

Training & Coaching

Table of Contents

Training & Coaching.....	1
I. Overview	3
II. Why Jens Moeller Consulting?	4
III. Who is Jens Moeller?	6
IV. Our Training & Coaching seminars	9
1. Open seminars, eLearning and events in English	9
2. Sales.....	9
2.1 Personal Sales, Client Retention and Customer Recovery	9
2.2 Presentation techniques in Sales	10
2.3 Negotiation techniques and discussions with regards to discounts	10
2.4 Telesales / Telephone Sales / Outbound Telephone Marketing.....	11
2.5 Inbound Telephone Marketing / Cross- and Upselling	11
2.6 Customer Recovery – by Phone	12
2.7 Sales Support (Appointment and After-Sales Support)	12
3. Service	13
3.1 Customer Inbound Telephony	13
3.2 Collections – Customer-specific.....	14
3.3 Processing of complaints	14
4. Management & Leadership	15
4.1 Integrated Company Succession.....	15
4.2 Successful Company Takeover	15
4.3 Change Management.....	16
4.4 Project Management	17
4.5 Leadership.....	17
4.6 Leadership of Virtual Teams	18
4.7 Conflict Management	19
4.8 Employee Motivation	19
4.9 Process Training.....	20
4.10 Team Leader / Supervisor Qualifications	21
4.11 Team Training.....	21
4.12 Self-Management / Time Management	22
4.13 Executive Coaching / Management Coaching	22
4.14 Gain the upper hand with proper English language	23
V. Our Advantages – Your Benefits.....	25
VI. What now? The next steps... ..	27

I. Overview

Please refer to the last page in order to find the topics that interest you most and contact us. Together, we will discuss your requirements. We will be more than happy to submit a quote for a personalized training, coaching session or an entire workshop package within one business day. Below, please find our contact information:

JMC Jens Moeller Consulting Ltd.

20-22 Wenlock Road
London, N1 7GU
United Kingdom

Registered in England & Wales No. 6028549 | VAT No. 917 1186 28

Telefon: +44 (0)7811 353 996
Mobil: +44 (0)20 799 32 415
Email: info@jmoellerconsulting.com
Web: www.jmoellerconsulting.com
Skype: [jensmoellerconsulting](https://www.skype.com/name/jensmoellerconsulting)
Xing: http://www.xing.com/profile/Jens_Moeller3
LinkedIn: <http://uk.linkedin.com/in/jensmartinmoeller>
Twitter: <https://twitter.com/JensMoeller>
Google+: <https://plus.google.com/102329521232876237164/posts>
Facebook: <https://www.facebook.com/jensmoellerconsulting>
YouTube: <https://www.youtube.com/channel/UCqaZ5-ZGOdVHqZVRB5ilt7A>



II. Why Jens Moeller Consulting?

For more than 20 years, Jens Moeller Consulting (JMC) has been helping companies, organizations and executives to improve their performance with their goals in mind. On a personal level, JMC promotes the creativity and structure of its clients and coachees, setting goals, finding ways to achieve goals, and managing critical challenges. At an organizational level, JMC helps companies to optimize their performance in terms of goals, metrics and strategies.

Every day we work with a network of more than 40 trainers, coaches and consultants (and have been for more than 15 years in many cases) to support our clients in all aspects of organizational and individual performance. Our clients particularly value the combination of strategic and operational know-how and the hands-on approach.

The company's own goals need to be identified, and questions of effectiveness and prioritization are definitely an important factor. Once these questions are answered, you will have to find a way to achieve great results – and fast! Perfectionism, over-analysing, finding the perfect plan of action – efficiency in order to reach your goal should be the most important factor, along with the given timeframe, budget, information and capacities.

With growing information overload, it is getting harder for organisations and their executive staff to identify their key goals as well as finding the right strategy to achieve them. Trends, such as globalisation, digitalisation and decentralisation of knowledge using social media make it more difficult to make decisions in terms of how to proceed. Organisations have more trouble to dictate HOW something should be done, let alone WHAT exactly should be achieved to be successful.

Today's decisions must be made quickly and effectively by the individual and then implemented purposefully. Here, thinking structures, methodologies and inner blocks become more important than ever before.

Nowadays, the ability to quickly record and share information and personal development is becoming increasingly important. That way, flexibility and adaptability can be guaranteed. Effective and correct learning is becoming increasingly important in this context, because information often becomes obsolete faster than it is generated.

