



Look at what LDL graduates have gained

- I am more driven to complete projects I haven't completed. I am getting back on track with being proactive. I was given a small job and I worked it as I thought it should be done. We are listening, planning and working as a team. We got the job done long before its' scheduled completion date and way under budget. – Joe P, Field Superintendent
- The major areas of improvement and growth for me have been risk taking, communication with coworkers and customers, and thinking on my feet. I am more confident and better organized. I am writing more lists. I am getting to know my coworkers better, and am closing out contracts with subs on a past project. – Eric P, Project Engineer
- The major area of improvement and growth for me has been attitude control; being able to maintain a good, positive attitude while under stressful situations. I am more aware of my feelings and attitude, and how they affect work relationships and decision making. Improvements have shown up in my listening and attitude control while in group and private project meetings where we are discussing problems or issues. I have completed the final quantities and change orders on the Port of Portland taxiway project. - Raleigh L, Project Manager
- The major area of improvement and growth for me has been really listening to others. I am more patient. I was able to finish my last job on time. - Shawn N, Superintendent
- The major area of improvement and growth for me has been handling problem employees who do not react in the norm I am used to. I am more relaxed when dealing with these people. A specific improvement that has shown up at work are not feeling frustrated when my people have problems with each other. I have started



changing my attitude toward my problem people, which allowed them to work better with me. - Jenni, I/S Supervisor

- The major area of improvement and growth for me has been attitude control and the ability to show appreciation. I am more aware of my responsibilities to my associates. I have more self-control. I have brainstormed and have started to share my goals for my department and allowed them to help achieve those goals. - Julie, A/P Supervisor
- The major area of improvement and growth for me has been coaching and team problem solving. I am more successful with coaching by applying the 4 P's of empowering coaching. A specific result that has shown up at work is continued budget achievement. We achieved sales and gross profit budget. We were recognized as District of the Quarter. - Bill, District Sales Manager
- I am more comfortable confronting issues and situations. There is more open communication from my team. We concluded credit memo policies and procedures implementation and that has helped bring POP up to 82%. - Pam, Inventory / Quality Supervisor
- The major area of improvement and growth for me has been understanding my fellow associates better, and understanding that my ideas count as well as everyone else's. I am more confident. My associates feel better about themselves. - Kathy, Logistics Supervisor
- The major area of improvement and growth for me has been learning how to coach my "team" and listen to their concerns and ideas. I am more attentive to the department's needs. Now all the associates in my department are anxious to share their ideas. I have made sure all the associates in my department are proficient with cycle counting, document research, and using system tools, i.e. Excel, Access and Word. - Hal, Inventory Control Supervisor



- The major area of improvement and growth for me has been speaking each week to the group and being an active listener. I am more self-confident in speaking to groups. I have been included in more informational meetings with my supervisor. I implemented a major assisted living contract that resulted in the new business of ten homes in the WWG distribution area. – Debby, Health Care Sales Manager

- The major area of improvement and growth for me has been speaking before large (or small) groups. I am less afraid to hold meetings needed to be more productive. I am more confident that I can handle most any situation I may face. A specific result that has shown up at work is a more positive environment as far as people's attitudes in general – something greatly needed! I set a goal to have all cross dock purchase orders and our Alaska branch receivings being scanned into our new scanning system in 3 weeks and they are currently 95% there! - Jason, Assistant Controller

- The major area of improvement and growth for me has been listening skills, attitude, training skills (suggestions), and communication between departments. I am more in tune with listening to my associates and know how to approach them with new ideas. I have gained understanding and respect from my district and I've trained them to communicate between departments so we can all work together to fix our problems. - Jay, District Sales Manager

- The major area of improvement and growth for me has been communicating with others. I am more demonstrative of my interest in my coworkers and more comfortable talking with them. I am more open in my relationships with coworkers, I have great rapport with my "Pearl," and I have made some people feel good about what they do. Also, my organization and time management has improved. In the past 12 weeks, I have completed an audit, and prepared a budget and financial reports on time. – Rick, Financial Analyst



