

# A WORLD-CLASS SUPPORT THAT CREATES GREAT RESULTS FOR TOP-MANAGEMENT TEAMS AND MANAGERS

*Our readers have decided that Martin Lagerström at Statistics Sweden is an ACQ5 Global Awards 2017 Winner! They gave his work on strategy, management and leadership top-score ratings in our poll. Moreover, comments in the poll like “He and Statistics Sweden is without doubt the go-to resource for the latest trends, knowledge, skills and know-how in these issues” made us to want to learn more. We invited Martin to tell us more about the why’s, what’s, how’s and outcomes of this work.*

## How does it feel to be an ACQ5 Global Award Winner?

I am honored that so many of your readers have voted on me as a game changer and strategic advisor of the year in this field. It is another acknowledgement of the quality of this work. Especially since ACQ5 is the largest program of its kind in the market, and are based on customers views. In addition, your models of assessments are fact-based and structured. The top-score ratings on your criteria along with the nice reviews from your readers injects rocket-fuel in me to continue to improve my work.

## What do you mean by another acknowledgement?

I have won other awards recently. Besides that, many firms from both Sweden and all around the world want to learn more about this support. International platforms such as UNECE, Eurostat etc. have showed the same interest as well.

What’s even more important is that it has led to international missions in this area. One recent such mission (two years) I had was to Statistics Serbia. And as quoted by their Director General: “Thanks to Martin’s plan for action, the agency has achieved outstanding results. Besides that, top-management and managers have been much more engaged to take initiatives and actions. The quality results to our users has improved as well.”

Exposure such as this, as well as winning ACQ5 Global Award will help us to further success and more opportunities.

## What do they want to learn?

They are interested to learn more about why these methods work, what methods to use, and how to use them and outcomes. They also want to learn how they can measure the effects of it in the right way. They are particularly interested in hearing more about the outcomes from my customized support to top-management teams over time and its results, says Martin

## What is the support about?

“The support I have created is tailor-made for true excellence. It helps organizations, top-management teams and managers how to use fact-based methods to accomplish

great results. Both for the managers themselves, their employees, their customers, their business and in their lives.

It is based on my underlying principle: “As managers lead themselves, they lead others. As they lead others, they lead the groups. As they lead groups, they lead teams. As they lead teams, they lead entire businesses and organizations”. It is like the links in a chain. It hangs together. My custom-built support creates great results for each link in this chain, says Martin.

## What does the support contain?

The support is extensive. It consists of three different leadership programs and one long term support for top-management teams and managers. Each leadership program is for 20 days excluding training, tests, assignments and other issues.

The long-term support is a specially made support that I offer over time for top-management teams and managers. It is this support that gives the best outcomes. It helps top-management and managers in how to go from words into action and to achieve great results.

## Can you tell us more about this tailor-made support?

Before I start to work with top-management teams I really take time to help them to clarify their needs, expectations, goals and psychological profiles etc. Then I align the managers goals to common goals for the entire management team. Not in the usual way, but goals that steer and motivate to action and results. That is to say, goals that fulfill all the goal principles from mental training.

Only then do I tailor-made a support both for the head managers and the entire team. This support is divided into a starting session followed by five to 15 tailor-made sessions over a period of two years. The sessions are combined with assignments, both before, during and after each session. In this way competence is transferred from words, actions to results, which fare much faster results.

## Why have you created it?

First, it would not have been possible for me to create all this



“ Many top-management teams and managers has achieved **great results** from Martin’s work. ”



without the full support from our Human Resources Director and Director-General. They invest strongly and long-term in our managers and staff. Unfortunately, it's not so common, though it's the smartest thing you can do.

Facts are that with the current ways of working, our and most other organizations only manage to utilize about 20-40 percent of managers and staff's true potential. Think about what a huge waste that is! Reasons for this are e.g. poorly defined goals, strategies, roles, responsibilities, methods, systems and processes. This applies both within and between departments, as well as up and down the organizations.

To solve these problems Statistics Sweden offered me a free-role to create this support. Since 2012, it has led to powerful effects. Both for our organization and for other agencies. Especially the tailor-made support to top-management and managers. It helps them to go all the way from what to how, and to achieve measurable outcomes for each single link in my chain.

“The support I have created is tailor-made for true excellence.”

#### Why does the support create results?

It is no coincidence at all says Martin. I have used proven Excellence Models from many different areas. I have then transformed theory to practice with the best know-how approaches. All the approaches that are included in the support are

1. research-/fact-based
2. proven to be best-practice within each area
3. practical to use (know-how)
4. comprehensive to both breadth and depth
5. system-based

“I can also say that I am walking my talk as I have applied these methods with great results myself. Both as a manager, senior management consultant as well as being a former elite sports champion. They just help to feel and function better in life”, adds Martin.

#### What results have top-management and managers achieved?

My clients are better to tell you about this says Martin. Some samples are given below from different top-management teams and managers testimonials, i.e. in their own words

- Through our work with Martin, we have avoided unnecessary and very costly reorganizations. Only these are savings whose value can be counted in several million Swedish kronor for us.
- I have learned what drives, and challenges me, as well as what my fears and “blind spots” are ; and above all, how to build on my strengths and correct my weaknesses in order to become a much better leader.
- We have learned how to prepare, implement and follow up changes so that they lead to concrete and measurable improvements.
- Martin's two-year coaching program, explicitly designed for me, has accelerated my growth as a person, manager, and leader. Furthermore, he customized a seven-month program in mental training for me to increase my growth even further.
- I use the mental training I've learned to achieve goals with less effort, increase mental strength, and to cope with stress; applying crucial life skills to perform and feel better in all aspects.
- We have learned how to reach a consensus among top-management and to create action and results when it comes to such questions as “What do we want to achieve? What are the benefits of the change for our users and employees compared to today?”, “How do we know we have succeeded to change for the better? “In addition, we have learned how we should communicate the change to better motivate managers and employees in the organization.
- We have learned how to set goals that guide and motivate us to action and better results. We have also learned how to measure the effects of the right things, in the right way and with high quality for all parts of the chain
- We have learned how to develop groups into high-performance teams, and how we measure the effects of it, such as effectiveness, efficiency, productivity and job satisfaction.
- My management group has evolved into a management team with an efficiency of 81 percent. Only 20 percent in Sweden and the United States succeeds to achieve this. It is also noticeable about the managers' efficiency and job satisfaction.

• We have learned how we lead, govern, develop, follow up, and constantly improve our processes to our stakeholders in a different and much better way. That is to say, we have learned how to transform W. Edward Deming's management principles into practice in a good way. These management processes go beyond high-performance teams, i.e. that's the last step in Martin's support.

I am very grateful to our agency for believing in me, and that they offered me this opportunity. It's a labour of love, concludes Martin.