

# Here's what a Leadership Lab looked like for one client...

The C-suite of a major title insurance provider had a thorny problem:  
How could they optimize ~\$1M spent auditing lower-risk agencies while reducing their risk profile?

THE JOURNEY: Hitting the ground running, the group...

1

Reset strategy in real-time using Think Tank technology, which enabled them to comment on, vote on, and re-prioritize their legacy options

2

Challenged the traditional structure of their risk profile to generate and explore different options for improving their strategic position

3

Interacted with a bespoke prototype, a data tool that visualized risk areas so the team could focus their decisions on resource allocation

THE OUTCOME: The session had a lasting impact. The client...



Realized their paradigm of addressing risk by agency may be outdated, because states varied widely in legislation and fines



Aligned and assigned ownership on a four-month plan to confirm their hypothesis that they should view risk by state, not agency



Set a path to transform the company, beginning implementation in the third quarter of that year (pending validation process)

“The LCC team made it happen. They brought a proven methodology to help direct us to solve a business problem. We should have done this lab long ago.”

– Client CEO

# Here's what a Leadership Lab looked like for one client...

With a new CEO at the helm and an organization operating in silos, a government agency realized there was a disconnect between its strategy and its mission.

THE JOURNEY: Hitting the ground running, the group...

1

Got personal, in a facilitated exercise that asked them to share stories and values from their own life experience

2

Tackled their core business challenge incrementally, using personal experiences to launch into strategic conversations

3

Explored best practices and came to understand their customers' needs more deeply

THE OUTCOME: The session had a lasting impact. The client...



Emerging from the highly collaborative experience **re-energized and ready to lead**



Defined a new set of **organizational core values** that would transform the organization moving forward

It is good to know I can still learn, grow, and incorporate new leadership skills after 38 years ... I am as charged up and dedicated to embrace the new core values as I was when I first came aboard.

– Client executive

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Facing shifts in the healthcare landscape, the CEO of a healthcare delivery system needed help adapting their strategy and organization to better reflect emerging models.

THE JOURNEY: Hitting the ground running, the group...

1

Envisioned the future of their organization in a collaborative, out-of-the-ordinary setting

2

Leveraged research, models, and methodologies to ground their discussion on how to operate in a shifting care environment

3

Engaged fully in the content and the conversation with the guidance of trained facilitators

THE OUTCOME: The session had a lasting impact. The client...



Developed a **crystallized vision** of how to run the organization in a rapidly evolving landscape



Identified the **capabilities they needed** to develop and/or acquire in order to succeed



Aligned on the key **responsibilities and accountability measures** that would make the vision a reality

It would have taken us **six to nine months to share and achieve** as much as we did in the Lab today.

– Client CEO

# Here's what a Leadership Lab looked like for one client...

A leading university had one of the largest applicant pools worldwide and a 20% admit rate. In a sea of candidates, how could Admissions pinpoint those who would succeed?

THE JOURNEY: Hitting the ground running, the group...

1

Engaged in a custom-designed Lab that harnessed Deloitte's expertise in **leadership alignment** and **predictive analytics**

2

Kicked off with an **immersive exercise** to create a vision for next-gen student leaders

3

Explored **ways to identify and attract potential students** aligned with that vision

4

Developed ways to **alter the admissions process to integrate analytics** as a candidate-matching and targeting tool

THE OUTCOME: The session had a lasting impact. The client...



Hired an admissions **associate** **dedicated to overseeing the revamp** proposed in the Lab session



Followed through by **testing and piloting** the program with an eye toward **full-scale implementation**

“This is the smartest, most professional meeting I have ever attended in my 30-year career.”

– *The university's Director of Admissions*