

# LMI WORLD CLIENT OF THE YEAR

## *Pereira & Company Ltd.*



### About Our Winner

Pereira & Company Ltd. (PCL) is a current leading supplier of technology-based solutions in Trinidad and Tobago. Founded in 1923, the company has maintained its core business competencies through the natural troughs and highs on the Trinidadian and World economies. In October 2007, they became a member of the Neal & Massy Group of Companies. They possess an in-depth knowledge of their customers' needs and requirements — stemming from a customer base which spans virtually every sector of the economy. They also understand both the critical elements of space planning and the dynamics of personal interaction in the corporate environment.

Located in Port of Spain and San Fernando, they continue to take care of their customers' needs, from print to finish; letter to wide format; black and white to color; as well as design, layout and installation of work surfaces, seating and shelving. They are backed by their partners who are globally recognized manufacturers from Fortune 500 companies.



**Pereira & Company Offices  
Port of Spain, Trinidad & Tobago**

In March 2005, Anna Henderson, then Manager of Sales & Marketing for PCL, participated in her first LMI program, Effective Personal Productivity® [EPP]. She began to build a "cathedral" of changing a sleepy business into a goal-defined organization full of empowered teams excited about the future and its results and unlimited possibilities for growth.



**Anna Henderson  
CEO**

By being true to the principles and leadership approach espoused by LMI, Anna has moved the organization from not just another group acquisition, but to a true star and is widely being cited as the example others should follow to achieve stellar performance.

The momentum gained by Anna's individual performance and the growing leadership qualities she consistently displayed propelled her from Sales & Marketing Manager in 2005 to Chief Executive Officer of PCL. In addition to her role as CEO, she is charged with the responsibility of growing the IPS portfolio within the wider group.

# Pereira & Company Ltd.

## LMI Programs

Beginning February 2005 and over the next seven years Pereira and Company Ltd. CEO, Leadership Team, Sales Leaders, Sales Representatives and Supervisors participated in the following programs:

- 12 - Effective Personal Productivity®**
- 21 - Effective Selling Strategies®**
- 4 - Effective Personal Leadership®**
- 1 - Effective Motivational Leadership®**
- 1 - Effective Strategic Leadership®**
- 5 - Effective Leadership Development™**

CEO - EPP, EPL, EML, ESL, ESS  
Leadership Team - EPP, EPL  
Sales Leaders - ESS  
Sales Representatives - ESS  
Supervisors - ELD



- PCL has consistently achieved ROI on implementation of the LMI programs.
- Transitioned the company from an informal, unstructured organization into a structured company with people who are results oriented and passionate about their vision.
- Created results-oriented sales personnel who are consistently improving their performances year-on-year.

- Increased training and development of staff and organization-wide results utilizing LMI programs.

- Consistent Planner renewals; each participant enrolled in an LMI program continues to use their Planner.

- Personal improvement of every individual who has attended the sessions.

- Achieved significant, measurable and sustainable results.

- Stands out as a role model within the Neal and Massy Group since their acquisition in 2008.

- Created a high-performance organization where people are positive about their outlook on life and have changed their language to reflect this approach.

The introduction of LMI programs has impacted Pereira & Company in a very tangible and positive way. From their humble beginnings of sending a single person through the EPP, the company has increased its levels of training, increased incrementally its revenues and profits, and has increased the level of accountability and ownership of individuals and created a more balanced life for its staff.

On the business and personal level, the people who have participated in the programs have grown from strength to strength. They instill the values of their company, are dedicated to to achieving their overall vision and have more than doubled their profits in the past three years. PCL is extremely proud of their results and achievements over the past seven years of their partnership with LMI/IBB.

**Gillian Wall**  
Licensee  
Trinidad & Tobago