Effective and 'real' learning is becoming increasingly important in this context, as information often becomes obsolete faster than it is generated. Internal communication in the company and external communication with customers, suppliers and business partners is more crucial to success than ever before. In the implementation of our projects, the following factors are important to us:

Responsibility

We are aware of our high responsibility, which we bear in cooperation with your employees. Everyone has a certain attitude and prerequisite for learning, absorbs knowledge differently and needs a certain way of motivation and follow-up. We take this into account in every phase of the project - from analysis to implementation.

Relationships

Decisive in the communication are the attitude and the personal relationship between coaches and the communication partner. Each participant is supported and treated equally. We accept and encourage different personalities and characters in your workforce. We work exclusively with employees who have appropriate methodological and social qualifications as well as sufficient professional and industry experience. Only the combination of both components leads to an effective and maintainable training success.

On the same page

We work for people and with people. For this reason, you and your employees will have plenty of opportunities to get to know our trainers in advance. Top performance can only be achieved if the relationship dynamics is right. Values, working methods and the personality of all project participants contribute to the overall success of our workshops.

Further development instead of never-ending, "continuous training"

Our goal is to make people strong so that they can work independently, with motivation and with joy, and work towards a common goal. We don't achieve this with good advice and ready-made standards, but as experienced and responsible trainers, moderators and conflict managers who act in a situation-dependent and individual way. We are convinced that optimal communication is the prerequisite for any success.

After completion of a project, we will show you the factors that will ensure and continue the success and sustainability of the implemented measure. Work and learning should no longer be considered separately today – they should go hand in hand. With this requirement, training and development are part of everyday life and are no longer seen as a necessary evil or a control instrument.

You are the expert of your own company. You know your company best, and only you can change it. We contribute with our knowledge and experience and support you in this process. Even after the project has ended, the Jens Moeller Consulting employees will be there for you and your team and will provide you with our extensive knowledge network.

III. Who is Jens Moeller?



The Founder – Jens Moeller, CMC MIC, Dipl.-Kfm

Jens Moeller is passionate about increasing organisational and personal performance – as a Management Consultant, Coach, Author and Speaker. On a personal level, he is an expert in boosting others' creativity to find solutions for their critical challenges, and in giving their thoughts and ideas a structure to work with. On an organisational level, he supports companies to enhance their organisational performance according to their goals, KPI and strategies.

For more than 20 years he has worked as a management coach, consultant, author and speaker with more than 50 companies and organizations, coaching and coaching hundreds of professionals and executives. Early in his career, he spent six years at one of Europe's largest Business Process Outsourcing (BPO) companies.

He graduated with the highest German degree in Business Administration at Frankfurt Goethe-University ("Diplom-Kaufmann") with high accolades. As a graduate, Jens Moeller's passion for integrating various business approaches into effective and practicable concepts earned him the best thesis mark of his year. Jens holds the Certified Management Consultant (CMC) title, awarded by the Institute of Consulting (UK) in association with the International Council of Management Consulting Institutes.

Jens Moeller's broad industry experience includes some 40 household names and many small and medium-sized enterprises (SME), many of them leaders in their fields. Jens has

also worked with local government bodies, a number of global Top 10 Consultancies, with consulting divisions of large Professional Services Firms and with Capital Investors looking into Acquisitions. His broad industry experience includes the TMT sector (Telecoms incl. Internet, Media & Technology), Professional Services & BPO, Retail Banking, Oil, Pharmaceutical, FMCG Retail & Mail Order, Logistics, Local Government, Consumer Electronics, Automotive and Public Transportation.

His extensive project experience includes numerous major companies and companies such as ACE Insurance, Alliance, Algeco Scotsman, 1 & 1, BP / ARAL, Bosch, Canon, Daimler, Deutsche Telekom, E-Plus, General Motors (Vauxhall, Opel), General Motors Financial, Homeserve, Deutsche Post / DHL, KUKA AG, Landesbank Baden-Württemberg, Lufthansa (Airplus, Albatros Insurance, Cargo), NH Hoteles, O2, Opel Bank, Postbank, Sky, Liberty Media, Kabel Deutschland (Vodafone), the City of Aachen, Siemens Business Services and Toshiba.

