

DEVELOR IN CENTRAL EUROPE

Since its foundation in 1992 DEVELOR has become the fastest growing knowledge network in Central and Eastern Europe. Until 2003 the company was a member of the Dutch *DOOR International B.V.* global network. As a result of its dynamic development Develor became the market leader in the Central European region by 2002: as regards to its income, the number of employees, the wide range of services and the size of its clientele, too.

A EUROPEAN COMPANY

Besides the headquarters in Hungary, Develor affiliates operate in the following countries:

- Slovakia
- Slovenia
- Croatia
- Czech Republic
- Romania
- Poland
- Bulgaria
- Turkey
- Ukraine



Moreover, we have partner companies in Russia, Egypt and Switzerland.

The *DEVELOR network* operates in 15 languages, on European values, realistic expectations and European thinking. In recent years it carried out many international and regional HR development programs. In addition to its own programs, DEVELOR is also the representative of the Scotland-based Insights personality typology system.

EXPERIENCED, SECOND-GENERATION TRAINERS AND COUNSELLORS

Our trainers, counsellors and coaches have many years of training and professional experience worked as managers in various organisations and companies. Therefore, they are not merely theoretical experts, but during the training program can also provide participants with real-life examples and give them practical advice.

SYNERGY OF METHODS: TRAINING, COACHING, CONSULTING

The synergy of these three devices – training, coaching and consulting -- can help overcome individual and organizational obstacles and bring about the desired changes. Effective development is assisted by the custom-made diagnostic and measurement methods. DEVELOR does not set the objectives to the means, but devises a necessary means to achieve the objectives of its partners.

METHODOLOGICAL BACKGROUND OF DEVELOR

Develor's mission as a training and consulting company is to develop knowledge and skills and improve the organization's internal procedures and systems and thus to increase its client's performance through complex methodology which far outreaches usual training programs. Thus, our major strength is based on skills development.

MEASURABLE DEVELOPMENT

Develor ensures measurability during its training programs. We have developed assessment methods which range from the very simple but efficient techniques to the more complex solutions.

DEVELOR PRODUCTS

Besides offering training programs, Develor can also provide complex service packages comprising the optimal mix of training, coaching and consulting, in order to achieve set goals or solve existing problems.

COACHING AND SUPERVISION

Individual professional coaching, • Individual executive coaching • Group coaching • Team coaching • Supervision

CONSULTING SERVICES

Development of an organizational coaching system • Diagnostics/development of performance appraisal system • Diagnostics of incentive systems • Career planning systems • Development of internal communication processes • Customer care standardization process

DIAGNOSTIC TOOLS

180°/360° feedback • Assessment Center • Development Center • External and internal partner satisfaction survey • Employee satisfaction survey • Knowledge tests

COMPLEX DEVELOPMENT SOLUTIONS

Leadership Academy • Leadership Academy with Supervision • MasterShiftManager Program I - III • MasterLogisticsExpert Program • Key Account Academy • Communication Academy • Train the Trainer Academy • Advanced Customer Care Program • Effective Assistant Program

TRAINING COURSES

Management and leadership skills Managerial role • Managerial communication • Motivational leadership • Manager as a motivator • Manager as a coach • Management by Objectives (MbO) • Performance appraisal system • Effective teambuilding • Change management • Recruitment and selection • Job orientation

Personal effectiveness skills Self-knowledge • Personal effectiveness • Time management • Conscious communication • Assertive communication • Conflict handling • Presentation techniques • Convincing presentation • Managing meetings • Negotiation techniques • Negotiation techniques I. (Fundamentals of negotiation) • Negotiation techniques II. (Negotiation strategies and tactics) • Stress management • Stress release • INSIGHTS® - Personal effectiveness I-II. • INSIGHTS® - Team effectiveness

Professional knowledge and skills Project management • Human Resources for executives • Finance for non-financiers • Commercial calculations • Corporate finances • Business etiquette and protocol • Public and media appearances • Labor law

Sales skills Sales to consumers • Sales to wholesalers • Business to business sales

Team building programs Develor Mission Program • Combined programs • Columbus Program • Adventure programs

REFERENCES

PUBLIC ADMINISTRATION

Development Center & Assessment Center tailor-made for EU and public administration tasks, Hungary - Since late 2008 until Aug 2009, the project aims at measuring competences to fulfill duties during the 2011 EU Presidency. Commissioned by the Government Personnel Service and Public Administration Training Center, Develor measures competence of 850 state officials and other appointed and applying professionals who are planned to hold committee member positions.

MDAAR - MINISTRY OF STATE ADMINISTRATION AND ADMINISTRATIVE REFORM, SOFIA, BULGARIA -Development and delivery of a training series for 250 state administration employees in Oct-Nov 2008. Topics: Strategic planning in the human resources management domain, Project management within the context of HRM, Training needs analysis; techniques for development of the HR units, HR conflict management, problem solving, Interview skills for personnel recruitment in the state administration.

