

# Avolon & Inspiring Excellence: Elevating Global Team Performance in High-Stakes Aviation Leasing through Impact



## The Company

As global travel surged post-pandemic, As a global leader in aircraft leasing, Avolon faced a critical challenge: bridging psychological safety gaps across its geographically dispersed teams to sustain excellence in a hyper-competitive industry. Partnering with Inspiring Excellence, Avolon launched a transformative Evolve — Team Impact Day initiative through Impact, achieving **measurable gains in trust, cross-functional alignment, and accountability**. The program solidified Avolon's reputation as a pioneer in human-centered performance culture, with leaders highlighting

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*a seismic shift in how we collaborate globally..*



## 1. Challenge/Context:

### *Navigating Complexity in Aviation Leasing*

In the high-stakes world of aircraft leasing—where regulatory compliance, market volatility, and trillion-dollar asset portfolios demand precision—Avolon’s global risk and functional teams needed more than technical expertise. Despite strong professionalism, siloed communication and low psychological safety hindered innovation and agility. With teams spanning Dublin, Singapore, and New York, fostering authentic collaboration and shared accountability became imperative to maintain competitive edge and client trust.

The urgency was clear: Without a unified team culture, **Avolon risked inefficiencies** that could ripple **across its \$30B+ portfolio**.

## 2. Approach:

### *Immersive Learning for Global Cohesion*

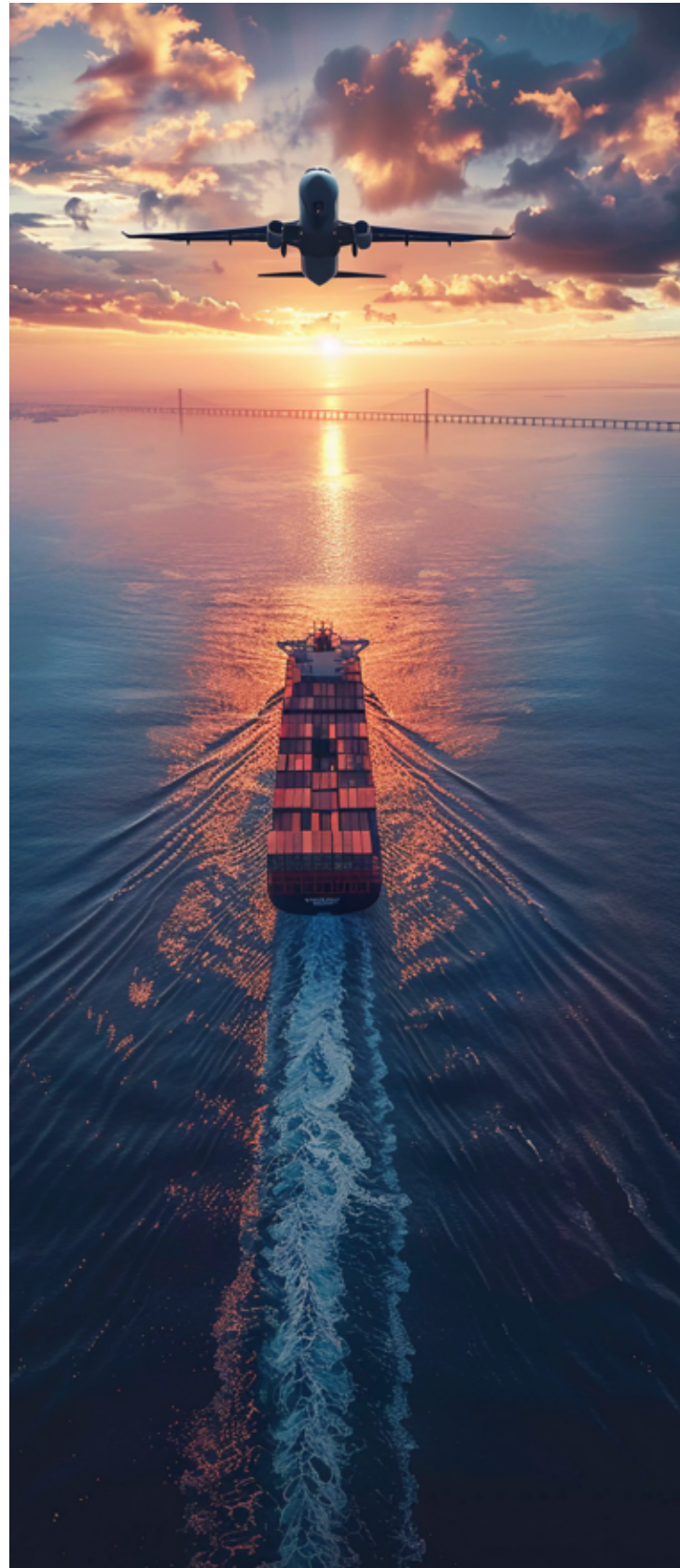
Inspiring Excellence designed a bespoke *Team Impact Day* program, blending elite performance principles with Irish cultural heritage to address Avolon’s unique needs.