On the other hand, Jens Moeller worked with many medium-sized businesses, such as Wackler SE (Office Cleaning, Facility Management, Temporary Work, Security), Hofmann Menü-Manufaktur, HAWESKO AG, Van Hees Gewürzmühlen (Food Industry), Henninger/Radeberger Gruppe (Catering, Food Industry), Energieversorgung Aachen, Mainova AG (Energy Suppliers), Enercity Hannover/Danpower Eesti (energy suppliers), VR Service Direkt eG (banking), Albatros Versicherungen (Insurance), Nassauische Sparkasse, PRICOA Capital Group and GENO Service Center (Financial Services), Hurtigruten (travel & tourism), YES Pharmaceutical Services, Mobilefun (FMCG electronics & accessories), Management Circle and Frost & Sullivan (Research & Business Events), Noetica und Datapulse (Enterprise Software), Management Circle and Frost & Sullivan (Events & Research), The Carphone Warehouse (Telekommunikation), ASEAG (Transport und Logistik), Atkon (moving picture-communication) and so-called „No names“ in their start-up phase.

His book on Outsourcing of Customer Management, 'Call Center Extern' (published by 'Deutscher Wirtschaftsdienst' in 2000) was one of the first of its kind in Europe. He is one of the quoted authors in the German Ministry of Economics' Call Centre Manual, a Best Practice guideline for companies and organisations on how to establish and operate call centres. In his sought-after presentations, workshops and seminars, hundreds of participants have enjoyed Jens' vital insights into organisational and personal performance.

Jens Moeller is an active member of the Institute of Consulting (IC), the Direct Marketing Association (DMA), the Institute of Directors (IoD), the Marketing Society, the Call Centre Managers Association (CCMA), the Great British Business Alliance (BBA) and an associate member of the Chartered Institute of Marketing (CIM). Based in London, he works with clients across Europe in English, German and French.

Please contact us at:

Telefon: +44 (0)7811 353 996
Mobil: +44 (0)20 799 32 415
Email: info@jmoellerconsulting.com
Web: www.jmoellerconsulting.com
Skype: [jensmoellerconsulting](https://www.skype.com/people/jensmoellerconsulting)
Xing: http://www.xing.com/profile/Jens_Moeller3
LinkedIn: <http://uk.linkedin.com/in/jensmartinmoeller>
Twitter: <https://twitter.com/JensMoeller>
Google+: <https://plus.google.com/102329521232876237164/posts>
Facebook: <https://www.facebook.com/jensmoellerconsulting>
YouTube: <https://www.youtube.com/channel/UCqaZ5-ZGOdVHqZVRB5ilt7A>

Feel free to follow us on LinkedIn, Xing, Facebook, Twitter and Google+!



IV. Our Training & Coaching seminars

1. Open seminars, eLearning and events in English

- All topics listed are offered both as group training sessions, followed by group coaching as well as one-on-one coaching.
- All of the topics below are also available as eLearning courses
- JMC has extensive experience in so-called "White Labeling". We also offer all seminars under the umbrella of your training department, training staff or academy.
- Founder Jens Moeller spent half a year in Silicon Valley and lived in London for over ten years. That's why JMC has a large number of English-speaking partners, and Jens Moeller is more than comfortable as an English-speaking trainer and coach.
- Please contact us at info@jmoellerconsulting.com to receive a custom offer within one business day.

2. Sales

2.1 Personal Sales, Client Retention and Customer Recovery

Challenges

- Customers complain about (in their opinion) a poor company performance
- Competition and customer expectations are constantly changing
- The internal organisation of the company and the associated organisational and technical activities are constantly changing as well, e.g. the introduction of an on-site electronic data collection by the sales representatives.

Learning Objectives

- Confident, positive and customer-friendly appearance and communication
- Recognizing and interpreting customer buying signals
- Submitting corresponding solutions and sales proposals in a timely fashion
- Applying the FAB formula in Sales: Features (product characteristics), advantages (advantages of these characteristics), benefits (benefits for the customer)

2.2 Presentation techniques in Sales

Challenges

- Loss of customer attention, e.g. 'Death by PowerPoint'
- Getting to the point – quickly and with purpose
- The customer wants to know what's 'in for him', however, he can only measure costs, not the performance

Learning Objectives

- The customer needs to experience your performance in your presentation
- Emotional presentations vs. Boredom: building up & sustaining the excitement
- Avoiding information overload, clear communication, summarizing the essentials
- Addressing and initiating further steps and actions: The call to action.

2.3 Negotiation techniques and discussions with regards to discounts

Challenges

- Customers are constantly trying to lower the price, often referring to lower cost competition
- Quite often, the comparisons are not justified, as services and performance are not on the same level
- Alternatively, customers often try to receive more services (quantity, complexity) for the same price

Learning Objectives

- Using the FAB formula (see above), coachees will be able to explain the differences in their own and competitive performance
- Coachees will also learn to make the resulting price differences clear, emphasizing that their own price-performance ratio is more attractive than that of the competition
- Coachees will be able to identify the background and intentions of various negotiating positions and use them for an optimal negotiation outcome, utilising the Harvard Negotiation Concept.

