



Recently Shipped!

Solutions we have delivered in the last 12 months.

Global Leadership Development Program – Mining & Natural Resources Sector:

SLI were the lead designers and provided facilitation capabilities for a global leadership development program developed for a Canadian mining company. This program spanned four years, 800+ supervisors in three countries and was delivered in three languages. The 8 modules were highly experiential in nature to deal with the varying literacy and experience levels of the target group. The program was awarded a CSTD Gold Award in 2015 and was recognized as being a significant driver of increased productivity in ROI studies.

Organizational Redesign, Strategic Planning & Talent Management – Energy Sector:

A U.S. based energy technology organization partnered with SLI to redesign their organization, complete a talent review and succession plan, identify mission critical processes and conduct Executive Team development. SLI also worked with the CEO and his team to engage the entire extended leadership team in revising the company's vision, mission and values and create a set of leadership operating principles.

Coaching For Development & Career Self-Management – Pharmaceutical & Technology Sectors

Career development has become a prominent focus for many Canadian pharmaceutical and technology companies. In 2014, SLI worked with several of them to build the coaching and development capabilities of their leaders as it relates to coaching for career development and professional growth. In addition we created two workshops for individual contributors to develop their capabilities in the area of career self-management. These mini-workshops were delivered online using an interactive web based medium.

Customer Experience Innovation - Pharmaceutical Sector

Delivering an exceptional customer experience is critical for differentiation and success for every business that competes in competitive markets. Product improvements, great service and business process excellence can be replicated by your competitors but the experience your customer-facing employees create cannot be copied! A large Canadian Pharmaceutical Company partnered with SLI to revise and expand their marketing planning process to include all relevant cross functional partners to produce integrated plans that enable the sales organization and all other customer facing employees to deliver on that unique experience. Now everyone in the organization is aligned on the desired customer experience and they know what to do to achieve that with their customers. This truly differentiates this pharmaceutical company from others in the crowded Canadian market.

Sales & Service Model Reinvention & Deployment - Retail Sector

Generating revenue drives every business. SLI has over 30 years of experience in the area of sales and sales leadership development. When a large Canadian Retailer was looking to update their “old school” training materials, process and approach they came to SLI. The objectives were clear – they needed to sell more, reduce turnover and deliver an unparalleled service level so that their customers would come back and refer them to their friends. SLI worked collaboratively with an internal design team to identify the current issues around dropping sales and turnover, designed a millennial-friendly, multi-faceted program to appeal to millennial Sales Associate and Managers at every level and then launched the program at a sales leadership conference. The acceptance of the new sales approach and framework was phenomenal! This organization believes that this new approach will help reduce turnover and increase sales ... and it will also help to keep people coming to the store vs. shopping on line!

Building Internal Consulting Capability – Multiple Sectors

“Consulting” is a term we have often associated with external professionals who contract with businesses to help solve various problems in the pursuit of attaining organizational goals. As business becomes more complex, internal consulting roles are becoming more predominant and valued. SLI has had the opportunity to work with several internal consulting departments such as Human Resource Professionals, Learning and Development Specialists and Project and Change Managers within several large Canadian companies. The process and skills for internal consultants are unique and must be developed – we can no longer assume that internal employees have the specialized skills needed to be effective internal consultants. SLI has developed customized programs that tailor the internal consulting skills and processes for the function and organization to develop true internal consulting capability. All of these workshops have been very well received and our clients tell us their internal consultants are having a bigger impact on the business and are helping their cross functional partners attain their desired outcomes.