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Media Release

World Bank appoints Sydney-based LIW to improve service delivery at its centres worldwide

Sydney, 19 May 2011 – LIW, a Sydney-based global leadership consultancy which specialises in building leadership capability at all levels of companies, countries and communities, was awarded a leadership and change management contract with the World Bank.

LIW CEO Pia Lee said the global consultancy will develop service leadership at 60 World Bank Global Development Learning Network sites worldwide which will be delivered via video-conferencing and workshops using the consultancy's Organisational Leadership Architecture (OLA), a simple yet powerful approach that has been used in multinationals to enable them to formulate clear and comprehensive plans and to execute them effectively by unlocking the potential of people at all levels.

"LIW's capabilities lie in organisational leadership. We help companies, communities and countries to gain clarity of their goals and their purpose and then help them to create the conditions to succeed. This involves building strong leadership at all levels which, in turn, creates a legacy. In this way, organisations rely less on leaders and more on the way that those leaders connect to one another and so a more sustainable success is achieved."

Ms Lee said LIW has worked with the Tanzanian government building leadership capacity since 2002 and has facilitated workplace dialogues via video conferencing technology between participating Development Learning Centres from Tanzania, Ethiopia, Kenya, Madagascar and Uganda. Topics covered have included execution of national visions, improving the implementation service delivery to the public, leadership and ethics and developing internal capability to meet increasing expectations.

“We have adapted the mode of delivery to engage participants across diverse geographies to transfer and embed deep levels of learning and understanding between participants.

“We have successfully coached senior leaders in leadership, service delivery and implementation as well as change processes in a range of organisations including multinational technology providers, leading financial institutions, global resources organisations, government officials, healthcare companies and the Tanzania and Madagascar governments.”

Ms Lee said the World Bank leadership and change management programs and workshops will be delivered using WebEx and TelePresence. The LIW project team includes English, French, Spanish and Russian consultants so that they can engage with DLCs in Anglo- and Francophone Africa, Eastern and Western Europe, South America and Asia-Pacific.

This project brings together two powerful methodologies: the Organisational Leadership Architecture’ and the ‘Cycle of Service’. The Cycle of Service, owned by UK-based The Results Company, is a highly interactive approach to helping organisations to put themselves in the shoes of their customers in order set clear service delivery standards and to build clear plans to achieve them. OLA will help them to execute on these plans while maintaining alignment with the organisation’s goals.

The project will be complete by end June 2011 and will culminate in the consulting team presenting a report to the World Bank in Washington.

For more information see www.LIW3.com

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