2.4 Telesales / Telephone Sales / Outbound Telephone Marketing

Challenges

- For outbound telemarketing campaigns, the customer is called without advance notice, and therefore surprised: the caller has to introduce himself, his services/products and the reason why he's calling – fast, effective and valuable
- Since the customer does not visually see the employee, all the means of body language are eliminated, which significantly increases the importance of the voice and its targeted use
- Negative media reporting adds to strong scepticism

Learning Objectives

- To overcome the fear of the customer reaction and to acknowledge the own call reason as valuable
- To present yourself and the reason for the call quickly and convincingly, as well as to use the voice and argumentation purposefully
- To use the FAB formula (see above) effectively in order to come to a conclusion

2.5 Inbound Telephone Marketing / Cross- and Upselling

Challenges

- Often, employees that answer incoming calls (inbound) are given additional cross- and up-selling tasks to make use of downtime and increase per-workplace value
- These employees are often instructed only briefly and thus feel overwhelmed ("I should sell right now!") or reject it fundamentally and silently (internal termination and service according to regulations)
- Frequently, the concept is also inconsistent with the actual usage data, making the employee feel overwhelmed by the ability to handle incoming calls and outgoing calls in a timely manner.

Learning Objectives

- Recognize cross-selling and up-selling as an improved service and distinguish it from traditional sales
- Understand your own weaknesses, and learn how to deal with them

- Utilizing the FAB formula (see above) and questioning technique in such a way so that potentials can be recognised and utilised.

2.6 Customer Recovery – by Phone

Challenges

- Customers who have the intention to leave are pretty much 'gone' already. Therefore, you need to treat them as a new acquisition, and probably have to put in a lot more effort
- When a customer plans on terminating the contract, it is usually due to previously ignored or insufficiently acknowledged series of complaints. Some of the causes can also be found in other departments, such as
- The termination is usually a series of previously unrecognized and not sufficiently recognized and treated complaints. Some of the causes can also be found in a variety of departments (e.g. collections, customer service, billing)
- Employees often lack the appropriate techniques and skills in terms of sales and dealing with customer complaints

Learning Objectives

- Analysing and updating the causes of customer dissatisfaction as well as customer motivation and need by using the Harvard negotiation method
- Redefine the benefits of your own products from a customer's point of view, thanks to targeted questioning techniques and the FAB formula
- Utilising possible opportunities with regards to cross-selling and up-selling

2.7 Sales Support (Appointment and After-Sales Support)

Challenges

- Employees often confuse appointments and after-sales support with sales
- The 'bird's eye view' is often missing: the realization that one's own results are reflected in the processes, e.g. of sale. With the consequence of classical distribution errors, e.g. the thought that an appointment MUST be scheduled, no matter the reason or the possible outcome.

- The control instruments of the interfaces, in particular between sales and appointments, as well as after-sales support, are often not ideal. For example, appointment scheduling often anticipates a certain number of appointments and then classifies their quality as "lead" or "appointment" without sufficient and understandable reasoning as inadequate. This leads to further frustration.

Learning Objectives

- Recognize the differences between making appointments, after-sales service and sales and overcoming their respective barriers
- Recognize and evaluate one's own performance in connection with sales and its local challenges and then take responsibility
- Recognizing weaknesses in the control instruments of the interfaces, in particular between sales and appointments, as well as after-sales support, to address them and to draw corresponding motivation from them

3. Service

3.1 Customer Inbound Telephony

Challenges

- Employees answering incoming customer calls are the company's 'business card'. Often, this awareness is lacking due to constant frustrations, such as customer complaints, and leads to dissatisfaction and negative stress, often associated with illness.
- They often lack the 'bird's eye view', their own place in the entire context of the company - and the recognition of their own importance and responsibility.
- At the same time, there is often a lack of updating the insights in the conversation with the customer. Perception as a communication professional suffers.

Learning Objectives

- Techniques of interviewing the customer including questioning techniques
- To classify your own position and responsibility in the company as a whole and to draw motivation from it
- To create a positive and objective distance between the person and tasks in order to avoid frustration, or in other words: If the customer says we are doing something bad, then we are not bad as a person

3.2 Collections – Customer-specific

Challenges

- Behind a "poor" payment behaviour of customers you will often discover either a hidden complaint or a current payment problem of the customer in general. The employee has must disting one from the other and act accordingly
- In addition, a distinction must be made between late payments and non- or partial payments.
- In the first case it is necessary to recognize the causes of the delay and to find a solution together with the customer. In the second case, the goal is to get paid at least partially, and still retain a good customer relationship.

