

LIGHTup Consulting GmbH
Att. Martin Kozak
Gallusstrasse 25
6900 Bregenz
Austria

Zurich, 9 February 2012

Leadership with impact “Leading for Results”

To whom it may concern,

We want to thank Martin Kozak and the LIGHTup team for contributing to the A+P strategic objectives, by upgrading and accelerating our leadership capabilities.

Together we created “Leading for Results”, a highly interactive 2 day leadership training that supports leaders in developing, coaching and motivating their employees. Additionally we addressed the fundamentals of Emotional Intelligence and what makes our managers passionate about their role in leading people. The training not only strengthens the performance culture at A+P but also provided us a common language that has grown into part of A+P’s culture. Within nine months we developed, piloted and delivered this training to our ca. 120 leaders world-wide.

Key elements of our cooperation with LIGHTup included an in-depth needs analysis, redesign of HR processes, training development of “Leading for Results”, certification of A+P internal trainers, and training delivery to selected groups. The training concept involves activities before and after the classroom training (incl. contracting with a senior leader) that enhance learning transfer and sustainability. Some of the most impactful elements were the solution driven real-life leadership cases and video taped A+P specific role-plays of challenging employee / manager scenarios. This co-developed leadership training contained both pragmatic simple to understand management theory and practical hands-on rehearsals of what are common conflicts. The strength of our middle management in understanding, setting and delivering on their teams targets will be the source of sustainable competitive advantage now and in the years to come.

I would especially like to thank Martin Kozak for his hard work and diligent attention to detail. For example our entire training is so well documented with an exact trainer guide that we can easily pull this off the shelf to train new leaders several times a year. Additionally, Martin delivered three well explained and inspirational training courses for us in German.

Sincerely,

Martin Moore
Chief Sales & Marketing Officer