

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