

MUNICH
LEADERSHIP
GROUP

Munich Leadership Group (MLG) Client Satisfaction Survey 2010

Vielen Dank für Ihre Teilnahme an unserer Befragung. Bitte schätzen Sie jede der untenstehenden Aussagen durch Klick auf einen der 5 Punkte ein.

		<i>viel schlechter als der Wettbewerb</i>	<i>schlechter als der Wettbewerb</i>	<i>genau wie der Wettbewerb</i>	<i>besser als der Wettbewerb</i>	<i>deutlich besser als der Wettbewerb</i>
1	Mein(e) Ansprechpartner von MLG sind persönlich sehr engagiert.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	MLG arbeitet sehr kundenorientiert.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	MLG bietet maßgeschneiderte Lösungen.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why our clients like working with us

Results from a client survey of April 2010

Munich Leadership Group
May 5, 2010

Why our clients like working with us: MLG client survey 2010*

- Online client survey during April 2010
- All clients involved – target group:
all contact persons from clients from all MLG projects over the last five years
(n=79)

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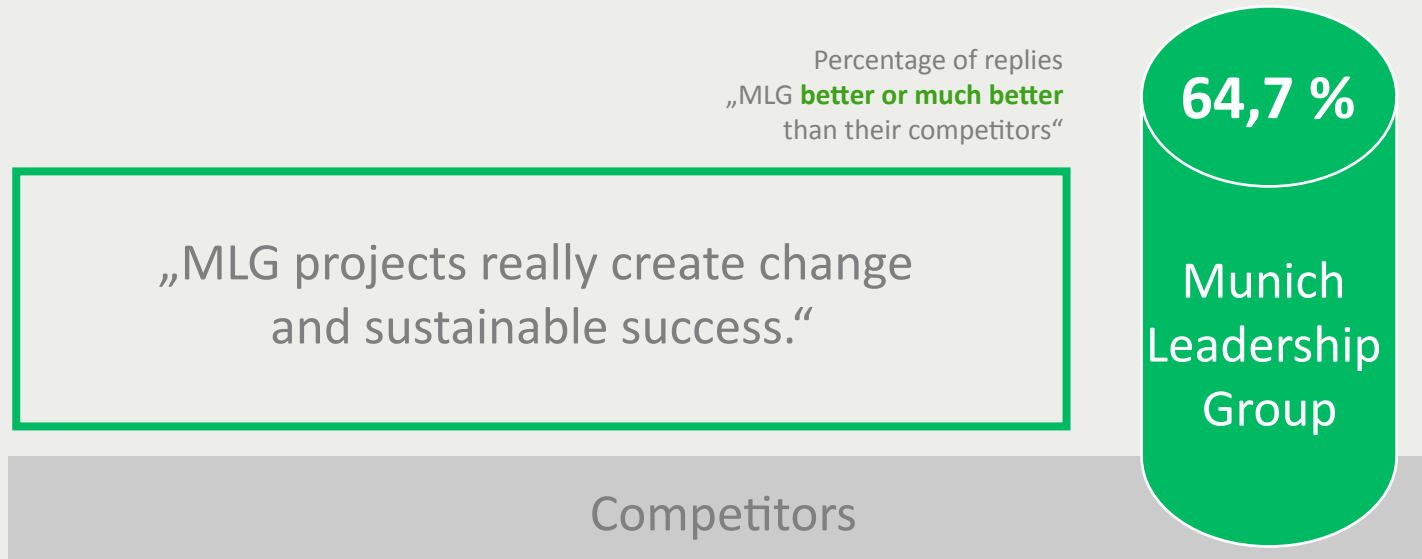
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Why our clients like working with us: MLG outperforms the competition in all relevant key areas*

