

## Analysis of working conditions

### Added value for customer

- Identification of weaknesses, reduction of friction and added value losses
- Avoidance of overtime and absenteeism
- Prevention of quality losses

### Objective

Improvement in working conditions.

### Contents

- Diagnostic process analysing complete organisation or individual areas for organisation, efficiency, processes, communication, customer focus, objectives, motivation, leadership qualities, stress factors and people satisfaction

### Example

- Determine specific requirements
- Conduct analysis of working conditions with computer-based data collection and evaluation
- Analyse weaknesses
- Develop a catalogue of improvement actions
- Communicate the results to top management

## Development of high-performance teams

### Added value for customer

- Identification and solution of neuralgic weaknesses in working teams
- Use of human resources

### Objective

Improvement of work efficiency and teamwork quality. Avoidance of friction losses in teams with regard to the future.

### Contents

- Analysis and diagnosis procedure for team and group work
- Analysed areas: Efficiency, motivation, organisation, cooperation, corporate culture, work environment, conflicts of interest between team members and leaders
- Presentation of results in 77 dimensions

### Example

- Determine areas for analysis
- Conduct computer-based analysis procedure
- Evaluate analyses
- Workshop with team leaders and personnel department to eliminate weaknesses
- Work out proposals for treatment of symptoms and regulation of causes
- Prepare a change kick-off

## Management development

### Added value for customer

- Precise determination of management behaviour in existing or future executives
- Personnel-oriented coaching and qualification plans
- Avoidance of miscasting and superfluous qualifications
- Short-term added-value increase

### Objective

Introduction of functioning management development according to specific objectives from top management and Introduction of quality standards to executive recruiting.

### Contents

- Identification and review of competence and success criteria in the areas: MM techniques, ability to cooperate, consensus finding, entrepreneurial thinking and acting

### Example

- Develop management profiles
- Management analysis for each executive
- Develop a strengths / weaknesses profile
- Review of results with the executive
- Target / actual value comparison with the organisation's mission statement
- Develop a coaching plan
- Compile tips for further development for the executive
- Evaluation meeting with top management and personnel head



## Open space

### Added value for customer

- Economical large-group conference with 50 or more people
- Added value through increased motivation

### Objective

All employees participate in QMS. Conference subjects determined by the participants' concerns. Embed QMS within organisation structure.

### Contents

- Structured conference for large groups according to the Harrison Owen method

### Example

- Determine issues and venue
- Develop and evaluate the activating questionnaire
- Conduct the conference (at least 1 day)
  - Describe procedures
  - Collect issues
  - Organise group discussions
  - Prepare documentation
  - Determine further steps
- Facilitation



## Personnel recruiting

### Added value for customer

- Systematic personnel recruiting and avoidance of miscasting
- Support for personnel department

### Objective

Fill positions according to requirements.

### Contents

- Identification of job profiles with the job-skill method
- Determination of search strategy
- Pre-selection of applications
- Assessment of professional and social competences
- Assessment of necessary on-the-job training
- Preparation of a structured interview
- Preparation of training plans

### Example

- Individual interviews according to the job-skill method
- Computer-based analysis methods
- Technical of specific tests
- Assessments

## Identification of qualification needs

### Added value for customer

- Systematic identification of qualification needs in social competence
- Specific personnel development
- Added value through efficient use of human resources
- Support for superiors in difficult employee interviews
- Health check for personnel development actions

### Objective

Introduction of a sophisticated personnel development system in accordance with standards.

### Contents

- Identification of soft facts for professional success
- Measurement of potentials in the areas performance dynamics, interpersonal environment, will for success and ability to take stress in 17 dimensions
- Output: report for each participant and the organisation with proposals for personnel development and qualification

### Example

- Determine requirements of the organisation
- Conduct tests
- Evaluation interview with each participant
- Evaluation with superior, personnel head
- Proposals for personnel development
- Review of effectiveness of training
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