- I now recognize the qualities of a leader. I am more prepared to lead. I am more aware of others needs when training, coaching, or correcting. – B.D., Controller, Architectural Glass Contractor

- I don't overreact by getting angry and making negative, destructive comments. I am better organized. I have started to get out of my comfort zone. I start every morning by writing down goals for the day and challenging myself to complete them. – D.G., Carpenter Foreman, General Contractor

- I have improved communication in our department. Our new drafters are asking me questions. Improved communication with our structure engineer has resulted in quicker turn around time of structure calculations. – E.F., Drafter, Architectural Glass Contractor

- I have learned to be more empathetic, seeing things through others eyes. I am more committed and enthusiastic. I am a better listener. I have caught up on all my paperwork. – T.M., Field Supervisor, Sheet Metal Contractor

- I have a new awareness of principles and technique for managing communication. I am more skilled and confident in who I am. I am more tolerant and appreciative of those around me. This has resulted in better working relationships. Better communication has resulted in improved quality results. – K.J., Purchasing Manager, Underwater Construction Company

- I have learned to talk with other employees in a positive and respectful manner. Everyone has a more positive attitude when sales are off or when someone does something wrong. I have a better understanding of how to make people feel wanted, appreciated, and valued. - R.B., Assistant Warehouse Manager, Truck Plaza



- I have delegated “ownership” to my assistants. I am more open to new ideas. I am giving others more chances to succeed. We are on time with projects, responses, and are more proactive. - L.P., Station Manager, Truck Plaza
- I am more outgoing. I have delegated some specific duties to free up my time to devote to other tasks, including the upgrading of our micro server for our new facility. - C.J., Systems Admin., Truck Plaza
- I am more accessible to my staff. I am listening. - J.D., General Manager, Truck Plaza
- I am more consistent in the disciplining of employees and have developed the ability to talk to and listen to our team. I am more open with other people I work with. Productivity and attendance are up. Food costs are down and employee morale is up. - D.D., Kitchen Manager, Truck Plaza
- The major area of improvement and growth for me has been tools to “right” most any work situation. I am more comfortable with fellow staff. We have more and better understanding, less blaming, and better problem-solving ability. Better personal relationships with co-workers. - S.E., Supervisor, Truck Plaza
- The major area of improvement and growth for me has been team building and better understanding of team members. I am more focused on my role as a manager and team member. We have planted the seeds of a new culture. Better participation of the entire management team in solving problems. - J.F., Controller, Truck Plaza
- The major area of improvement and growth for me has been communication and delegation. I am more aware of employee’s feelings and views. My employees are willing to take responsibility. - K.G., Warehouse Manager, Tire & Retread Company



- I have learned how to listen to others and see things from their point of view. I listen to our associates; I let them do the talking. When I talk to people on the phone, I write their name down so I can refer to them by name. I have extended my influence and contribution as the leader of our Quality Steering Team. - B.F., Purchase Manager, General Contractor

- The major area of improvement and growth for me has been avoiding arguments. I am more willing to listen to other people. I have learned to calm down instead of reacting. In the past ten weeks, I entered 200, 300, HR and 3000 MJ scheduled maintenance programs into our system to improve the process of servicing our equipment. - W.D., Fabrication Administrator, General Contractor

- I have learned how to step back and analyze relationships to obtain mutual benefit for both parties. I am more comfortable dealing with superiors and creating positive relations with subcontractors in tough situations. I have less adversarial relationships with subcontractors and vendors. - D.A., Project Coordinator, General Contractor

- The major area of improvement and growth for me has been getting better at brainstorming and problem solving. I am more confident in my public speaking. Improvements that have shown up at work are a smoother process. I landed a major new account worth millions for my firm. - D.W., Specialty Accounts Manager, Wholesale Food Distributor

- I have become a much better delegator. I know how to empower. I have become more of a mentor than a doer. My team and other associates are more willing to come forward with their ideas and suggestions. - D.W., VP Merchandising, Wholesale Food Distributor

- The major area of improvement and growth for me has been my communication and listening skills. I am more confident in my job. Employees are more open and



willing to talk to me about problems. We have reduced our error pull rate. - J.T.,
Night Warehouse Supervisor, Wholesale Food Distributor

