

... CASE STUDY

Developing a Unified, Effective Leadership Team After a Merger and Acquisition

Challenge

A leading automotive dealer group in the eastern United States acquired another group of dealerships, located in the west, doubling the company's size. The sudden growth signaled the need for overall business alignment, a reimagined customer experience, and a new shared vision for their leaders. Standard training had come from automakers before, but now group executives realized their leaders had to elevate from strong, bottom-line oriented individual contributors to effective leaders of people.

Solution

We partnered with the group to design a robust development program for retail leaders. Pre-assessments revealed participants' baseline acumen, then came multi-day, instructor-led workshops to 392 leaders in six locations. Sessions focused on leading productive teams, giving constructive feedback, and guiding organizational change. An intranet site supported learning and offered a space to network, share success stories and ask questions.

Business Impact

More than 90% of leaders said they gained value from the program—and directly applied it in their jobs. Executives were proud of the culture shift and a more unified leadership team. Participants appreciated the ability to network with other leaders, creating connections they would not otherwise have had. One leader noted: "This was some of the best training I've had in the automotive field."



I witnessed a visible transformation in our management team as they progressed ... There was a tangible difference in their trust in each other, their confidence in their own abilities, and their enthusiasm towards leading.

- **Vice President**, Global Human Resources

RESULTS

91% of participants said they were **likely to use** their new skills on the job

93% said the learning was **very relevant** to their job

91% participant **satisfaction** score

