# **CLIENT STORIES**

CLIENT: IGATE

### LEADING INTO THE FUTURE

IEADING TO THE FUTURE

PAUL ROBINSON

WORKBOOK

The client, iGate, sought a half-day engagement with Paul to cover seven key areas of interest:

- a. How to think outside the box?
- b. Unleash the creative genius in you.
- c. Where do good ideas come from?
- d. Accountability in Action
- e. Stress-free productivity
- f. Break through Your Barriers
- g. Exceptional or Nothing: Setting new performance standards.

The offsite group comprised middle and senior management professionals within iGate. Paul delivered a strategy session on "Leading Into the Future," emphasizing leadership and innovation.

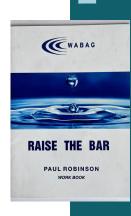
The session introduced various learning tools on breakthrough thinking, problem-solving, creativity, and innovation. Throughout the session, each participant was enriched with actionable insights that they could apply at work and in life.

### RAISE THE BAR

The client, Wabag, sought a half-day engagement with Paul and their global leadership team to improve work culture and performance. The mission of the engagement was to get everyone on the same page, establish a unified vision, and articulate it consistently across all regions.

Paul delivered a strategic session aligning Wabag's organizational values with its work culture. He emphasized the importance of unified behavior based on these values across all verticals. Additionally, the session addressed nine elements of organizational health and connected them to the organization's performance goals.

The strategy session was well-received by everyone, and the inclusion of specific industry examples provided them with greater clarity on moving the organization forward.



CLIENT: WABAG

CLIENT: OCCL

### **LEADING CHANGE**

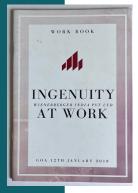


When OCCL was undergoing major changes in their operations, they sought to engage with Paul for a full day across four strategic locations in India. Paul delivered a strategic session on 'change management,' providing the team with a framework and actionable points to effectively manage change. The session also included tips on stress management.

The session proved effective, offering clarity to the team on how to navigate change by utilizing Kotter's 8-step change management model. Paul's structured approach to effective change management helped steer the company in the envisioned direction. His session was hailed as one of the best learning retreats ever conducted for their management team.

# CLIENT: WEINERBERGER INDIA PVT LTD

### **INGENUITY AT WORK**



The client, Weinerberger India Pvt Ltd, sought a half-day session with the leadership team covering three important modules:

- a) Building the Organizational DNA
- b) Leadership effectiveness and building a high-performance team
- c) Market leadership; the way forward by driving innovation

Paul delivered a strategic session addressing organizational values and building a work culture that lives by its values. He shared learning tools and actionable insights to develop accountability and ownership at every level of the organization. Emphasis was placed on leadership and motivation in the workplace. The session also introduced different tools for thinking creatively and innovating together. Various strategies were discussed to improve the market leadership of the brand.

The participants left with a clear understanding not only of what they should do but also how to implement most of the strategies learned during the session.

When the Farex brand sought a relaunch, they aimed to inspire their field staff and management team to believe in themselves, become more field aggressive, and take charge of the situation. Paul delivered a motivational and strategic three-hour session for over 200 executives, reinforcing their self-belief and confidence in the brand. He also shared branding insights from his book "Make Your Brand Roar" and discussed how to create a customer experience through marketing and sales.

The session blended inspiration (drawing from the story of the 300 Spartans), sales tips, and branding strategies to ignite enthusiasm and prepare for the brand's relaunch with renewed vigor. It was well-received, and the objective of instilling a 'warrior's mindset' in the frontline sales staff was successfully achieved.



CLIENT: FAREX (DANONE)

### THE RETURN OF THE LEGEND

## CLIENT: NIPPON PAINTS

### **GET STRONGER; AIM HIGHER**



When Nippon Paints aimed to leap from single-digit market share to double-digit growth, they sought to engage Paul with their core sales team. The session was designed to break barriers, foster big thinking, maximize human potential, enhance sales strategies, improve organizational health, and enhance customer experience.

