

CASE STUDY: RENEE PEGGS

How one continuous improvement leader learned to embrace failure as a source of learning, and find the courage to be bold and fulfill her purpose.

"How can I make a difference?"

This is a question most of us have asked ourselves at some point, and Renee was no exception.

Before joining my Leading to Learn Accelerator program, Renee was in a continuous improvement leadership position in a manufacturing company, struggling with how to impart lean principles throughout the organization to address perennial business problems. She felt angry and frustrated a lot of the time, which she says showed up in ways that hijacked her ability to effectively lead and to teach.

She assumed she was frustrated, in part, because others did not share her levels of discipline and responsibility to their position. And she was also deeply affected by the plight of the front line workers, many of whom had entered the country without immigration papers and were consequently trapped in a \$10 an hour job, working 12 hours a day. Trying to make ends meet, they didn't have the time or the energy to create a significantly better future than the one they'd left behind.



She found herself asking, “How can I truly make a difference?”

It was a question that compelled her, in December 2020, to sign up for my Leading to Learn Masterclass on continuous learning, just days after having learned about my work through reading a recent article.

Renee left the Masterclass re-energized, and confident that she’d finally found the right path (and the right guide) for a leadership transformation. Inspired by everything she had learned during the masterclass, she then signed up, almost immediately, for my newly-announced Leading to Learn Accelerator and also my Hoshin Workshop with Toyota leader Isao Yoshino.

As it turned out, our paths had crossed at the most opportune moment.

Just three days before she started the Accelerator program, Renee was fired from her job.

Naturally, she was devastated — and more than a little freaked out... Luckily, she was on the cusp on some dramatic breakthroughs.

Finding joy and connecting with purpose.

One of the graphics she encountered in my workshop had a particularly profound effect on Renee -- a heart and a compass -- representing the concept of intention.

She began to reflect on where her heart was leading her and on what brings her joy, richness, contentment, and fulfillment: her purpose.

As she says,

"When you figure that out, go toward it. If something isn't bringing you those things, you probably need to orient somewhere else. Because we're not meant to be miserable."

Find joy.

If you don't know what that looks like for you, Katie can help you figure it out.

She has all these questions that'll help you discern, clarify, and distill for yourself the answer to the question: what brings you joy?"

From reflection to transformation.

As she worked through the Accelerator program, the thought that she was the type of person who truly wanted to make a difference began to crystallize. She feels compelled to help people understand the power of choice in reaching the life they want to live and to provide them with the tools they need to change their lives.

But one thing still held her back: the doubt that she was the type of person who could start a business.

Learning the value of failure.

One of the most important lessons Renee took away from the Accelerator was viewing failure as a source of learning, and acknowledging that failures and setbacks are an inevitable part of success. Renee explains,

“What the course has done for me is teach me the value of failure. I had always felt like I was crippled by my failures, and that I was never really going to get beyond that. But reading the stories of Mr. Yoshino’s failures and his view that there was no secret to his success with Toyota other than its attitude to learning has helped me.”

Renee was able to switch the lens she uses to look at herself, her situation, and the impact she wants to have. The reflection questions in the Learning to Lead, Leading to Learn Workbook and the support offered in the coaching sessions helped her reflect on how she could show up in a different way in the future and take next steps towards the person she wants to be.

She explains:

“Katie knows how to challenge you to move beyond where you are. She doesn’t pull you or shove you, but she empowers you to WANT to move. Katie helps you see yourself so you know where to grow”

Most significantly of all through the Accelerator, she realized that, yes, she is the type of person who could start a business.

Renee Peggs: taking the first concrete steps towards her purpose.

As the Accelerator program came to its conclusion, Renee found the confidence she needed to start her own business venture: [The Resourceful Peacock](#).

She bought her domain name and started a YouTube channel, and she's determined to make an impact by sharing the tools people need to take steps towards creating the kind of life they want for themselves.

And she's keeping her copy of Learning to Lead, Leading to Learn and the companion workbook close to hand as she takes her own steps towards the new life she's building for herself:

"I feel like there is a lifetime of learning in the book and the workbook. There's still so much I didn't get to in these sixty days [of the Accelerator] and I'm thrilled to have that kind of resource that can just keep on teaching and help me shape who I want to be, and hopefully give me that opportunity to help other people as well."

Making a difference.

Renee's still asking herself how she can make a difference. And by her own admission, she doesn't know — not 100%.

But what she has discovered is that being open to new people, new ideas, and continuous learning can change the world.

"I firmly believe that's why I want to have my own business....because I want to be spending my time toward that end."

There are too many people all over the world who never get the chance to ask, "Where is my joy?" because they don't have their basic needs met.

So what choices are available to those people and how can I help them create something, even maybe the littlest something?

That's where respect for people comes in. I want to hold dear what it means to be a human person. I want to come alongside them and lift them up and give them a glimpse of something that maybe they haven't been able to think of before."

Living with intention and purpose.

Renee's words summarizing her experience working with me during the Leading the Lean Accelerator make my heart soar. They confirm that I too am living my purpose, by inspiring people around the world to live and lead with intention, and giving them the encouragement and confidence to build a meaningful legacy:

"Katie helps you see yourself, and know where to grow. She knows how to challenge you to move beyond where you are. She doesn't set your path, but she guides you toward identifying and moving forward on your path, and she makes you feel special because her path crosses yours.

She doesn't pull you or shove you, but she empowers you to WANT to move. She doesn't offer a quick fix or a guaranteed route to success: she teaches you simple, logical tools that each of us can practice one day at a time to live the life we want to live, no matter what that looks like for any of us.

Her stories, wisdom, insight, and expertise are applicable to anyone who believes, 'Stagnation isn't for me.'

Katie has been a transformative power in my life, and working with her will yield WAY more than 60 days of value.

Thanks to Katie for giving me the courage to do something that I never thought I would be able to do!"

And if you're curious to discover some of the lessons that gave Renee the confidence she needed to change direction and create the impact aligned with your purpose, you'll find them in the bestselling book

[Learning to Lead, Leading to Learn](#) and the [Leading to Learn Accelerator program](#).

Can you relate to Renee?

If you feel like you're struggling with your own form of leadership gap and want to learn the skills you need to become a more capable and confident leader, whether individually or as part of a leadership team, you'll find more information on the [Leading to Learn Accelerator Course here](#).

Collaborate With Katie

Feel like this could be your team? Collaborate with Katie to meet the needs of your organization and your team. From delivering learning experiences such as custom keynote addresses and interactive workshops to empowering your leaders through coaching and group programs, Katie looks forward to inspiring, energizing, and supporting your team to lead with intention!

Explore her course options, including the [Leading to Learn Accelerator here](#), and start on your journey of intentional leadership with Katie today.