- The major area of improvement and growth for me has been the ability to stimulate motivation and desire “top form” amongst my team. I am more flexible and understanding. Cooperation and involvement from team players. We exceeded our goal of gathering 40,000 by 23,500 totaling 63,500. Developed a team mission statement. - D.N., Merchandising Manager, Wholesale Food Distributor
- The major area of improvement and growth for me has been paying more attention to my employees. I am more positive and open with my communication. I have better communication and interaction with employees. I am going out to visit accounts and am calling them to see how we are doing. - B.N., National Accounts Sales Manager, Wholesale Food Distributor
- I am more attentive to others issues. We have better communication and rapport with other departments. I have improved listening skills, team skills, and planning skills. - R.H., Operations Supervisor, Wholesale Food Distributor
- I have found a more constructive way of giving feedback and have given up criticizing and complaining. – D.G., Carpenter, General Contractor
- I have learned how to be comfortable speaking and effectively getting my point across. I am more comfortable and effective using my 15 leadership principles. I am more assertive and use meaningful positive reinforcement with employees. I am setting goals each week, and accomplishing them. I have become an active listener and am taking the time to learn from and teach others. . – J.H., Operations Manager, Heavy Equipment Repair Contractor
- I am more comfortable speaking in front of people. I am more comfortable training new drafters. – E.F., Drafter, Architectural Glass Contractor



- I am more confident. More sure of myself, in control of unexpected situations that arise. There are fewer complaints from franchisees and better communication. I am getting my work done quicker. I have more time to learn other areas of the office. – N.F., Field Consultant, Fast Food Development Agent

- I am better organized and far more comfortable when doing public speaking. I am more comfortable in meetings. Our profits and moral are up. – R.W., Field Superintendent, Acoustical Contractor

- The major area of improvement and growth for me has been more comfort around strangers and an easier ability to speak out. I am more confident in my speaking skills. I have more patience and understanding when dealing with people and problems. I have trained a manager to take over the everyday tasks to free up my workday. – J.H., Maintenance Supervisor, Wholesale Oil Distributor

- The major area of improvement and growth for me has been my ability to step out of my comfort zone. I am more sure of myself. I am more confident in handling new challenges. – L.H., Receptionist, Architectural Glass Contractor

- The major area of improvement and growth for me has been relaxed in speaking. I am more comfortable in owner / rep short list meetings. I am listening and investing in the training of my crew. I have found that a little training in new skills can go a long way. – L.S., Supt, General Contractor

- The major area of improvement and growth for me has been confidence in groups. I have turned around a negative salesman. He is now on the team and we dramatically increased our retread sales last month. - F.W., JTR Commercial Sales Manager, Truck Tire Sales Company

- The major area of improvement and growth for me has been self-confidence speaking in front of group. I have better training techniques. More conscious of



duties / schedule and have successfully split payroll for Truck Stop and DAT. Also successfully transitioned from biweekly payroll to semimonthly. - E.G., Payroll Supervisor, Truck Plaza

- The major area of improvement and growth for me has been learning to speak to a large group. I am more skillful in managing my team. I am a better leader and have put together a good working team. - R.H., Deli Supervisor, Truck Plaza
- The major area of improvement and growth for me has been getting out of my comfort zone, gaining confidence in myself, becoming more positive and really listening. I am more patient, understanding, and empowering. I am a better coach of team members, being positive and encouraging, excited about their ideas. I'm setting goals, working smarter, encouraging others to make decisions to solve our day-to-day problems. Coaching managers and teams to be smarter when hiring, training, and coaching new employees. - C.J., Human Resources, Truck Plaza
- The major area of improvement and growth for me has been understanding employees better and solving problems. I am more confident. We have better teamwork. I have meaningful communication with my team. - B.N., Lounge Manager, Truck Plaza
- I am more confident in my work. I have built a stronger team and have better communication with our management team. - T.R., Restaurant Supervisor, Truck Plaza
- The major area of improvement and growth for me has been talking in front of a group. I am more confident when speaking. Some specific result/improvements that have shown up at work are better understanding and better communication. We have implemented some new billing ideas to improve cash flow and reduce errors. - G.S., Billing/ Vault Super, Truck Plaza



