



Testimonial and endorsement quotes



Newport Group has developed an excellent reputation for our consultative approach to business growth and the way that companies respond to their opportunities. We believe that maximizing the performance of people and combining that process with well defined metrics is a long-term improvement process as opposed to quick “Band-Aid” solutions that provide temporary remedy, but don’t properly address larger issues. The latter merely breeds resistance and skepticism within the people it is designed to assist.

Making sure that the fundamentals/foundations of such a development process are firmly in place is critically important. Improving on the competencies and forward momentum of an organization takes time, planning and preparation and, above all, a systematic careful approach.

What is compiled below are selections pulled from client letters received. When and as necessary, we will be happy to introduce you to some of our clients that we have helped in similar situations.

Newport Group Approach

“Overall I am quite pleased with the gains to date and the value that we have received from our Newport investment.”

“I look forward to working closely with the Newport Group on future projects.”

“My initial impression (before we started) was that I already knew it all and what can these guys show me. You recharged my batteries, taught me some new stuff and reminded me of the things I did know and had forgotten to use.”

“We look forward to a long and mutually beneficial relationship with Newport Group. We feel confident because of Newport’s professional approach that the investment in our team members will make a noticeable difference and have a positive impact on the bottom line.”

“Don’t try it unless you plan to be successful!”

Leadership

“If I look at results, I would have to say that for the management team in their development both individually and as a team the results have been better and higher than expected.”

“They have both grown in personal perspective of themselves and in their insights and perspective of others. Subsequently there is better communication amongst them, resulting in better and quicker execution. The plumbing has been unclogged, which was one of the primary objectives.”

“We now have leadership flexibility to create a working environment that is supportive of our corporate strategy”



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Operations

“I think the lines of communication with this department have improved and I am glad of that as they have direct customer contact with all of our valued blue chip clients.”

“I was impressed that you took the time to get to know us from an operational perspective. It is very important that the sales group be able to leverage our operational team based on real and factual understanding of the likelihood of closing new business.”

I should also comment on the work that you have done to this point with our Operations group. I strongly believe that we have enjoyed a winning culture here for the last 20 years. That said, I think your work has and will continue to have an important impact on both my partner and my own understanding of what makes this group the winners that they are.

After the initial project, we immediately took the group feedback provided through you to realign the groups’ performance incentive system and turned a system that over the years has cost significant financial resources and was ultimately misunderstood; into one that the employees it is in place to benefit, fully understand.

Strategic Sales growth and improving revenue

“As Managing Director and Owner, I have a tremendous need to have proper forward visibility with our new growth business opportunities. On a strategic basis it is important for me, as our decisions elsewhere in the business are greatly affected.”

“Our commitment to our strategic sales positioning will be key for future growth and profitable and subsequent ROI.”

“Tim, creating excitement in a sales team is not always an easy task. Your course created excitement while establishing process at the same time.”

“If participants feel it is more than just theory and it is delivered by someone who knows what they face each day, then they are likely to adopt it. That was certainly the reaction I got here”.

“We feel comfortable now that we can more effectively direct our operational and senior management resources toward these situations in a responsive way as opposed to reactive. I know you made an impact as what I am seeing from our sales group is we now have a much greater awareness of how far along the process it is between contacts that we suspect would be a good fit for us, right up to those we have signed agreements with and who are actively using our strategic supply chain solutions.”



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“I am seeing our sales team engage senior executives in strategic conversations as opposed to having rates and quoting sessions and that has really pleased me. In retrospect, we were overdue, but getting a common language of sales progress for us was important for meeting the objectives that I have for us as we move into the future.

I believe that we have received good value from our investment to this point. In your initial recommendations to us you had stated a timeline that you would work within and I appreciated you backing up the activity with the sales group beyond that timeline in order to accommodate our sales hires. Please consider me a positive referral for clients who are thinking of engaging Newport’s services in the future.

“Working from the same page makes a manager’s job easier when coaching and evaluating sales performance.”

“It is every Vice- President of Sales nightmare to have a sales team out in the field chasing business that will never come to fruition. The IMPACT sales training streamlined the process for us for qualifying customers and offers an excellent approach when obtaining information on potential prospects. We found we needed the structured format for qualifying prospects which is at the forefront of IMPACT training.”

“Creating excitement in a sales team is not always an easy task. Your course created excitement while establishing process at the same time.”

Newport Talent Management

“The performance management feedback system is working very well. The benchmarking process has certainly helped with role clarity”

“I can see companywide that we are having a much greater understanding of potential employees before we hire them. This is helping us find people that will be motivated and energized by the work we do here. It has taken a lot of the guess work out of hiring and while I believe our managerial team is quite capable, what the system has done is give us the ‘look under the hood’ on potential employees that gives both parties an opportunity to have a greater understanding of the talent required to excel at the job.”

“Limiting the headache factor with bad fit hires allows us to direct our limited executive time to the areas that allow us continue to grow and not have to waste time on fighting “people” fires.”

“There definitely is a positive correlation between our best people and the new hires we’ve made using the Newport system”



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“A particular session that stood out for me involved Tim mapping each team member’s personal traits together on a large chart. This graphic representation made it very easy to understand and appreciate differences in team members, their behavioural drivers and what each member needs to stay motivated.”

“We must attract and retain the right kinds of people that fit the new culture we are trying to create as well as deliver on our value proposition to our clients.”

“We are in the critical phase of building our company. I'd liken it to a plane at the end of the runway with its engines powering up ready to take off. In order to be successful we need a culture and capability that supports our very aggressive growth plans over the next three years.”

Newport Coaching

“It helps the individual meet his or her potential and personal contribution objectives. “

“Personally, my biggest gains came from: 1) skills learnt to better plan and organize my entire work load by getting more done through my team, ensuring adequate resources are available to complete the task by the date promised and finally ensuring appropriate communication of progress is made back to team members; 2) better audience engagement during presentations by crafting the message to communicate which will be personally meaningful to each person in attendance; 3) better project management skills, the importance of completing projects on budget as well as on time and over-communicating project progress.”

“If there was one thing that I would like to continue and see more of are the group sessions in order to build more team strength.”

“Thanks in part to Newport Group Inc., I look forward to having a successful and healthy business for many years to come.”