

L2M CORPORATE BUYER PACK

Stronger systems. Better leadership. Conversations that move performance forward.

L2M strengthens the systems, leadership and conversations that make performance sustainable. We combine more than 25 years of operational leadership with accredited coaching, emotional intelligence and practical organisational development.

**THE L2M
DIFFERENCE**

We work where operational performance and human behaviour meet. Better systems only work when people understand, own and lead them well.

THREE SPECIALIST DIVISIONS

01	Operational Excellence & Leadership	Diagnostics, operational performance reviews, SOP and management-rhythm improvement, the Operator-Coach Method and Gemba Leadership Coaching.
02	Leadership & Team Coaching	Accredited one-to-one, team and leadership development that strengthens judgement, alignment, accountability and communication under pressure.
03	Sawubona Listening & Psychological Safety	Foundations awareness, practitioner development and organisational culture implementation for safer, more empathic everyday conversations.

PROBLEMS WE HELP SOLVE

- Firefighting has become normal and leaders are pulled too deeply into daily problems.
- Teams work in silos, difficult conversations are avoided and accountability is unclear.
- Employees do not always feel safe enough to raise concerns, challenge or ask for support.
- SOPs, KPIs and meetings exist but ownership and follow-through remain inconsistent.
- Managers need stronger people-leadership capability, not only technical expertise.
- Improvement begins strongly but fades before new behaviour becomes normal practice.

HOW WE ENGAGE

Start with evidence. Build ownership. Measure what changes.

Free online diagnostic	5 minutes	Immediate Operational Leadership Score, eight-area heatmap, three priority risks, quick wins and a directional 30-60-90-day focus.
On-site Operational Leadership Diagnostic	Scoped review	Site observation, stakeholder conversations, KPI/SOP review, verified heatmap, priority risks and a practical implementation roadmap.
Gemba Leadership Coaching	Tailored	Observation and coaching during real meetings, escalation, feedback, problem-solving, standards reinforcement and frontline engagement.
Sawubona organisational pathways	90 minutes to 3-6 months	Foundations awareness, Practitioner development or organisation-wide listening-culture implementation with clear safeguards.

THE L2M OPERATOR-COACH METHOD

01 Diagnose the system	02 Listen to the people	03 Clarify ownership
04 Develop the leaders	05 Embed the rhythm	06 Measure the change

CREDIBILITY AND SELECTED EVIDENCE

25+ years	Manufacturing, FMCG, engineering, retail, logistics and operational leadership
2,000+	Coaching hours with leaders, professionals, teams and people navigating change
EMCC	Senior Practitioner and team-coaching capability
Selected operational outcomes	£500K+ annual savings; 30% additional output without added headcount; stock variance reduced from over 30% to 1.67% on £25M+ inventory

TYPICAL ENGAGEMENT PROCESS

1 DISCOVER	2 DIAGNOSE	3 DESIGN	4 DELIVER	5 EMBED
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Begin with a focused 30-minute conversation

Book:
calendly.com/lloyd2m/30min

Evidence note: operational figures are selected outcomes from different roles and initiatives across Lloyd's career, not one combined L2M consulting engagement. Sawubona outcome evidence will be published after sufficient implementation data exists.