- The major area of improvement and growth for me has been expanding my comfort zone. I am getting everyone involved in brainstorming and coaching. - C.S., Office Manager, Truck Plaza

- I am more comfortable talking in front of the other managers and have improved my time management. My employees are taking on more responsibility, and feel like they are a part of the team. In the past 10 weeks I have hired my staff to 100%, my employees are communicating about their problems at home, they don't see me as a boss only but as a friend. - R.S., Assistant Station Manager, Truck Plaza

- The major area of improvement and growth for me has been stepping out of my comfort zone and speaking up. I am more attentive to my employees and offer more praise and thanks. My communication with employees has led to improved morale in tire service. I am better managing my time, we have increased alignment sales, and improved customer service and team moral. - G.T., Retail Manager, Truck Tire Sales Company

- The major area of improvement and growth for me has been confidence and delegation, which has led to an easier workday. I am more confident in dealing with subcontractors and ODOT engineers and inspectors. I achieved a two-week increase or acceleration of schedule. - E.M., Superintendent, General Contractor

- The major area of improvement and growth for me has been broader personal awareness. I am more empowered and have developed my ability to express a genuine interest in others by listening to their ideas, experience and point of view. We have set goals and closed out some old open issues. - E.H., Operations Manager, General Contractor

- The major area of improvement and growth for me has been openly listening to others, and I don't take things so personally. I am more confident, and my people are starting to work more as a team. - B.S., Supervisor, Wholesale Food Distributor



- The major area of improvement and growth for me has been my ability to get out of my comfort zone. I am more in tune to each of my service technicians. I am coaching to let them learn at their own pace and listening to their desire to grow. My service technicians are wanting to get involved with the sales people and are showing pride in their working areas. This is improving teamwork. - P.R., Beverage Manager, Wholesale Food Distributor

- I am more self-confident. We have better department communication and improved teamwork. We have established regular department meetings and are becoming more organized. We are learning more about E-3 (computer buying system). - B.L., Purchasing Manager, Wholesale Food Distributor

- I am more aware of my need to grow and improve. I am listening better. I'm not as defensive as I used to be. - K.K., Warehouse Manager, Wholesale Food Distributor

- What I originally wanted to gain from the LDL was to control my emotions more effectively. Through listening, I now see the big picture better. I have better interpersonal relationships with other departments. I have increased margins and added more new accounts. - B.B., District Sales Manager, Wholesale Food Distributor

- The major area of improvement and growth for me has been in concentrating on behaviors of people not their motives. The light came on! I am more focused on what truly matters in life. I take the time to investigate and listen before coming to a conclusion. I have reviewed, revamped, eliminated and streamlined policies, paperwork and procedures associated with delivery. - R.A., Transportation Supervisor, Wholesale Food Distributor

- The major area of improvement and growth for me has been my approach to business and life's challenges. I am more determined to get things done. I am better organized and a better communicator. I have completed many projects, which



had been “Back Burnered”, (reconciling payroll account, journal entries, and employee manual.) - R.D., V.P. and CFO, Medical Equipment Distributor

- I am more organized and manage my time better. I am meeting deadlines and am more appreciative of co-workers. In the past 10 weeks I’ve gotten rid of “tons” of paper, delegated to my team those tasks that should have been theirs all along. I am more secure in delegation. I am a better listener and much more comfortable working with co-workers. - P.A., VP, Tire & Retread Company
- The major area of improvement and growth for me has been opening up to new ways of doing and understanding things. I have learned to control my attitude. I am more optimistic and positive. I am a thermostat versus a thermometer. I have improved communication and time management. - B.D., Director of Marketing, Truck Plaza
- The major area of improvement and growth for me has been an improved attitude and more teamwork. I am more aware of differing points of view. I am receiving much more appreciation, acknowledgement and approval from superiors. I’m not as far behind, not as stressed and more productive with my time. – D.A., Office Manager, Heavy Equipment Repair Contractor
- The major area of improvement and growth for me has been acknowledgement and praise. I am more pleasant and more enthusiastic. My crews are happier and more productive. – C.C., Foreman, Acoustical Contractor
- The major area of improvement and growth for me has been learning to let go. I am giving more leadership responsibilities to my managers. I am more confident that my managers can do their jobs. My managers are taking charge of responsibilities I empower them to do. - G.A., Director of Operations – Truck Plaza



