

CASE STUDY:

Foot Locker Asia Pacific

Building a world class team for record breaking efforts



The Issue:

With the arrival of the new Managing Director and reconfigured Executive Management Team, Footlocker Asia Pacific was keen to explore a cutting edge leadership program that was going to take it to the next level.

The Solution:

LMA delivered a selection of programs to new and potential executive team members and equipped them with practical tools to improve their workplace performance.

The Result:

The executive team is more effective and efficient and are finding new ways to develop their own team's operations.

Foot Locker Asia Pacific started more than 25 years ago and has grown to become part of a worldwide sensation.

With over 90 stores and 800 staff in Australia and New Zealand, Foot Locker offers the latest and greatest selection of athletically inspired sneakers and apparel by the top brands.

Phill Laing, MD Asia Pacific and Steve Reddraway, HR Director identified the need to invest in the development of key people in Foot Locker as part of a strategic approach to attract, develop and retain – understanding that this leads to greater performance and measurable results.

They approached LMA in 2009 to provide The Performance Edge and Leading and Managing for Results programs. In 2013, the Challenge of Leadership and Success Strategies for Team Leaders and Supervisors programs were introduced to great success.

LMA helps build a more effective team:

As the new MD for Foot Locker, Phill Laing sought to develop a new executive team to achieve the aim of making Foot Locker Asia Pacific a high performing organisation, capable of achieving and exceeding targets and expectations.

Phill says “On completion of the Leading and Managing for Results program by LMA the executive team are averaging an improvement of 5 hours more effective time a week – time spent on the most critical matters. This is an ongoing value add through a strategic and strong partnership between LMA and Foot Locker.”

Creating exceptional results through people.

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Phill Laing, MD, Foot Locker Asia Pacific:

“Savings, improvements and efficiencies equivalent to \$50,000 per participant – an average ROI of 16:1”

Steve Reddaway, HR Director, Foot Locker Asia Pacific :

“LMA is perceived as a genuine and very positive investment by the Foot Locker team – this has been generated through the focus on personal and business success contained within all of LMA programs.”

Bringing out the best in staff:

“We were experiencing the challenge of improving the results achieved by creating teams, at all levels of the organisation, that can bring out the best in themselves and those around them. To resolve this we were keen to explore a cutting edge leadership program that was going to take it to the next level.” says Steve.

Foot Locker identified key staff to participate in The Performance Edge (TPE) and Leading and Managing for Results (LMR) programs to focus them on finding ways to enhance their efforts and productivity and influence those around them positively.

Key Objectives:

- Recognise and reward staff
- Develop a high performance management team
- Support the Foot Locker team
- Create a succession plan
- Improve productivity

All achieved thanks to LMA, resulting in an average ROI of \$50,000 per participant.

Identifying staff to be rewarded with professional development:

Staff identified to participate in LMA programs are selected as a focus on development and genuine support based on the policy that:

- Recognition of efforts and behaviours exhibited should be rewarded
- Succession plans that point out gaps in capability of new and emerging leaders or individuals who stand out as informal leaders

Foot Locker staff embrace LMA programs:

“LMA programs are now a desired program and are positively received when staff are nominated to take part.”

“Participants understand that this is about them and how they can benefit, alongside organisational success,” says Steve.

To discuss how we can help you achieve exceptional results in your organisation, contact us on (Aust) **1800 333 270** or (NZ) **0800 333 270** or visit **www.lma.biz**