Paul delivered a strategic session to inspire and empower the team to think big and believe in their own potential by adopting the psychology of a winner. The session provided actionable insights and sales strategies that empowered the team to elevate the business to new heights.



### **HOW TO BE GREAT**

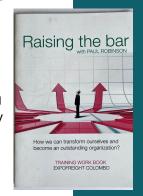
When Jaquar aimed to instill conviction in their brand among over 300 top executives, Paul was tasked with conducting a half-day strategic engagement for their offsite in Malaysia. Paul's session combined sales and branding strategies with the development of a growth mindset to propel the brand to new heights. He connected sales with marketing, branding, and customer service, presenting the practice of "education-based relationship selling" to enhance their sales experience.

The team gained insights into various aspects of collaboration, mutual inspiration, and the integration of sales and marketing activities to align with the organization's overall goals.

### RAISING THE BAR

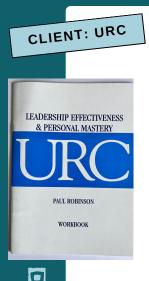
When Expo Freight Lanka sought a full-day engagement with Paul and their global leadership team, Paul introduced the concept of transformation at both the individual and organizational levels. The session covered management topics such as achieving corporate ideals, high-performance leadership, organizational transformation, and leading change. The focus was on strategies to align everyone and create transformation at every level of the organization.

The session was well-received by their diverse leadership team, and Paul has conducted over three strategic sessions with the client.



CLIENT: EXPO FREIGHT LANKA





### LEADERSHIP EFFECTIVENESS AND PERSONAL MASTERY

When URC sought a masterclass on leadership with Paul for all their top leadership team, Paul delivered a half-day workshop covering three modules: personal leadership, leading teams, and leadership effectiveness. The session included various exercises aimed at prompting participants to revisit and evaluate themselves, receive feedback, and improve upon certain skill sets required for better performance at work.

The team had an opportunity to assess their own leadership styles and develop into better people leaders. Learning was drawn from Paul's leadership book, 'High Performance Leadership', providing everyone with an opportunity to enhance their leadership effectiveness at work.





### THE PSYCHOLOGY OF A WINNER

When Airtel sought a half-day engagement with Paul and their senior leadership team, Paul conducted a session engaging the participants on the psychology of winning, coupled with several winning sales strategies. The session included goal-setting activities during the offsite, turning it into a time for personal reflection, group analysis, and exploration, both at an individual and team level. Fun activities were incorporated to break the monotony of learning. The participants were empowered to think like winners and tackle audacious goals.

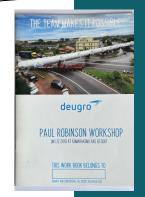
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### **SMART COLLABORATION**

Deugro planned a half-day engagement with Paul and their pan-Asian leadership team. The focus was on interpersonal effectiveness, collaboration, customer experience, and the way forward. Paul conducted a strategic session on 'smart collaboration' based on Heidi K. Gardner's work. To enhance customer relations, a new model for customer-centricity and customer experience was introduced. Additionally, tips on effective storytelling and negotiation were incorporated into the learning goals.

At the end of the session, teams were tasked with brainstorming ideas to create new value by exploring new growth opportunities for their business. The session provided a comprehensive engagement on team and managerial effectiveness that aligned with the client's goal setting.





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CLIENT: RBI



### **EXECUTION DISCIPLINE**

When the Reserve Bank of India sought to implement a program on 'driving execution discipline' among their 60 Chief General Managers, they enlisted Paul Robinson to conduct a half-day workshop. Paul's session helped the team understand the various nuances of execution, such as the execution mindset, how routine can hinder execution, and how to develop an execution plan through trust and collaboration.

Note: All strategy sessions were conducted by Paul Robinson and his team based on the client's requirements, and a customized workbook was used during the training sessions.