- The major area of improvement and growth for me has been public speaking and the realization of the importance of acknowledgement. Our employees are verifying that our managers are using the lessons we have learned. - L.B., Executive Vice President, Truck Plaza

- The major area of improvement and growth for me has been clearer communications with customers and prospects. I am more focused on listening to customers. I have increased my number of new sales prospects. I've also started writing thank you cards again. - D.D., Truck Stop Marketing Manager, Truck Plaza

- The major area of improvement and growth for me has been listening skills. I am more willing to look at the other person's point of view. I am running meetings now. I have an improved memory and make better presentations. - J.W., Director of Operations/ Fuel, Truck Plaza

- The major area of improvement and growth for me has been improved communication and rapport with employees and managers. I am more open and encouraging with employees. I am conducting more training, and the team is more enthusiastic. We have reduced our past due percentage to under 12% and increased our EFT accounts. - K.N., Credit Manager, Truck Plaza

- The major area of improvement and growth for me has been stopping, thinking, listening, and forming a plan in my head before I speak. I am more flexible, allowing others to take on more responsibility. I am able to delegate. We are solving problems, and not blaming and shaming. Getting employees involved in brainstorming for results. I realized it was okay to admit I wasn't superwoman and that I needed help. I got approval for an assistant and she has completed a project that has been a thorn in my side for a long time. - TJC, Fleet Sales Manager, Truck Plaza



- The major area of improvement and growth for me has been listening and remembering. I am more confident. I am remembering names and numbers and I have changed some important purchasing procedures. - D.M., Material and EQ. Coordinator, Acoustical Contractor

- The major area of improvement and growth for me has been developing my ability to communicate without being overpowering. I am more patient when listening and coaching my co-workers, and I am more productive. I have more confidence as a leader and in my ability to be a leader. - D.G., Office Manager, General Contractor

- The major area of improvement and growth for me has been in my communication skills. I am more genuinely interested in the other persons' point of view. I communicate better with my associates and actively listen to them. I am more proactive with training my associates. - R.Y., District Sales Manager, Wholesale Food Distributor

- The major area of improvement and growth for me has been in the area of listening and the application of the 15 Leadership Principles. I am more consistent and focused in setting and monitoring goals. I have a better understanding of how other people think. I have established clear expectations from my sales group. - K.S., District Sales Manager, Wholesale Food Distributor

- The major area of improvement and growth for me has been my speaking, coaching, and listening skills. My family life has improved. I am more confident and empowered. I have mended relationships with associates and I have better communication with other managers. I have empowered my associates through coaching skills to raise our GP percentage .5%. - B.L., District Sales Manager, Wholesale Food Distributor

- The major area of improvement and growth for me has been coaching and training through brainstorming. I am more effective at getting across by ideas. We have



shown increased margins and program sales. We have restructured categories after resigning retail, eliminating 93 items, and still show increased sales and margins over last year. - J.K., Director of Produce, Wholesale Food Distributor