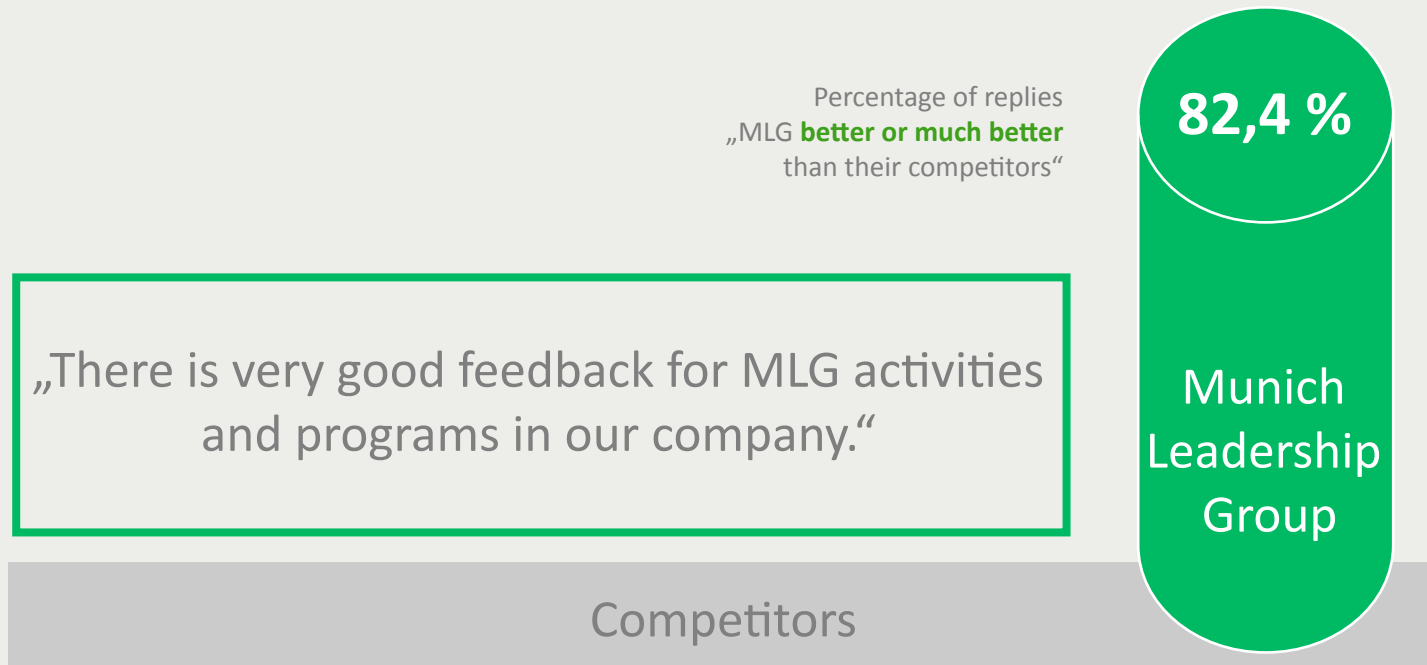
* Results from a client survey in April 2010; n = 59 replies from 79 participants (74,7% return rate)



Why our clients like working with us:

