

Client Success Story:

# Specsavers

## The Challenge

At Specsavers, every store is co-owned and led by a Retail Partner and an Optometry Partner. While highly skilled in their respective fields, many partners are new to entrepreneurship and people leadership.

The challenge?

Equipping them with the skills to grow as confident leaders—both individually and as a team—without pulling them away from the daily demands of running a busy store.

## Our Partnership

Working with Monica Campbell, Head of Partner (Leadership) Development, we designed and delivered the first two tone-setting workshops of the Partner Growth Program: a customized six-module journey aimed at equipping Specsavers Partners with the competence and confidence to lead effectively.

- **Workshop 1** drew from The *Power of Healthy Tension*, helping partners identify and manage unavoidable tensions like Profit AND Purpose, Working on the Business AND in the Business, and Collaboration AND Independence.
- **Workshop 2** built on this foundation with *Lead with AND*, diving into tensions such as Embracing Change AND Preserving Stability, Setting High Expectations AND Extending Grace, and Communicating Truthfully AND Tactfully.





Delivered virtually to partners nationwide, each three-hour session blended teaching with highly interactive small-group breakouts, polls, and activities. To keep the experience personal and engaging—while accommodating busy schedules, multiple time zones, and even summer vacation conflicts—each module was offered multiple times with intentionally smaller cohorts.

## The Results

Despite the challenge of freeing partners from their stores, the program proved to be a huge success:

- Nearly 200 Specsavers Partners participated in the program from across the country.
- 100% of participants agreed the content was immediately applicable and worth the time investment.
- Many partners highlighted the value of learning directly from peers in other regions through the small-group breakouts.
- Participants reported fresh insights and practical tools they could put into practice the very next day.

“Working with Tim Arnold and his team to launch the first two workshops of our Partner Growth Program has been an inspiring and energizing process from start to finish.

Not only did these sessions dive into the very real tensions our Partners face—balancing profit with purpose, leading with truth and tact, and navigating change while holding onto stability—but the way they were designed and delivered made the whole experience exceptional.

The content was thought-provoking and practical, and the delivery made it possible for nearly 200 Partners to take part, no matter how full their schedules were and which of the Canadian time zones they happened to be in.

The feedback has been overwhelmingly positive, with Partners walking away with a renewed sense of confidence in their leadership and more deeply connected to fellow Partners navigating similar challenges.

Beyond the impact of the sessions themselves, the collaboration with Tim and his team was seamless, thoughtful, and genuinely enjoyable. It’s set a powerful tone and a strong foundation for the rest of the program, and we’re excited to see our Partners continue to grow and thrive as leaders.”

- Monica Campbell,  
Head of Partner Development, Specsavers

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