Learning objectives

- Identify differences in the causes of poor payment habits and respond appropriately
- Das Gespräch so zu führen, dass gleichzeitig eine Lösung gefunden wird und der Kunde dies auch wirklich akzeptiert, so dass er langfristig gehalten werden kann, sofern dies geplant ist.
- Conducting the conversation in such a way that a solution can be found at the same time and the client accepts this very solution, ideally resulting in a long-term relationship with your customers
- Applying the appropriate techniques, such as the Harvard negotiation concept

3.3 Processing of complaints

Challenges

- Complaints are hidden "cries for help" – however, they can also be considered an enormous sales potential if solved appropriately
- The difficulty is, on the one hand, to move from an emotional to a material level – and to not take things personally.
- On the other hand, it is about creating a good customer relationship, in which cross and upselling opportunities can be identified and used.

Learning objectives

- Identify the causes of complaints and quickly find appropriate solutions
- Losing the fear of an angry customer and moving the conversation from the emotional level to the factual level in order to create a consensus.
- Recognise chances to cross- and upsell.

4. Management & Leadership

The following topics are specifically tailored to the needs of sales, marketing, and service managers.

4.1 Integrated Company Succession

Challenges for participants:

- This seminar is right for entrepreneurs who are faced with the challenge of selecting the right company successor and setting them 'on the right path'.
- How can you ensure that operations continue with the same drive and energy?
- What do I have to do to make sure my company still exists in the future?

Participants learn:

- How to identify the leadership, sales and communication talents of their chosen company successor
- How to promote and command these talents
- How to weigh up the talents of potential company successors before deciding on the successor

4.2 Successful Company Takeover

Challenges for participants:

- As a future company successor, you will face many challenges and issues related to decision-making in terms of leadership, sales and communication.

- Confidence and contact with employees and customers must first be built up, which often requires overcoming power.
- Ultimately, results are important as well as focusing on the strengths of the company.

Participants learn:

- How to make effective decisions
- How to build on strengths, prioritise, and focus on the fewest key areas where superior performance delivers outstanding results
- Effective leadership techniques: targeting, delegating, conducting employee conversations, quick and effective conflict resolution, effective team building, and natural authority through leadership style(s); motivation and performance
- How to communicate with/report to the predecessor, supervisory board and other committees
- Sales Management: the sales pipeline – from prospective buyers to customers
- Effective, goal-oriented communication – internally and externally

4.3 Change Management

Challenges for participants:

- Whether it's through internal (us, the company) or external (customers, competition, law, technology) dynamics, our organisation is constantly changing – consciously or unconsciously. This can be changes in processes, tasks, structures, responsibilities or technologies, to name a few.
- Many people are afraid of change. They reflect the fear of being overworked or even losing their job. The main causes are the human focus on negative things (risks) instead of positive things (opportunities).
- The manager's main challenge is to anticipate responses to change and actively managing (planning, implementing, controlling) how to deal with them.

Participants learn:

- Opportunities to communicate, involve employees, and take responsibility. This creates a sense of motivation and togetherness
- How to discuss the risks of change, identify solutions and opportunities. This means that any reservations or barriers can be resolved
- How to develop, implement and control a change management programme (according to KOTTER)

4.4 Project Management

Challenges for participants:

- In management today, most tasks are projects. You are tied to specific projects, campaigns or temporary tasks.
- A multitude of projects often causes slight confusion: tasks and subtasks get mixed up, resources are miscalculated or lacking and should be replaced. The aim is lost in view of the large number of tasks.
- Here, it is crucial to determine priorities, to set certain tasks specifically with people and to keep the overall planning under control.

Participants learn:

- How to set up, plan, manage and control projects
- How tasks can be delegated and controlled purposefully
- How to optimise this with the help of MS Project software

4.5 Leadership

Challenges for participants:

- Leadership does not take place in a vacuum, but first begins with the personal challenges faced by the leader.
- For this reason, the topics of self-management and team development merge into an overall management concept.
- From the point of view of the manager, it is important to first identify one's own challenges, to close gaps, and to effectively and sustainably eliminate barriers so that they can occupy a role model position and involve their employees in their journey.