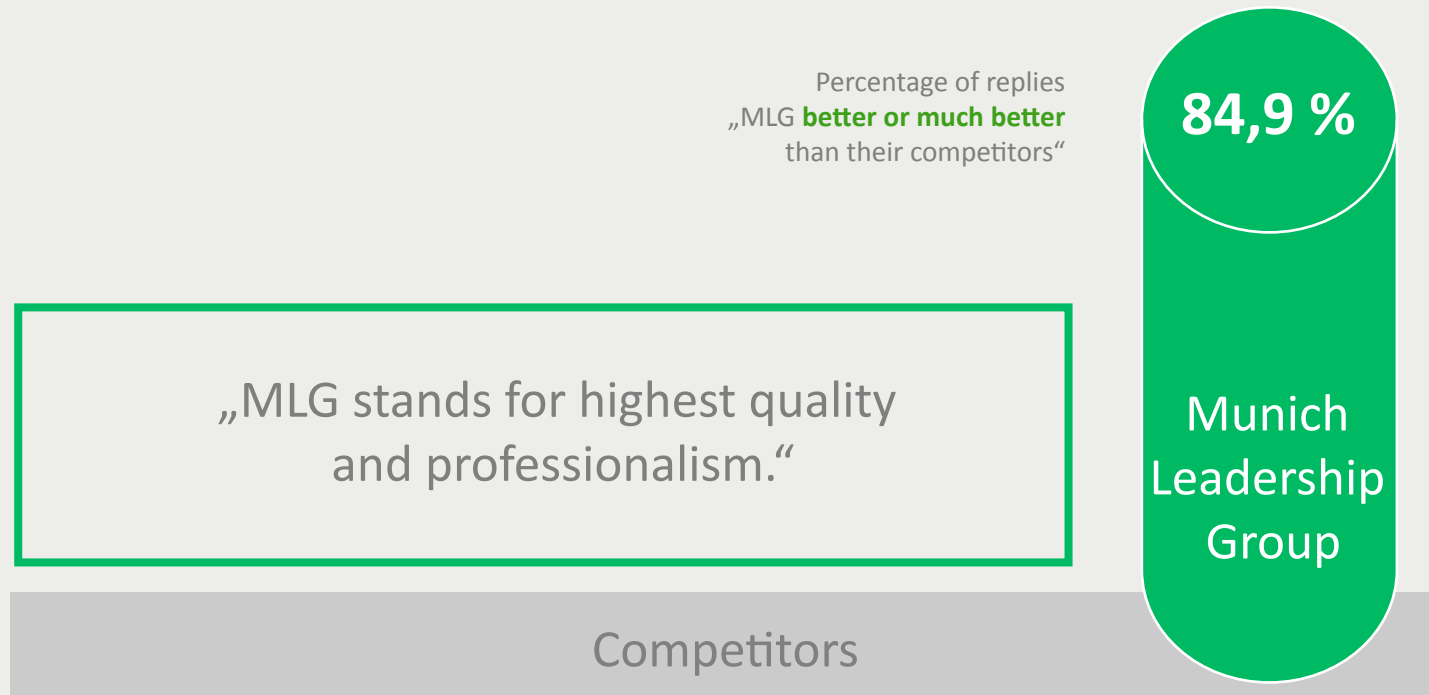
MLG outperforms the competition in all relevant key areas*

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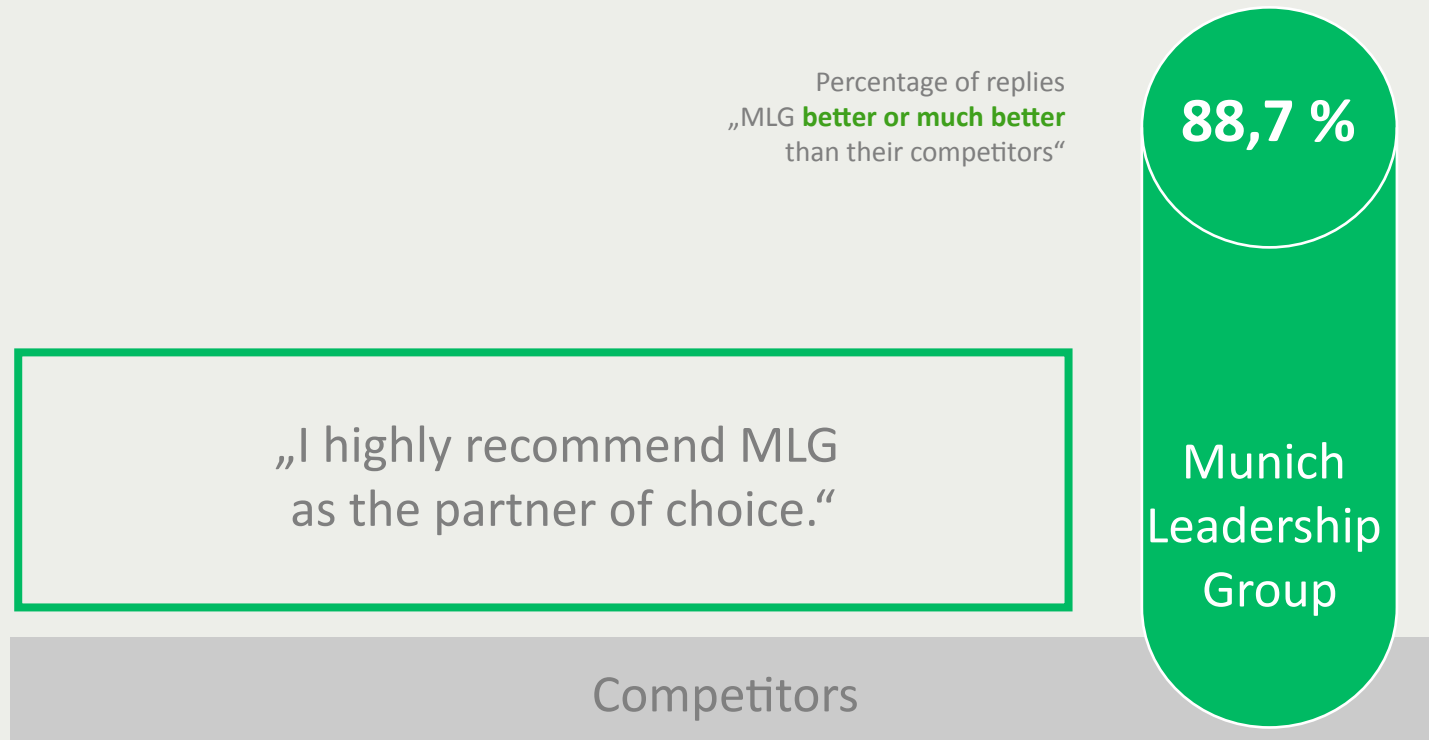
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Why our clients like working with us:

