

A CONDITIONAL 90-DAY GUARANTEE

Measurably better leaders in 90 days.

Or you don't pay.

This is unusual in our industry — and we mean it. It is a **conditional** guarantee: the conditions are simple, written in plain English, and agreed before we start. They exist so we can stand behind the result.

WHAT WE GUARANTEE

A statistically meaningful lift on both the REACH leadership assessment and the team engagement scan, day 1 vs day 90.

HOW WE MEASURE IT

The same two instruments, the same leaders, the same teams. Independent scoring. No moving the goalposts.

WHAT YOU GET IF WE MISS

Full refund of the programme fee. The conditions are written into the agreement before we start.

WHAT WE BOTH COMMIT TO

REACH LX commits to

- Senior practitioner-led design, facilitation and calibration throughout the 90 days.
- AI Coach availability for every nominated leader from day 1.
- Day-1 baseline and day-90 re-measure on the same instruments, with a written report.
- Full refund of the programme fee if the agreed lift is not achieved.
- Personally curated learning for each person — integrated in Microsoft Teams.
- Personally curated learning, and AI with EQ for each leader.
- People P&L reporting and transparency for key stakeholders.

Your organisation commits to

- Nominate the cohort of leaders and confirm reporting relationships before day 1.
- Minimum participation thresholds, including Team Leader and Team Member Teams module release and embedding.
- Minimum participation thresholds, including agreed Team Module, Check-Ins and Teams integration.
- Leader and member attendance at the Team Synergy and Team Charter facilitated workshops, and agreed cadence with the AI Coach — including the 'One Commitment' agreed adoption.
- No material change to the cohort, structure or scoring instruments during the 90 days.
- Agree the success measure and threshold in writing before work begins.

Final wording, thresholds and instrument scoring are agreed in writing on the plan call and signed by Paul Findlay, founder, REACH LX.

HOW WE MEASURE THE LIFT

Two instruments, taken at day 1 and again at day 90:

- **REACH leadership assessment** for every leader — directly measuring leadership behaviours.
- **Team engagement scan** — directly measuring how their people experience them.

Statistically meaningful lift on both, or you don't pay. The success measure and threshold are signed off up front, in writing.

IF WE MISS THE AGREED LIFT**Full refund of the programme fee.**

We absorb the cost of the work. That's why we only take two organisations per month, and only ones we're confident we can deliver for.

Signed for REACH LX

Signed for the Client

Paul Findlay

Founder, REACH LX

Date: _____

Name: _____

Title: _____

Date: _____