Participants learn:

- To recognise their own personal strengths and weaknesses in a constructive way so that they can develop their own leadership style
- To “cascade” the goals of organisations so that they are self-sufficient and suitable for taking employees on the journey

- Effective techniques that help you to achieve your own leadership goals with your team within the framework of budget, time frame, and other resources: from collaboration in team meetings, to ongoing communication and steering, to annual meetings

4.6 Leadership of Virtual Teams

Challenges for participants:

- With the digitization and decentralization of our workforce, managers are increasingly faced with the challenge of having to effectively manage geographically dispersed employees.
- In doing so, their own tasks often intermingle, for example with company-wide projects and programmes with management responsibilities. There are often considerable difficulties in organising time windows for these two fields in such a way that project work is successfully completed and at the same time necessary management tasks are successfully carried out.
- With the increasing number of projects in day-to-day management, it is becoming more and more common today to have other specialists or executives in the role of project member or project manager within the context of the project. The manager is not authorised to give instructions to these people.

Participants learn:

- To effectively define and integrate the two fields of action, “participation in overlapping projects” and “leadership of one’s own team or department”, so that goals can be achieved
- Self-management and time management techniques to effectively contact and guide virtually dispersed employees
- Techniques for effective leadership in the digital age, such as continuous communication of the team’s mission (what do we want to achieve?), providing orientation and meaning (what is my role in this context?), concretising and tracking the task performance of each individual employee (who does what by what time?) as well as communication with the team (where do we stand, what is left to do before we reach our target?). Overall, these are the keys for successful leadership.

4.7 Conflict Management

Challenges for participants:

- Conflicts are normal in everyday business. They always occur when at least two different interests clash and cannot be reconciled.
- The challenge is to identify the causes of conflicts so that they can be resolved. This involves understanding the process of conflict generation and conflict management.
- Finally, it is important to train yourself to resolve conflicts in a personal conversation, so that an increase in performance can be achieved here.

Participants learn:

- How conflicts arise, what the process looks like, and how conflicts can be dealt with
- Conflict resolution techniques
- Progress control following conflict resolution

4.8 Employee Motivation

Challenges for participants:

- A lack of motivation often occurs when employees or executives feel under or over challenged.
- The manager's main challenge is to make those affected feel more involved.
- For this purpose, it is first necessary to describe the corporate context and then to set the tasks of the affected employees or executives in this context. In this way, affected employees recognise the value they bring to companies and the purpose of their work whilst receiving clear feedback.

Participants learn:

- To be objectively aware of the requirements of one's own position, to detach emotions from the context and to adopt the bird's-eye-view approach in relation to one's own performance

- To recognise the challenges facing the company in the market context and its own contribution to meeting these challenges
- What end results they will achieve through their work and how these results are inserted into the work of subordinate bodies or colleagues. Moreover, what is the end product of the entire work process and how is its performance to be appreciated in this context. In this way, participants get clear feedback on their work, a clear presentation of the requirements, as well as the tools to develop their own abilities in such a way that they can cope optimally with these requirements.

4.9 Process Training

Challenges for participants:

- Although business processes are the foundation of any organisation, there is often a lack of transparency in who does what to successfully complete a key process.
- The reason lies in the dynamics. Processes are constantly changing and should therefore be recorded, documented, and developed in such a way that they are electronically accessible and may also be updated in fixed cycles.
- The challenge lies in understanding why it is important to keep processes updated and documented, and how to efficiently keep processes up-to-date and accessible at all times. In this way, they can be used as a basis for any organisational or technical change.

Participants learn:

- Why processes are recorded and documented, why they need to be updated on an ongoing basis, and how they can be used
- How to document processes using Microsoft Visio software and conduct process interviews to capture process changes
- How to use processes to carry out work and tasks more efficiently and thus more cost-effectively

4.10 Team Leader / Supervisor Qualifications

Challenges for participants:

- The best employees are often promoted to team leaders or supervisors. But these top employees have not learned how to lead.
- In addition, team leaders and supervisors often have to lead former colleagues as a superior. This often results in acceptance problems on both sides.
- In addition to leadership, there are the challenges of measuring and optimising performance, reporting, presenting, and finding performance inefficiencies for optimisation activities.

Participants learn:

- How group dynamics work and why team performance is essentially determined by the performance of the weakest link
- The requirements for staff management are known and practiced
- To recognise and interpret metrics of business performance, team performance, and individual performance. From this, they can draw conclusions for future management tasks

4.11 Team Training

Challenges for participants:

- Teams or workgroups often don't know each other as well as you think. The unique talents of each team member are often unknown to every other colleague.
- It follows that team tasks are not often distributed effectively. In addition, misunderstandings and conflicts often arise as a result. Work methods and tasks that are simple for one person can be very difficult for another.
- The main challenge for the team is thus to distribute the incoming tasks effectively to individual team members and to consider the usual dynamics of day-to-day business in such a way that one person is there for another and vice versa. This creates an awareness of group affiliation, achievement recognition, and motivation.