MLG is leading in all important criteria of collaboration*

* Results from a client survey in April 2010; n = 59 replies from 79 participants (74,7% return rate);
Question: „What are the three most important criteria when working with consultants/ facilitators?“;
Ranking based on counts

Counts				
Respondents				
	Base	59		
			Ranking	
The consultant stands for highest quality and professionalism	25	1	84,9%	0%
The projects really create change and sustainable success	20	2	64,7%	0%
My contacts on the projects are highly engaged	18	3	84,9%	1,9%
The consultants/ facilitators are excellent experts	16	4	86,8%	0%
The consultant creates tailor-made solutions	13	5	79,2%	0%
The consultant works in a very pragmatic way	12	6	77,4%	0%
The collaboration between company and consultant is respectful and trustful	12	6	84,9%	0%
The consultant works in a client-centered way	9			
The price performance ratio is good	9			
The consultant gives open and honest feedback	9			
The collaboration with the client is based on real partnership	7			
It is fun to work with the consultant	7			
The consultant develops innovative approaches	6			
There is very good feedback for consultant's activities and programs in our company	6			
The consultant is very reliable and keeps commitments	3			
The consultant works very efficient	3			
I highly recommend the consultant as the partner of choice	1			

Statements about the collaboration*

* Selection of quotes from the survey

- „Very inspiring, very motivating, very much gain!“
- „Tailor-made for our organization, and so exciting – one is looking forward to the next activity with MLG!“
- „I can look back on a very long, very professional and trustful collaboration with MLG. Being absolutely convinced of the value added, I answered all questions very positively.“
- „I was involved in the design and the flow of all events which we successfully developed together. There was no strict dogma from MLG!“
- „The trustful personal relationship with the MLG consultants creates a specific atmosphere which automatically generates high motivation and vital readiness to perform. This creates real passion for the mutual work on projects.“
- „MLG is highly professional and customer oriented. For us, it is difficult to make a difference between ‚better‘ and ‚much better‘ than the competition. It depends on the direct comparison with single competitors. Related to the overall competition, the MLG scores are very high. If we compare MLG with the other excellent learning partners of ThyssenKrupp Academy, such as Ashridge and Harvard, we would evaluate the scores as ‚comparable with the competitors‘. All in all we can confirm that we are very content with the collaboration and the performance, as well as with the reliability, the dedication and the excellent know-how of MLG.“
- „I personally very much appreciated the collaboration during the development and implementation of our competency model. Like always when you are working in business, the outstanding performance is determined by the individuals you are working with. I wish you very much ‚fortune‘ in selecting your MLG talents.“
- „Constantly great feedback.“

Results in detail*

- Results from a client survey in April 2010
- n = 59 replies from 79 participants (74,7% return rate)

