

Partnering With CLS to Deploy Situational Leadership® Programs for Culture Development

The Birth of a Partnership

In 1981, our trainer partner, Ed Doherty of Ambrose Landen, was experiencing a career-changing moment learning about the power and scale of the Situational Leadership® framework. Fast-forward to 2020 when Ed was embarking on a new venture—his own consulting business. Having internalized the Situational Leadership® practices and mindset from that first encounter, Ed sought out The Center for Leadership Studies (CLS), the global home of the Situational Leadership® Model, because it aligned with his desire to consult where he had expertise and experience. And, in 2021, a partnership was born.

A Path to Repeat Business and New Opportunities

Ed has since been certified in and has been actively deploying the flagship Situational Leadership® course for leaders and its companion program for followers. He also holds certifications in *Situational Leadership® Essentials* and *Situational Conversations™*, which he plans to utilize more in the coming year.

Some of his successes with the foundational Situational Leadership® course include a client rollout to over 60 leaders that was so well-received, they're incorporating two days of the workshop as cornerstones of a new five-day Leadership Academy for supervisors and managers. The client's executives have also gone through the course and fully support the training, especially after reviewing The Four Moments of Truth™ sustainment piece. The CEO was thrilled with the content and applicability of the program and felt his decision to invest in the organization's future this way was definitely the right one. At another client organization, Ed delivered Situational Leadership® training to all supervisors and the complementary follower-focused course to individual contributors, which the client said was a "real culture changer" for them.

Industry: **Consumer Services**

Industry Experience: **40+ years**

Partnership Goals

- Reduce turnover and increase profits for client organizations
- Develop culture by creating common shared experiences
- Introduce the Situational Leadership® Model to client base as a means to increase organizational performance

Solution

Deploying Situational Leadership® programs and sustainment content to client organizations to build the culture through shared experiences and significantly minimize turnover and its costs

"If you are in the leadership development space, there're no programs that make more sense or have more authentic credibility than the CLS programs."

—Ed Doherty, Ambrose Landen

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Both client engagements resulted in a significant decline in turnover the following year, positively impacting profits. Results like that help solidify Ed's reputation as a valuable resource with his existing clients and make him a desired consultant for new clients.

As a veteran Situational Leader himself, Ed recognizes the importance of culture development in reducing turnover and its associated costs. He believes there's an intrinsic connection between culture and common shared experiences. The Situational Leadership® training he offers has been successful in building and changing his clients' culture by demonstrating that the organization cares about its employees' development—even more so because the programs are not internally developed.

Benefits That Span Professional and Personal Realms

Ed's partnership with CLS provides him with "a go-to program that fits all types of organizations." And it's backed by science with decades of proven results in all types of industries, which expands Ed's appeal as a leadership development expert. Bridging both professional and personal realms, Ed finds it hard not to use Situational Leadership® practices on a daily basis when interacting with others. He's also found it useful in influencing clients and their leadership teams.

When asked about his experience with CLS, Ed commends the programs as highly credible and says they "reduce the guesswork for leaders and increase the chances of being right and being effective." He's equally pleased with the service he receives. "The best part of dealing with CLS is the people there. If I have a problem or a need, it is taken care of immediately." We are very grateful for Ed's partnership and look forward to providing continued support to him in this endeavor.

APPLICABLE SOLUTIONS

- *Situational Leadership® Essentials*
- *Situational Performance Ownership™*
- *The Four Moments of Truth™*

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Interested in developing your culture?

Talk to a member of our team to learn how our programs can help you!

[Learn More](#)

Interested in partnering with CLS?

Discover how you can get licensed to offer Situational Leadership® training to your clients!

[Get Started](#)

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