Participants learn:

- How group dynamics work and why team performance is always determined by the performance of the weakest link
- Which unique talents their teammates have and how they can use them to best manage teamwork
- Based on a case study on how to effectively distribute team tasks in the group so that no colleague is over or under challenged

4.12 Self-Management / Time Management

Challenges for participants:

- The modern business organisation requires employees to be more flexible as well as an increasing range of attention to the most complex facts.
- The individual employee or manager simply feels overwhelmed by the amount and complexity of requirements within the available working time. The result is regular overtime, medium-term burnout, and reduction in creativity and job satisfaction. This in turn means the quality of results suffers.
- The main challenge is not to push complex tasks more and more in the time available. Rather, it is important to recognise what is and isn't important as well as to recognise the causes of urgency, to draw conclusions about priorities, and to effectively organise one's own work accordingly.

Participants learn:

- How to recognise and apply the differences between classic time management and effective prioritisation and execution of tasks
- To understand basic techniques, such as the Edward S. Eisenhower Principle or the Pareto Principle, and apply them to everyday life
- Using case studies on how to organise your own work so that you can get by with the time available, avoid time-wasting stress, and achieve optimal results

4.13 Executive Coaching / Management Coaching

Challenges for participants:

- Every person has strengths and weaknesses. Executives often first perceive the signs of challenges that cause them difficulty in everyday life. The task of the coach is to

first define, together with the coaching participant, which areas the participant would like to make progress in.

- Afterwards, a gap analysis is performed – mirrored back from the point of view of both the coaching participant and the coach.
- Based on this analysis, the learning objectives are defined and a common route developed to achieve them.

Participants learn:

- To recognise their own performance from the mirrored perspective of the coach
- To know what drives their own performance
- To work on their own strengths, develop them further and find a solution to their weaknesses

4.14 Gain the upper hand with proper English language

Challenges for participants:

- In an increasingly globalised world, it is becoming more and more important for many professionals and executives to use English. What does that mean in concrete terms? Most of the time, it's not about being confident in using English in negotiations. Rather, it is important to be aware of and apply the essential formulations that are important for one's own everyday life.
- Founder Jens Moeller spent half a year in Silicon Valley and then lived in London for ten years. He not only knows the linguistic traps in which we Germans frequently fall into, but also the cultural ones. Be it, from the German point of view, lumping together American business culture with that of England or even "accent English" cultures (India, for example). Whether it be the German way of getting straight to the point or even having or demanding extremely high expectations of the immediate "reliability" of the counterpart against the background of German values. This often leads to conflicts and project barriers.
- It is often found that basic language training – such as that of a language school – is not directly helpful for one's own work processes and challenges, since there is a lack of *concretisation on the daily work routine*. Here, an approach is needed that starts from individual processes and daily challenges and is also very selective, i.e. focused on rapid gains in linguistic/cultural performance.

- Even in German companies, English is fast becoming the main language of the company or project. This can often be seen in subsidiaries of global corporations, in service providers with global customers, or in the cooperation of German companies with global partners. It is often necessary to follow project management in English (project plans, presentations, protocols, WebEx conferences, etc.) whilst speaking to your own staff in German.

Participants learn:

- To recognise the most important linguistic challenges and formulations against the background of their job, their own workflow, and everyday life
- To break down their own barriers and at the same time build up joy and motivation to initiate and maintain a positive on-the-job learning process
- Easy-to-use and effective formulations for typical situations in your daily working life, which immediately gives you a clear advantage when meeting English-speaking partners

V. Our Advantages – Your Benefits

We can provide all listed seminars, training sessions and coaching both as **internal events** and as **open seminars**. If you would like to attend an open seminar or would like to register an employee, please contact us for the next available appointment. Send us a short email at info@jmoellerconsulting.com and we will get back to you within one business day.

Interaction turns the persons involved into participants, motivates them, and increases performance

Jens Moeller Consulting – seminars and training sessions are *interactive*: participants are actively involved to a very high degree. This requires the participants to actively think and organise themselves. As a result, the available potential knowledge within the entire group is used. The Jens Moeller Consulting Trainer moderates and motivates the participants to exchange knowledge. This way, knowledge is optimally absorbed and can be used continuously after training.

