

The Integration of LIFO® into Carrefour Talent Development

ORGANIZATION

Carrefour is the largest hypermarket retail company in Europe, second largest in the world. Carrefour has more than 350,000 employees worldwide and 11,500 in Belgium.

ISSUE

Carrefour Belgium is continuously looking to improve people management and customer centered focus at all levels. People skills and customer communication skills are very important in the increased competition in the retail business. Carrefour uses LIFO® as an integrated and practical tool to address these issues internally.

OUTCOME

LIFO has proven to be a big differentiator for Carrefour since the early 90s. This tool gives the employees and managers the ability to keep up with the changes in the competitive market by using a common language. All programs in leadership, management, customer focus, teamwork and communication use LIFO as a major component. All new staff attend the standard 2 day LIFO® training 'The colours of my behavior.' This training was given to approximately 400 employees a year. Over years, LIFO® has become part of the internal culture at Carrefour in the stores and in the head office.

PROCESS

As part of the HR department, Carrefour Talent Development works with four internally licensed LIFO® trainers. External consultants must have a LIFO® accreditation. The participants encounter the practical applications of LIFO® in several trainings in order to improve their daily leadership, communication, teamwork and customer centric thinking. LIFO® is also used for coaching, internships and teambuilding. It gives people a way to address business and employee issues from a strength-based perspective.

Consultant/Company

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Country

Belgium