

## Shook Hardy & Bacon



"Xcelogic's Empower has dramatically enhanced the way we develop our professional and admin leaders. We can now offer higher quality training at less cost to a wider audience in a shorter period of time."

Betty Pritchard  
Human Resources Director  
Shook Hardy & Bacon

### CHALLENGE

SHB is the global leader in product liability and has won the prestigious Global Product Liability Law Firm of the Year award five consecutive years since 2003. In this fast-moving, international industry, SHB's administrative and professional leaders face enormous challenges due to the sheer volume of work that firm is involved in. Since the firm's technical work flow systems are well documented their immediate challenges stemmed from:

- An influx of new hires
- Rapid promotions of front line employees to team leaders
- Communication/coordination issues
- Personality conflicts
- Deadline stress and fatigue

### SOLUTION

SHB needed a cost effective way to quickly train the entire leadership from the top down in communication and leadership skills. Since the firm's internal development team is relatively small and focused on the technical side of the business they searched for an outside resource to help them accomplish this task.

"We needed to find an experienced, capable leadership development partner" said Betty Pritchard, SHB HR Director. "Most of the resources we consulted had superficial products and taught theory that wouldn't provide the long-term results we required. What we wanted was a training system based on skills that are easy to learn, internalize and apply."

"Xcelogic's approach was much different than all the other firms we interviewed. They came to our location, asked questions that made us think, and used our answers to show us on-the-spot exactly how to get the results we need. Incredibly, while they were here they also very successfully facilitated a coaching meeting with two high profile managers – very impressive. Xcelogic got the job and trained 120 managers."

### RESULTS

By utilizing Xcelogic's Empower program and facilitators SHB saw immediate results in:

- Morale – managers and employees are working together more effectively than I have ever seen during my entire tenure here
- Productivity – significantly more work is getting done
- Headcount – we ended up hiring fewer people than planned to get the job done
- Communication – everyone is on the same page and speaking the same language
- Turnover – we completely stopped losing key talent due to job dissatisfaction or conflict issues.
- Responsiveness – our professional staff is very pleased with the level of support and work quality of the teams

### ABOUT XCELOGIC

Xcelogic is a recognized leader in leadership, communication, and culture integration training. Hundreds of corporate, government, and non-profit clients use our powerful, intuitive system to quickly and effectively develop their people **into world class leaders**.

We know how people learn. We also understand how organizations work. We believe that our superior learning and communication system, when made widely available across your organization, provides a distinct competitive advantage that is not easily duplicated.

That's what Xcelogic is all about – economically putting the power of highly developed leadership and communication skills in the hands of everyone who needs to be at the top of their game. Our goal is to train, develop, and motivate the people who will move your organization forward.