REAL WORLD BUSINESS RESULTS
How Top Companies Use the Flippen Group’s Expertise and Analytics to Accelerate Performance
STATEMENT OF SUPPORT

“As it stands today, our contract is worth $1.1 billion and still growing, with an increase in revenue of more than $300 million since the program start date. With so much uncertainty, turmoil, and turnover in people due to the dangerous environment, the reason is simple – we have latched onto some critical, common themes based on the philosophies of the Flippen Group. ‘Our goal is your success,’ ‘critical feedback is the breakfast of champions,’ and ‘let’s attack our constraints’ are major components of our endeavors – basically, we care about the people to our right and left. Without them, we cannot be successful.

Flippen Group has shown us a winning formula – a plan of action, not a plan of words. I am a better person and a better leader because of the Flippen Group and all our leaders will echo this sentiment.”

KEY FACTS

INDUSTRY
Defense Contractor

PROGRAM MANAGER
Kelvin Coppock

HIGHLIGHTS
• $1.1 billion contract
• $300 million revenue increase
• Flippen Group is winning formula
FLIPPEN BUSINESS //

ONE OF OUR STRONGEST COMPETITIVE ADVANTAGES
WE ARE BETTER, STRONGER, AND MORE COHESIVE

“The Flippen Group has been central to two of my most important priorities. First, in assuring that my own organization is highly effective and continuing to grow and mature. Second, by helping us to better evaluate the skill sets of those we invest in and with.

Identifying talent and cultural alignment are essential to success. In the same way, sorting out in advance those who will become either cultural misfits or ethical problems has been equally significant.

The Flippen Group has allowed us to do both well. They have been one of our strongest competitive advantages.

After discovering how powerful the Flippen Group organization models were in improving my own effectiveness as well as that of our entire organization, I now believe that our key investment relationships should consider doing the same.

Working with the Flippen Group team has allowed us to identify our blind spots and to identify those things that were our greatest personal and collective managerial constraints. As a result, we are better, stronger, and more cohesive. They can do the same for you.”

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…in 30 years of service, I had spent more than five years in Army schools and three years in graduate schools including Harvard University, primarily studying the art of leadership. In addition, the Army gave me plenty of opportunities to practice what I had studied by allowing me to command Army organizations from a platoon of 30 to a division of 30,000. What could the Flippen Group possibly teach me in three days? Well, at least I am not too old to admit how absolutely wrong I was. Those three days were, without exception, the best leadership training I ever had. Bar none. I left those three days rejuvenated as a leader, confident of our ITT team and its strengths, knowledgeable of my constraints, and most importantly, with a total buy-in for our Senior Leadership Social Contract to act as a template for our personal interactions and pathway to even greater successes in the future.”
“...what really gets me going each day are fresh opportunities to help leaders realize their true potential while advancing the strategic objectives of their employers at the same time. In my view, the Flippen Profile™ provides both a tool and a resource that helps make this happen. As I see it, this tool identifies the 'gaps', or as they say, personal constraints. Perhaps the best part of it is that this renewed self-awareness, when mobilized, goes way beyond the world of 8 to 5 and favorably impacts life relationships. In summary, it is positive, encouraging, comprehensive, and highly revealing. Its value in my view is unquestioned...”
“We engaged the Flippen Group shortly after the oil and gas downturn in 2009. As we prepared to reset our chemical company for recovery in a reeling marketplace, we felt we needed to tune up our executive team for what we hoped would be not only a recovery, but a clear direction for future growth.

Through the use of the Flippen Profile and the leadership processes that accompanied it, we pushed the leadership model all the way from the top of the organization throughout the field operations. During that time, we not only recovered, but grew over 35% CAGR and exited that business with the sale to a major service provider in 2011.

We’ve taken that same model and are now growing our 3 newest business ventures: KJ Energy, MV2 Entertainment, and the JL Bar Ranch and Resort. Our team realized that everything rises and falls on leadership, and the Flippen Group have taken leadership development to a whole new level.”
STATEMENT OF SUPPORT

“We at Evergreen invest over long periods (20+ years). Notwithstanding the fact that our investee companies own hard assets (where our industry typically focuses to add value), real performance is driven by people - at Evergreen, and moreover within these businesses. So the development of people, now with the Flippen Group’s hands-on help, has been critical. They provide a common framework and energized perspective to drive talent development. Also, the longevity of our investment timeframe presents certain organizational challenges.

Not only do we need to be developing next-level management to properly ensure performance in the field today, but as part of the longer-term succession plan for ourselves and our investee companies. These businesses and organizations must be built to outlast (and even outgrow) their founders and current management teams. The Flippen Group brings more focus and organization to this ongoing objective. As well, their tools and metrics establish (for us) a common vocabulary and set of initiatives across our businesses.”
Trinity Industries acquired Transit Mix, a concrete delivery company, and discovered that driver turnover was much higher than the industry average. The attrition rate for concrete truck drivers was more than 72% over a 6-month period, costing Transit Mix over $6MM each year. The Flippen Group was brought in with the objective to reduce the costly driver turnover.

The Flippen Group consulting team spent time observing the daily interactions and behaviors of drivers and managers, a quickly discovered an extreme lack of connectedness between the two.

The company committed to implement prescribed processes and behaviors that would increase driver engagement levels, including team and individual action plans and social programs that would provide additional benefits to the drivers and their families.

After 24 months of implementing Flippen Group processes, the turnover was down to an industry leading 14%, providing Transit Mix a strong competitive advantage in their market.

“Your ability to bring out the best we can be is just one of the many positives I can see as we take our team to the next level.”

- Dick Schilhab, General Manager, Transit Mix