Analysis %	Total	Response Distribution						
		much worse than the competition	worse than the competition	comparable to the competition	better than the competition	much better than the competition		
Respondents								
Base	895	-	6	197	437	255		Better or much better than the competition
							Mean	
Overall Distribution		-	0,70%	22,00%	48,80%	28,50%		77,30%
My MLG contacts on the projects are highly engaged	59	-	1	7	22	23	4,25	
		-	1,90%	13,20%	41,50%	43,40%		84,90%
MLG works in a client-centered way	59	-	-	12	24	17	4,08	
		-	-	22,60%	45,30%	32,10%		77,40%
MLG creates tailor-made solutions	59	-	-	11	29	13	4,02	
		-	-	20,80%	54,70%	24,50%		79,20%
MLG stands for highest quality and professionalism	59	-	-	8	32	13	4,03	
		-	-	15,10%	60,40%	24,50%		84,90%
MLG is very reliable and keeps commitments	59	-	-	13	22	18	4,02	
		-	-	24,50%	41,50%	34,00%		75,50%
MLG works very efficiently	59	-	-	14	32	7	3,83	
		-	-	26,40%	60,40%	13,20%		73,60%
The MLG price performance ratio is good	58	-	4	29	15	4	3,33	
		-	7,70%	55,80%	28,80%	7,70%		36,50%
The MLG consultants/ facilitators are excellent experts	59	-	-	7	34	12	4,07	
		-	-	13,20%	64,20%	22,60%		86,80%
MLG offers innovative approaches	58	-	1	14	25	12	3,90	
		-	1,90%	26,90%	48,10%	23,10%		71,20%
MLG gives open and honest feedback	59	-	-	12	23	18	4,08	
		-	-	22,60%	43,40%	34,00%		77,40%
The MLG collaboration with the client is based on real partnership	59	-	-	10	27	16	4,10	
		-	-	18,90%	50,90%	30,20%		81,10%
MLG works in a very pragmatic way	59	-	-	12	25	16	4,03	
		-	-	22,60%	47,20%	30,20%		77,40%
MLG projects really create change and sustainable success	56	-	-	18	27	6	3,75	
		-	-	35,30%	52,90%	11,80%		64,70%
There is very good feedback for MLG's activities and programs in our company	56	-	-	9	29	13	4,07	
		-	-	17,60%	56,90%	25,50%		82,40%
It is fun to work with MLG	59	-	-	7	23	23	4,31	
		-	-	13,20%	43,40%	43,40%		86,80%
The collaboration between company and MLG is respectful and trustful	59	-	-	8	25	20	4,20	
		-	-	15,10%	47,20%	37,70%		84,90%
I highly recommend MLG as the partner of choice	59	-	-	6	23	24	4,31	
		-	-	11,30%	43,40%	45,30%		88,70%

MLG offers services in four areas:



Leaders Consulting & Coaching

Empowering leaders
to take responsibility

Typical projects:

- Performance Coaching
- Development Coaching
- Transition Coaching
- Executive and High Potential Development Plans



Leaders Training & Development

Establishing the
learning organization

Typical projects:

- Executive Leadership Programs
- High Potential Programs
- Team Development
- Management Appraisals
- Trusted Advisor Programs



Company Alignment & Change

Creating environments
that enable success

Typical projects:

- Board Alignment Meetings
- Change Programs
- Leadership Architecture and Brand
- Post Merger Integration
- Cultural Integration



Performance Improvement Systems

Ensuring measurable
sustainability and progress

Typical projects:

- Target Agreement Systems
- 360° Feedback Systems
- Compensation & Reward
- Process Design and Improvement
- TQM, Business Excellence

Munich Leadership Group

Empowering leadership. For the experts at Munich Leadership Group (MLG), this pledge is both a commitment and a motivation. MLG specializes in the identification and development of the single most important driver of corporate success: leadership.

Its culturally diverse team of experts in the fields of psychology and business customize services around four cornerstone disciplines:

Leaders Consulting & Coaching
Leadership Training & Development
Performance Improvement Systems
Company Alignment & Change



MLG's global client roster ranges from multinational conglomerates to emerging upstarts competing in a wide array of vertical markets. Founded in 1994 as SHS Business Consultants, the company was re-branded around its core value proposition in 2008. MLG has delivered their services to more than 30.000 executives.