

Testimonials for *Building a Character Culture*

“When it comes to organizational development, the soft stuff is the hard stuff. Culture change is the hardest of all. This book marries the wisdom of Stephen Covey with the story telling of Ken Blanchard to guide change agents through the process. Its practical suggestions make it a must-have handbook for leaders who care.”

**Bob Willard, Author and Speaker Sustainability Advantage,
and former Manager, Leadership Development, IBM Canada**

“This book talks about creating a healthy culture. Canada loses about thirty-three billion annually on decreased productivity due to mental health issues including anxiety and depression. Kathleen presents, in a palatable fashion, a well researched framework for a civil, respectful, high performing workplace.”

Ute Lawrence, Publisher Mental Fitness Magazine

“I am really interested to hear what happens to Claire and her team next. This is an intriguing way to demonstrate theory and show us examples of Character in Action. I also appreciate that Kathleen has grounded the story in research which helps to make the sometimes intangible character values more tangible through her narrative structure.”

Karen Addison, Executive Director Character Community Foundation of York Region

“Given the choice, very few of us would be opposed to working in an organization that lives and breathes a Character Culture; but, how do you get there? In *Building a Character Culture*, Kathleen lays out a step-by-step process that is easy to understand and enjoyable to read.”

Mike Chadsey, General Manager Thornhill Golf and Country Club

“Talk about a good meal deftly and nutritiously assembled! This book drills down on key elements of leading a team within a pillars framework that addresses critical areas of leadership including accountability, engagement, communications, and innovation. In support of this Kathleen outlines a set of Character Values that are essential in the building of the pillars for team and individual success.”

John Walker, MBA Education Management Consultant

“Everyone can relate to this story whether past, present, or future. Creating a story line to exemplify a coaching culture is brilliant. It’s practical, grounded in research, and relevant for today’s leaders.”

Judy Montaigne, Manager Government of Ontario

“Kathleen is the queen of insight and common sense in tackling the epic battle between character and culture. It is a battle that is more urgent than ever in our business world today. She has wrapped an easy to read story of a complex situation with leading edge concepts that marry character and culture plus she has ‘put a bow on the package’ by supporting these tough topics with practical insights and useful tools. This is more than a book—it is a compendium with a powerful story, well researched insights, and practical tools—all between the covers of *Building a Character Culture*. Digging deeper, the reader will notice that Kathleen brings to life the danger and power of playing the trust card which is central to the Character Culture debate. As her well documented research to the story illustrates, business owners and managers worldwide are being challenged to rise above the traditional business mentality of ‘give-the- customers-whatever-they-want-so-long-as-it-makes-a-profit.’ But can business owners make the transition? Her approach is neither quick nor easy to do. To make it work requires fresh tools and a fresh approach. *Building a Character Culture* starts with a story that takes the reader on an emotional roller coaster ride. La Maison is the setting, where guests relax and enjoy interesting food and look out over a beautiful park, while the staff are in a state of turmoil triggered by the death of the owner. The central character, Claire, is charged with dealing with the mess. She is slammed with issue after issue. Will Claire have the character to take on the prevailing culture and introduce a new way of thinking or will she default to the traditional business mentality? Will she show that, despite the odds, she is open to using the new tools of engagement? Can Claire move quickly enough to both save the business yet take the time to understand the needs of this immediate community and provide the ‘fresh air’ so necessary for trust to nurture and grow? Bottom line—how will Claire play the trust card? There is so much ‘beef’ in this compendium that I found it needed a third reading to digest it all. This book is definitely a keeper!”

Stuart Morley, MBA The MBO Group Inc., Acquisition Specialists

“The Character Pillars and Values provide a succinct model for employee success, the creation of a winning team and the ability to change how an organization conducts business. In her usual style, Kathleen provides, through a great story, easy steps to follow when introducing a Character Culture in a business environment. This innovative guide is a true winner!”

Virginia Hackson, Mayor Town of East Gwillimbury

“The situation rings very true! It is a very believable situation with the realities of change and the fear that informs the atmosphere; realistic presentation of the dilemma of the leader and the approach to engagement. And it is all presented in the context of the ‘art of the possible’ and the discipline and integrity that must inform these tough turnarounds.”

Ross Roxburgh Principal, Roxburgh Consulting

“Kathleen has such a great way of making well researched information and strategies feel practical. My team is always able to implement what we learn from her, whether in workshops, coaching sessions, her books, or on the job.”

Lisa Alexander, Director Learning & People Development, Extreme Brandz Group of Companies