Continuous knowledge and personnel development

Our approach is the result of our trainers' years of experience and guarantees your company the smooth transition from one-time training to continuous development of personnel and knowledge. And you are sure to be aware of the advantages: increase in employee and client satisfaction, reduction in turnover, preservation and development of competitive advantages in client dialogue and thus strong, trusting and loyal relationships with your customers and prospects. Companies of various industries and sizes already benefit from individual training concepts as well as advice in internal and external communication. We are happy to send references upon your request.

Jens Moeller Consulting –Training and Coaching sessions are:

- **Flexible:** New, valuable information can emerge about or from the participants during seminars, which requires a flexible adaptation of the seminar content. Our trainers are trained to make such flexible adjustments when it makes sense to do so. As a result, participants see an increase in the acceptance and success of the seminar.
- **Practice-oriented:** In training-on-the-job or management coaching, participants will later receive feedback on their behaviour and also benefit from the experience of the trainers and constructive practical tips.

- **Motivating:** The motivation of the managers and/or employees is an integral part of all seminar content. Executives then gladly implement the crucial elements of high-quality management work and present themselves as being motivated, which is so important for the motivation of the employees. Employees will then enjoy their own work and transfer that impression over to the customer.
- **Oriented to learning needs:** Your trainer is also a consultant for you and all participants – not only during, but also before and after the seminar. After each seminar day, they will be available to offer you advice. Your opinion and that of the seminar and training participants is particularly important to us. That is why we attach great importance to relevant feedback.
- **Focusing on the requirements of your customers:** We lead your employees to exceed the expectations of their customers and prospects, thereby increasing their success in customer acquisition and retention – be it in terms of performance and/or cost of customer dialogue. After all, these are the core goals of all education and training measures.
- **The Jens Moeller Consulting advisory service:** Our trainers have extensive practical experience in what they convey to their employees. They know the topics like the back of their hand and convey personal experiences as well as the findings from countless training events. You will notice that they go beyond the boundaries of the training session and recognise challenges in the interfaces. We comprehensively tackle the challenges together with you.

VI. What now? The next steps...

On the next page, simply tick the topics you are most interested in and then get in touch with us. We will then discuss your requirements together and you will receive a same-day offer for a training, coaching or workshop package. Would you like more information? Do you have any questions or suggestions? We look forward to your call, email or letter! You can contact us at:

JMC Jens Moeller Consulting Ltd.

20-22 Wenlock Road
London, N1 7GU
United Kingdom

Registered in England & Wales No. 6028549

|

VAT No. 917 1186 28

Telefon: +44 (0)7811 353 996

Mobil: +44 (0)20 799 32 415

Email: info@jmoellerconsulting.com

Web: www.jmoellerconsulting.com

Skype: [jensmoellerconsulting](https://www.skype.com/jensmoellerconsulting)

Xing: http://www.xing.com/profile/Jens_Moeller3

LinkedIn: <http://uk.linkedin.com/in/jensmartinmoeller>

Twitter: <https://twitter.com/JensMoeller>

Google+: <https://plus.google.com/102329521232876237164/posts>

Facebook: <https://www.facebook.com/jensmoellerconsulting>

YouTube: <https://www.youtube.com/channel/UCqaZ5-ZGOdVHqZVRB5ilt7A>



Please mark the topics you are interested in below and send this page to info@jmoellerconsulting.com or send us an eMail.

Please contact me: _____ (name) , _____ (company)

on _____ (date) at _____ o'clock.

Phone number: _____ / eMail address _____

I'd like to learn more about the following topics:

1. Open seminars, eLearning and events in English

2. Sales

- 2.1 Personal Sales, Client Retention and Customer Recovery
- 2.2 Presentation techniques in Sales
- 2.3 Negotiation techniques and discussions with regards to discounts
- 2.4 Telesales / Telephone Sales / Outbound Telephone Marketing
- 2.5 Inbound Telephone Marketing / Cross- and Upselling
- 2.6 Customer Recovery – by Phone
- 2.7 Sales Support (Appointment and After-Sales Support)

3. Service

- 3.1 Customer Inbound Telephony
- 3.2 Collections – Customer-specific
- 3.3 Processing of complaints

4. Management & Leadership

- 4.1 Integrated Company Succession
- 4.2 Successful Company Takeover
- 4.3 Change Management
- 4.4 Project Management
- 4.5 Leadership
- 4.6 Leadership of Virtual Teams
- 4.7 Conflict Management
- 4.8 Employee Motivation
- 4.9 Process Training
- 4.10 Team Leader / Supervisor Qualifications
- 4.11 Team Training
- 4.12 Self-Management / Time Management
- 4.13 Executive Coaching / Management Coaching
- 4.14 Gain the upper hand with proper English language