- The major area of improvement and growth for me has been better listening skills. I now have a map to help me find the way to personal and business improvement. I am more confident, I don't feel like I'm treading water I now have tools to help me respond correctly to challenging situations, and have a team that feels more valued and appreciated. We have reduced, if not eliminated, the A/B team feuding. We are more productive and are exceeding our goals this year. - M.J., IS Manager, Wholesale Food Distributor
- The major area of improvement and growth for me has been learning to listen, and communicate. I am more enthusiastic. I have more team involvement and better morale. We have reduced our errors by 20%! - P.O., Night Warehouse Manager, Wholesale Food Distributor
- The major area of improvement and growth for me has been listening. I have closer relationships with my coworkers. We have raised gas production sales from 40,000 gallons per month to 140,000 per month. – R.S., General Manager, Truck Plaza
- I am a better listener and am not interrupting people when they are speaking. I am able to see things through their eyes to better understand what is being said. I am more patient. Listening well reduces needless argument and debate time. I have a better working relationship with one colleague in particular. As a team, we have increased our publication output. My role has been to identify new writers, or increase output from existing line up of writers. I have an increased sense of calmness and patience. – K.W., Vice President, Think Tank
- My confidence level has greatly improved. I am more determined to meet my goals. I have learned to manage my time by saying “no” to unnecessary tasks. I have



restructured the CSR areas to be visually organized the same way, creating ease in covering for each other. I also presented the management team with an Inside Sales Position proposal. – S.M., Customer Service Rep, Printing & Packaging Company

- The major area of improvement and growth for me has been listening and appreciation of others. I am more adaptable. I am leading by consensus. – J.S., Project Manager, General Contractor - Bridges
- I have more self-confidence. I am more articulate and clear thinking in my ideas. I am utilizing constructive coaching, and have improved problem solving. I have turned around some difficult working relationships, and been successful in presenting new ideas. – A.M., Director of Business Development, Advertising Agency
- I have grown in my speaking capabilities. I am more confident. I have improved our interview process for new projects. I am better at interviewing and have improved professional relationships. A project that was way off schedule and mired in finger pointing was restored to order and scheduling with teamwork and pride. – J.G., Director of Healthcare, General contractor - Hospitals
- The major area of improvement and growth for me has been public speaking and greater familiarity with my leadership role. I am more comfortable as a leader. I have improved my relationships with employees and subcontractors. I have initiated a construction plan for a difficult project with 100% buy-in from all parties involved. – C.D., Superintendent, General Contractor - Hospitals
- I am listening more thoroughly and stepping out of my comfort zone. I am more willing to take risks with five times more enthusiasm. I am expanding my customer base more easily. I have spent more time following up and prospecting new clients. – B.D., Sales, Advertising Specialty Company



- My confidence level has improved when speaking with upper management. I am more assertive and aggressive with my goals. I have started to challenge my boss on projects and future goals. I tracked and proved that my estimates were closer to booked estimates than previously mentioned by the sales force. Dramatically improved relationships with production and shipping departments. – D.C., Manufacturing Analyst, Printing & Packaging Company
- I am more empowered to lead. I have better attitude control, and I am using brainstorming and the 15 Leadership Principles. I have improved my organizational skills, including scheduling and prioritizing matters of importance. I got a project that was 30 days behind schedule back on schedule. The attitude control and 15 Leadership Principles work at home too. B.C., General Contractor - Bridges
- I am more aware of how I interact with others. I am more attentive to others. I have slowed down and am listening better. Business has been very chaotic due to personnel changes. This course has helped me get through that. I am spending more of my time in proactive revenue generating activities. - M.B., General Manager, Pump Manufacturer
- I have learned to listen and not to react, to be positive and offer or ask for possible solutions. I am more of an active listener and don't interrupt. I have improved my business communications. I trained and delegated how to upgrade / update the reader board. - M.B., Truck Plaza
- I am more confident. I am getting projects done more quickly. I have improved my short presentations. I had a goal of achieving 24-hour turnaround but didn't have the system in place for signals when it started. I streamlined the processes to shorten production times and eliminate time and people from the decision process. - C.B., Project Coordinator, Printing & Packaging Company



- I am a better leader. I have more enthusiasm. I am controlling my temper and have a better working relationship with my work mates. I am helping our technicians work better as a team. We have reduced customer comebacks by over 50%. - E.A., Manager, Auto Repair Center

- I have become more of an active listener, and I show it when I blow it. I am more willing to “listen” to what others have to say. Job tickets are coming through with a much higher percentage of correct information. Error-free orders from customer service reps increased from 50% to 82%. Unfortunately, I had to admit at the management meeting that I “had not” met my 90-day goal. - M.P., Project Coordinator, Printing & Packaging Company