Government Personnel Service and Public Administration Training Center, Hungary - a comprehensive organizational development and organizational culture change support project titled "Performance Appraisal Training Programs" for the entire management of government offices and central offices in Hungary, carried out with EU support. The objective is to maintain the reinforcement of professional, client-centered and efficient work, to assist in the development of managerial work, and to accelerate the realization of Governmental reform efforts and organizational culture change.

Develor introduced the new Performance Assessment (PAS) system and its applications via presentations, delivers management feedback (coaching) training programs, and IT training programs assisting in the application of PAS software for more than 5,700 members of middle and upper management, as well as an additional group of 700 public administration employees. Furthermore, Develor carries out 360-degree evaluations for 2,100 managers, which means more than 20,000 data surveys. In total, 54 central offices and 88 regional organizations are participating in the HR development program carried out by more than 35 trainers and consulting specialists on 355 training days and 2,100 consulting hours from the end of September till the end of November 2008 – altogether in the course of 2 months.

Prime Minister's Office, Hungary - in Sept-Oct, 2007 development and introduction of a Coaching Training for top managers and heads of units at all ministries and the government office (900 participants in 45 groups), which has been consequently followed up with a Performance Assessment Training for 5200 participants in 65 groups in Oct, 2007 attended by the same top managerial level of government institutions.

Ministry of the Economy and Transport, Hungary – between Oct 2007 and May 2008, 30 days of Leadership Training and 30 x 0,5 days of Leadership Coaching Training for 2 x 65 participants.

BUSINESS SECTOR

OTP Bank – the company launched their strategic initiatives training (START) in 2005 to improve sales efficiency of the retail network. The project essentially reshaped OTP retail banking processes plus included skill development and motivational elements for front office staff. After a successful consulting and piloting period in 2006 the Hungarian roll-out covered more than 1200 bank clerks. Following the analysis and evaluation of achieved results, the project was implemented at several other OTP affiliates, namely OTP Romania, OBH-OTP Banka Hrvatska, OTP DSK Bulgaria, and OTP Slovakia. In the period of 2006-2008 more than 5000 OTP bank clerks attended various training courses of the START project in 5 countries.

MNB (Central Bank of Hungary) – Executive Coaching (5 participants in 2006-2008), Management Training Programs (80 participants in 2006), Improving Communication Skills (80 participants in 2007-2008), Improving Customer Orientation Competencies (24 participants in 2007-2008).

Nissan – in 2005, the company selected Develor to be regional supplier for its new Nissan Sales Central Europe Operations (NSCE). This center is responsible for 4 countries (PL, CZ, SK and HU). As a corporate policy, Nissan looked for an outsourced training provider. The agreed service portfolio includes training delivery of all non-technical courses to the dealer network and all related logistics (venue, course, room&board arrangements, and participant correspondence) attended by sales and customer services employees of the dealer network. The service-level agreement has been in effect since 2005.

Puma – In 2007, PUMA CEEMEA chose DEVELOR as an exclusive supplier of BE NICE retail development program. It was an excellent demonstration of DEVELOR standardised approach and regional delivery capabilities - within a year, we trained approx. 500 people from Istanbul to Moscow, with the same know-how, across 7 different countries, in local languages from assistant to managerial level.

Zentiva – Zentiva Inc. cooperates with Develor since mid-2005 as a result of a regular tender. The first assignment focused on managerial courses (leadership) and basic competences (communication, goal orientation) of sales representatives and product managers, covering 16 training groups in the Czech Republic, resulting in 100 training days in the period of January 2006 – August 2007. The average scores of the participants' evaluation (on the scale 1-5) are 4.5 (training) and 4.8 (trainer's performance). Soon, the collaboration has spread into the region: Baltic States, Slovakia, Romania and Bulgaria. In 2007, Develor was invited to tender for Czech non-commercial division and was chosen to deliver soft skills training courses in 2008-2009.

SONY - Sony Central Europe (SOCE) is a cluster of 4 sales companies located in Prague, Bratislava, Warsaw and Budapest. As a part of a change management program Think Fresh, SOCE HR Team implemented a standardized training program focused on facilitating company culture change, to bring in new employee behaviour. To facilitate this process, 4 workforce competency clusters - Efficiency, Business Focus, Customer Orientation and Interpersonal Skills - were created based on Sony Europe performance management system Workstyle which are critical for all positions within sales companies.

During the tendering procedure, Develor has proven to be the best regional training provider and has been selected to both design and deliver the Think Fresh Program for all SONY staff below management level in the Czech Republic, Slovakia, Poland and Hungary in 2007-2008. By the end of this program, employees were able to perform above mentioned behaviours and had awareness of key expectations about behaviour in each competency area.