The Mission portfolio is always practical and useable and is brought to life by inspirational first hand accounts of often extraordinary events. This makes for a high impact learning experience, which in turn helps achieve the programme objectives. In my view, this is a winning combination.

We continue to partner with Mission Performance and would

recommend their services to other global organisations without reservation.

Regional Services Management Director Cap Gemini UK and Ireland

To whom it may concern:

Mission Performance have asked me to write a few lines about the work we have been doing with them this year.

I have responsibility for the Management community within the Outsourcing division of Cap Gemini Ernst & Young. Of the 7,500 people employed by the group in the UK, Outsourcing represents about 4,000, with about 500 individuals in management roles ranging from Team Leader through to Board Directors.

Part of my remit is management & leadership development and it's in this critical area that we have engaged with Mission Performance. The way we lead our people is critical to our success both as a company and as individual managers within it. We have worked together to take their Leadership product based around the BT Global Challenge, to tailor it to meet our specific needs and align it to our company values & competency model. I have been impressed with their flexibility and willingness to tailor the programme itself, the documentation, the branding and the language used, to maximise the impact of the programme within our business.

The metaphor of the sailing challenge is a powerful one, and the package results in a 3-day high-impact Leadership Development programme, followed by a one-day session some 6 weeks later to consolidate the learning. The programme provides a series of truly practical tools for leadership and brings them to life with a wealth of real scenarios in a way that no lecture-style course could ever do.

The parallels with our business are enormous, it's guaranteed to be unforgettable and the reviews from those attending at all levels has been resounding in its praise. The event looks at preparing any team for the tasks ahead, coping with the ‘first storm’ (crisis), on-boarding of new team members and the constant improvement process.

One of our directors who had joined us from a competitor a year ago stated in post course feedback:

“I undertook in a previous company a round of leadership



development every 6-12 months or so, but none of these programmes came anywhere close to the Leadership Challenge for developing practical leadership skills, and doing so in a way that achieved tightly bonded teamwork, as well as being hugely enjoyable.”

I'd be happy to discuss any further questions you may have.

**Methods and Training Manager
Management Services
John Lewis Partnership**

To whom it may concern:

Mission Performance trainers have been running Leadership Challenge courses for the Management Services Department at John Lewis since early 2003. The course is aimed at IT Team Leaders to help them develop high performing teams. So far over 30 Team Leaders have attended the three day course with more planned for 2004 and beyond.

The training is based around the BT Global Challenge. Its strength lies in the fact that the trainers have actually used the principles taught on the course and individuals attending can also try things out for themselves during the experiential parts of the programme. The models have proved extremely useful.

The exercise on day 1 is particularly good for team bonding and it illustrates the power of working together and supporting each other. Its amazing what can be achieved when the team is working in harmony.

Towards the end of day 3 there is a chance for some reflection. Prior to the course each team leader has a 360 degree report done by colleagues and team members. Mission Performance analyse the responses and give the results to the delegates on day 3. These results, together with the leadership theory learnt on the course gives everyone an opportunity to think about what they would like to do differently on their return to work. There is an opportunity to talk through ideas with colleagues before committing to a development plan.

The development plans from each delegate are circulated to the group prior to the follow-up day so everyone has a real commitment to follow these through.

The feedback has been consistently good – one delegate from the last course told me that ‘I may have been around for a long time and worked in many different companies but this was really the best course I have ever been on.’

I'd be happy to discuss any further questions you may have.

CMI Midlands UK

**Chartered Management Institute - Leadership Conference
6 September 2004**

Guest Speaker - Christiaan McLeod

To whom it may concern:

Chris McLeod has a unique style of storytelling. To bring all the main elements of leadership excellence together in such a session is no easy task but then Chris does not seem to favour the easy route. He set the scene, gave precious insights into the people and personalities involved in the mission and demonstrated a genuine respect for the differences and similarities in the team - through simple language and easy examples. Chris majored on the importance of preparation,

preparation and preparation for an event such as the Polar Challenge and provided much humour in his description of successful and frustrating events.

Another really strong point that Chris brings home is the stark difference between the ‘reality’ and the ‘imagined’ event - how often we encounter that in everyday leadership! The wonderful pictures and video footage used in the session certainly gave a wonderful insight into the breathtakingly beautiful yet unforgiving environment.

Finally, one of the strongest threads throughout the session was the constant referral of playing to the strengths of individuals and how this equals effective teamworking. Masters of leadership, like Chris, can make this look so easy and inspire all who take the time to listen and watch.

There were over a hundred people in that room and apart from the occasional ripple of laughter, you could have heard a pin drop as everyone made sure they didn't miss a single word.

A must for all leaders!

World Skills Australia

To whom it may concern:

My Name is Andrew Dower and I was part of the Worldskills Australia team that visited you guys back in October of 2003.

I am writing to say how much I enjoyed my time in the UK with you guys and also how much I have benefited from the training and experiences that were shared with me.

My time with Mission Performance, i2i and Flagship Training was a defiantly a life changing experience.

Since I have come back from the UK I have spoken about my experience at a heap of Exeo's, apprenticeship functions and presentation nights, I have spoken at high schools and employment agencies and my latest was a presentation in front of over 800 people.

I have become a much more passionate, confident person. I have been stretching my comfort zone every time I get an opportunity to do so. I have learnt to set my goals a little bit higher and work hard to achieve them.

Recently I was named the most outstanding apprentice in Victoria and in November I will compete for the title of most outstanding apprentice in Australia. Since my time with you I have changed employment, into a much more senior role. Promoting apprenticeships.

I am enjoying my work, my family and my life. I think I have become a better person from my time in the UK and I cannot put into words the thanks and appreciation that I owe to each and everyone of you.

**Solicitor, Legal Department
Cap Gemini Ernst & Young UK plc**

To whom it may concern:

MI completed the feedback form for this course on Friday but I also felt compelled to write to you to reiterate what a fabulous course this is and how much I enjoyed the experience.

Throughout my career, I've attended numerous management courses and I can honestly say that none of them has come close to Mission Performance in terms of quality. I feel I have learned a huge amount about the skills required for effective leadership - I don't think there was a single moment during the 3 days when I wasn't

learning something new.... Every session was directly relevant to my role in CGE&Y, easy to understand, challenging and presented by an energetic team in a uniquely interesting way. Building the course around the Global Challenge concept coupled with the imaginative team-working sessions means I can easily recall all the principles I learned (my husband can testify to this as I rolled off the whole course in the 2 hours it took us to drive to the Wye Valley on Friday night!). My experience of so many other management courses is that they rarely capture, or keep, my attention and I tend to forget most of the material as soon as I leave the seminar room. This time, I actually feel inspired to put what I've learned into practice.

Also, the organisation and administration behind the course was excellent. In particular, the 360 degree feedback has clarified where I need to make changes and will help encourage me to actually do this.



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