



Clapham Consulting



Feedback is one of the key attributes of effective leaders and one of the leadership topics most requested by our clients. Often, leaders simply need to know the 4 steps to structure these important discussions.

Becoming confident and preparing for needed feedback conversations are some of the things Clapham Consulting helps clients do in workshops and in our one-on-one coaching.

4 Steps to Giving and Receiving Feedback:

- (1) Share observation (with specific examples)
- (2) Share the effect upon you and/or others
- (3) Pause (...allow the person to react or ask clarifying questions)
- (4) Agree upon the action to address the feedback (together or directed)

Example: Supervisor not completing task on time

Pat (Manager): "I have some feedback for you. For the last 2 weeks, you haven't updated your department's metrics on time; you haven't been prepared to problem solve and improve your department's performance. Improving quality is one of our goals for this year. I look at your department's communication board, so I can know how things are going, but there isn't any updated information (1). I'm concerned that you aren't updating this information and therefore can't improve because you don't know the problem and solutions. And I'm worried about how I will be able to effectively contribute to my boss' weekly meeting (2)."

Robin (Supervisor): "I know I haven't done that and I've been struggling to find the time to do it (3)."

Pat (Manager): Please do this today. What, if anything, do you need from me to do this every week (4)?"

Robin (Supervisor): "Nothing. I just need to set a time and stick to it. I'll finish it before leaving today and every Friday (4)."



Acquisition Success Story:

Clapham Consulting led the acquisition and due-diligence for a US mid-market organization, eager to acquire a UK distributor. The deal team was comprised of 6 providers and 18 client members, in 2 countries. Determined the new leadership team and organizational structure. Conducted several “**Learn and Do**” workshops for the support team on strategic planning and our due-diligence approach. Provided executive coaching to ensure alignment, effective relationships, and stellar communications. Developed a due-diligence & integration work plan. Identified several million dollars in synergies.

The transaction successfully closed for fraction of the original offer. Results exceeded the synergy estimate and happened ahead of schedule. Our clients said “**The integration went very well; our team was aligned upon the needed due-diligence prep thanks to Susan.**” and “**This was one of the best integrations I’ve seen.**”

The Clapham Consulting Difference



- **Results:** We measure and deliver results to help clients achieve substantial and lasting improvement.
- **Experienced Consultants:** Our consultants have 15+ years of industry and consulting experience. We are hands-on, pragmatic, and fact-based.
- **Long-standing Clients:** We have an 80+% retention rate; our clients engage us for multiple years.

Clapham Consulting Inc.



Clapham Consulting is a management consulting firm that delivers results. We focus on strategy, operations, leadership, and transaction support. Recently, we scored 96% on our client survey for overall value, impact, and effectiveness of our work with our 30+ global partners (who speak 15 languages).

Clapham Consulting has expertise in:

- **Strategy:** Define and/or deploy the strategic goals/vision and define the initiatives to achieve the strategic goals.
- **Finance:** Free up working capital that may be tied up in assets (we were recently involved in a sale/lease back real estate deal), inventory, A/R, or A/P, initiate a Zero-Based Budgeting effort focused on “approving” the minimal desired spend (one client is projecting \$15M savings/year)
- **Operations:** Increase efficiency (by waste reduction) or increase capacity of machines, lines, sites (by OEE problem solving).
- **Big Decisions:** Are there any big decisions that would benefit from having outside help? With one of our NC partners, we are in the midst of helping a CEO determine if he should start a second business (we’re determining market size and gathering customer feedback).