

JLL & Inspiring Excellence: Reigniting High-Performance Leadership in Global Real Estate



The Company

As global travel surged post-pandemic, JLL's top account team faced mounting pressure to adapt to rapidly shifting client demands while maintaining peak performance. Partnering with Inspiring Excellence, JLL deployed a dual-strategy leadership program—combining immersive Amsterdam and Madrid offsites, with targeted executive coaching—to rebuild trust, resilience, and alignment. The initiative delivered **marked improvements in team cohesion, accelerated decision-making, and a renewed foundation for sustained excellence** in a volatile industry.

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One leader remarked,

The offsite didn't just realign us—it reignited our collective drive to excel.

1. Challenge/Context:

Leading Through Turbulence in Global Travel

In the high-stakes realm of corporate real estate and travel management, JLL's top account team was stretched thin by post-pandemic volatility. Despite past successes, siloed communication between account directors, burnout risks, and misaligned priorities threatened client satisfaction.

Key pain points included:

- **Fragmented Vision:** Divergent interpretations of client expectations across leadership tiers.
- **Eroded Trust:** 40% + of team members reported hesitancy to voice concerns in high-pressure scenarios.
- **Decision-Making Delays:** Strategic choices took considerably longer due to unclear accountability.

The stakes were clear: Without a reset, **JLL risked losing its competitive edge** in managing a top performing **global portfolio**.

2. Approach:

A Dual Catalyst for Transformation

Inspiring Excellence designed a bespoke intervention blending elite coaching methodologies with Amsterdam and Madrid's collaborative ethos:

- **The LEAD Experience Offsite:** A 2-day immersive summit focused on:
 - **Trust-Building:** Patrick Lencioni's Five Dysfunctions of a Team framework to address vulnerability and conflict.
 - **Stress Inoculation:** Neuroscience-backed techniques to reframe pressure as a performance catalyst.

- **Cultural Storytelling:** Guided personal narratives to deepen empathy and shared purpose.

- **1:1 Executive Coaching:** Confidential sessions for elite senior leaders, including Key Account Directors, focusing on:

- **Strengths-Based Leadership:** Hogan Assessments to unlock latent potential.
- **Psychological Safety:** Tools for fostering environments where "bold leadership" thrived.

The program's mantra:

Alignment Fuels Agility.



3. Implementation:

Precision Execution Across Continents

The **12 month engagement** included:


Key pain points included:

- **Phase 1 (Diagnostics):** Pre-offsite surveys and 360-degree feedback to map team dynamics.
- **Phase 2 (Immersion):** Amsterdam offsite with 15 senior leaders, featuring:
 - **Play-Based Learning:** Pressure based simulations to model performance under pressure and collaborative problem-solving.
 - **Mindset Workshops:** Framing challenges as opportunities and demonstrating the mindsets of sustainable performance.
- **Phase 3 (Sustainment):** Madrid offsite to hold accountability to progressions and Biweekly coaching for 6 months with key leaders, whilst, integrating stress-response into daily workflows.

4. Results:

From Strain to Strategic Advantage

The partnership delivered measurable outcomes:

-  **100% Participation** in peer accountability partnerships, sustaining behavioral shifts.
- Participants reported **significant improvements in team cohesion**, with post-program feedback highlighting *"a culture of trust we'd never experienced before."*
- Leaders emphasized **faster, more aligned decision-making**, noting, *"We cut through complexity with clarity, what once took weeks now takes days."*
- **Reduced burnout** became a recurring theme, with one account director sharing, *"The stress tools helped me lead with energy, not exhaustion."*
- **Client Impact:** the client became immersed in the experience and attended the second offsite thereby building trust and renewing their contract, to *"a partnership that delivers both results and resilience."*



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“The Amsterdam offsite wasn’t just a meeting— it was a rebirth. For the first time, our directors and emerging leaders collaborated without hierarchy. Inspiring Excellence gave us the tools to thrive in chaos, not just survive it.”

— JLL Leadership Participant

5. Forward Vision: Embedding Excellence Across Portfolios

JLL is scaling Inspiring Excellence’s frameworks to other accounts and high potential talent, with plans for annual events in strategic global hubs. Future initiatives include AI-driven burnout prediction analytics and a frontline leadership accelerator with qualitative assessments. The partnership underscores how human-centered coaching transforms geographic and operational complexity into competitive leverage.