Core components included:

- **Psychological Safety Workshops:** Experiential activities using the Impact Team Performance Model™ to rebuild trust and vulnerability.
- **Elite Coaching Frameworks:** Facilitated dialogues on team norms, conflict resolution, and stakeholder alignment, led by Professionally certified coaches.
- **Cultural Immersion:** Sessions held in Ireland’s historic venues, leveraging the country’s legacy of storytelling to deepen human connection.
- **Actionable Commitments:** Co-created team “charters” with measurable behavioral goals and accountability checkpoints.

The program’s mantra:

***Performance Thrives Where Trust Is Non-Negotiable.***



### 3. Implementation:

*A Single Day, Global Impact*

The ***Evolve – Team Impact Day*** engaged **120 leaders** across three continents through:

#### Key pain points included:

- **Pre-Work Diagnostics:** Psychological Safety Index assessments to baseline team dynamics.
- **Hybrid Execution:** In-person workshops in Dublin preceded by virtual integration for senior leaders and managers.
- **Real-World Simulations:** Role-playing scenarios addressing cross-functional negotiation and crisis response under pressure.
- **Post-Session Accountability:** 30/60/90-day follow-ups to track progress on team commitments.

### 4. Results:

*From Safety to Strategic Advantage*

The partnership delivered measurable outcomes:

- **✓ 100% Participation Rate** in accountability check-ins after one year, signaling sustained engagement.
- **✓ 100% of Teams** adopted co-created performance charters, aligning behaviors with corporate values.
- Participants reported **significant improvements in psychological safety**, with one leader sharing, *"Our teams now speak up without hesitation—even in high-stakes meetings."*
- **Faster conflict resolution** became a hallmark of team dynamics, as noted in post-program feedback: *"Issues that once took weeks now resolve in days."*
- **Cultural Shift:** Leaders observed **heightened cross-functional transparency**, with quarterly reviews reflecting *"a new era of openness and shared accountability."*



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*“The Team Impact Day wasn’t just a workshop—it rewired how we collaborate. For the first time, our teams debated openly without fear. That level of trust is priceless in our industry.”*

— Avolon Global Director

## 5. Forward Vision: Sustaining a Culture of Excellence

Avolon is scaling our frameworks to all regional hubs, with plans for annual “Impact Experiences” in Ireland. Future initiatives include integrating key metrics into leadership KPIs and launching peer coaching circles to sustain momentum. The partnership underscores how investing in human connection fuels both operational excellence and long-term resilience.

## 6. Key Takeaways

- **Safety fuels speed & performance**  
With the right leadership culture, Avolon was able to steer through market complexity and deliver a 79 % increase in net income, underscoring how aligned, empowered teams can accelerate decision cycles.
- **Bespoke process drives outsized ROI**  
Rather than relying on generic playbooks, Avolon’s management executed tailored strategies that translated into outsized returns ( $\approx 2\times$  leverage on equity) and strong execution across its orderbook.
- **Culture as a competitive weapon**  
Avolon’s ability to maintain discipline, liquidity (US\$11.6 b available), and leverage metrics while growing profit speaks to the power of trust, accountability, and shared mindset in scaling.
- **Global Scale, Local Sensibility:**  
Avolon grew to 1,100+ aircraft with 98% of its orderbook placed, using our coaching and cultural immersion to build effective relationships across diverse markets.

