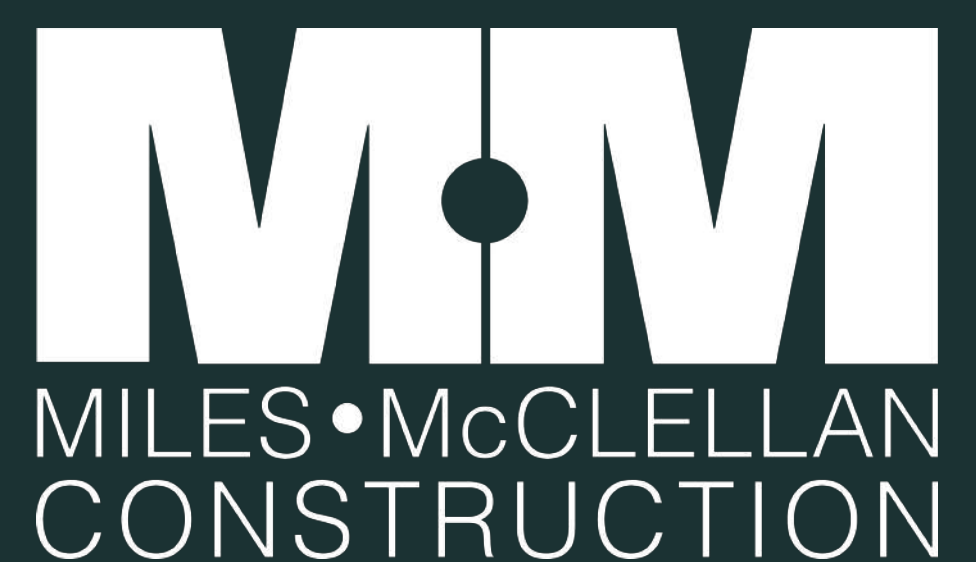


Unified Leadership

# BUILDING A STRONGER FUTURE AT MILES-MCCLELLAN CONSTRUCTION



SIGHT  SHIFT





# THE CHALLENGE

## BALANCING LEGACY, GROWTH, AND INTERNAL PRESSURE

**Matt McClellan**, CEO of Miles-McClellan Construction, was navigating the complexities of second-generation leadership in a successful yet evolving family business. Having weathered the Great Recession and experiencing steady growth, the organization faced increasing pressures around strategic alignment, succession planning, and cultural sustainability.

“ I was experiencing panic attacks driven by intense pressure over business transitions and family relationships. The stress of having our father's retirement linked directly to our success was immense.”

— **Mat McClellan**, CEO of Miles-McClellan Construction



Meanwhile, **Devin Stein**, Vice President of Human Resources, and **Owen Wyss**, CFO, recognized distinct but complementary challenges. Devin saw the need to deepen leadership capabilities at every level of the organization, while Owen noted the growing pains associated with rapid expansion.

“We had a good culture,” Devin explained, “but rapid growth meant we needed stronger leadership frameworks to sustain that momentum.”

“ The leadership team was changing, and we needed a new way to communicate and build trust faster than we could achieve organically.”

— **Owen Wyss**, CFO of Miles-McClellan Construction





# THE TURNING POINT

## PERSONAL TRANSFORMATION SPARKED ORGANIZATIONAL CHANGE

Initially, Matt's personal transformation was an early indicator of profound organizational shifts to come.



Working with SightShift helped me consciously understand the root of my stress and how to respond differently,"

— Matt McClellan

This personal breakthrough set the stage for a broader, deeper engagement throughout the company.

Miles-McClellan Construction partnered with SightShift™ to implement the Leadership Operating System™ (LOS), a comprehensive training academy designed to impact every leader in the organization.

Devin recognized the value of the LOS™ and SightShift's unique approach: "Not every tool is going to fit every person, but the vast education of the Leadership Operating System made it valuable for different people in different ways so they could engage with it on their own trajectory."



SightShift was a mindset shift. It elevated Miles-McClellan by developing leadership internally rather than imposing external frameworks."

— Devin Stein, VP of Human Resources



Owen underscored both cultural fit and speed. SightShift didn't overwrite what already made the company strong; it gave leaders shared language and habits that accelerated progress. He reflected that it "**advanced us at least five years in our ability to communicate as a team**" and allowed them to "sit down, become vulnerable, build trust, and develop a consistent communication style and language that we couldn't have developed as quickly on our own."

# THE TRANSFORMATION

## EMBEDDING LEADERSHIP ACROSS THE ORGANIZATION

Empowered by Matt's example, the leadership team played a pivotal role in extending the transformation beyond the executive suite. Miles-McClellan implemented the following comprehensive initiatives:

- **Culture Risk Report™**: Identifying hidden organizational risks.
- **Growth Culture Health Check™**: Crafting a strategic roadmap for sustained leadership growth.
- **Figure That Shift Out™**: Equipping managers and project leaders with shared language and tools for emotional resilience and impactful leadership.
- **Figure That Culture Out™**: Implementing a simplified model for building and sustaining culture.
- **Leadership Academy**: Establishing a scalable system for ongoing leadership development.

The transformation wasn't limited to executives. Project managers and site leaders, critical to daily operations, embraced the new approach.



SightShift didn't disrupt our existing culture; it simply elevated what we already valued."

— Owen Wyss

"Every project is a small business," Matt emphasized. "**SightShift gave our leaders the tools and mindset to confidently lead on site, improving overall productivity and client satisfaction.**"



We saw real shifts in how managers communicated and delegated, creating space for team members to grow and make meaningful decisions."

— Devin Stein



# IMPACT & ROI

## SECURING A LEGACY OF CONFIDENT LEADERSHIP

The impact of Miles-McClellan's commitment to holistic leadership development has been profound:

- **Exceptional Client Satisfaction:** Industry-leading Net Promoter Scores.
- **Enhanced Team Dynamics:** Transparent, authentic, and productive leadership interactions.
- **Improved Leader Retention:** Increased internal promotions and strengthened leadership pipeline.
- **Accelerated Succession Planning:** Clear pathways and empowered bench strength for third-generation ownership via an Employee Stock Ownership Plan (ESOP).

Owen captured the value of forward-thinking leadership: "We're making decisions now that secure our success five, ten years down the line. This strategic approach wouldn't have been possible without the clarity and alignment SightShift provided."

Matt summarized the transformation clearly: "SightShift fundamentally changed how we engage as leaders and as a team."

“I'm excited and confident about our future. **Building leaders** at every level isn't just making my job easier, **it's ensuring our company thrives well beyond my tenure.**



— Matt McClellan, CEO of Miles-McClellan Construction

## Why SightShift™?

Miles-McClellan Construction's journey exemplifies the powerful synergy created by aligning executive vision with operational leadership. SightShift™ helps organizations:

- Identify hidden cultural risks
- Develop leaders equipped with emotional resilience
- Foster genuine collaboration and alignment

Ready to  
transform your  
organization's  
leadership culture?  
**Take the first step**

**Schedule a Call**

[sightshift.com/culture](https://sightshift.com/culture)



**SightShift** helps leaders shift to impact-driven growth. Through diagnostics, coaching, and leadership development, we help you build a culture that attracts, retains, and multiplies top talent.



**Schedule a Call**