

change

Consulting Company

People and organisations in times of change

facts

philosophy

profile

change

figures

conceptchange

change Consulting Company was founded in 2004. The company has an ever-growing customer base including companies from industry, trade and services.

Subject competence focuses on consultation for processes in the fields of **sales, marketing, service and strategy**. The second core competence lies in assisting people going through business-related or private **transformation processes**.

Our customers value our tailor-made consultancy services emphasising ingenuity, creativity and professionalism.

Our motto is – we assist "**people and organisations in times of change**".



Seminars for your
Maintenance Organisation

A close-up photograph of a person wearing a dark blue uniform, holding a bright blue hard hat. The person's hands are visible, gripping the sides of the hard hat. The background is a blurred industrial or construction site.

Qualification Solutions for your technical Maintenance Organisation

**The qualification program for your company
acting in the challenging B2B market for
system solutions**

change

Consulting Company

People and organisations in times of change



Your maintenance organisation has the extras: Customer orientation, commercial understanding and customer consulting



Know Your Customer - Expert

3-day development programme for the soft skill topics *customer consulting* and *business skills*.

The maintenance engineer works based on facts and solution oriented. His job is to solve a technical problem in a very short time. He has the competence to decide independently at customer's site. This means: Dealing with the customer sensitively, using a smart communication, identifying bottle-necks and addressing them actively in order to support growth of the own maintenance business. This skills describe the job of a maintenance- and service engineer as a „consultant of the customer“. KYC-E addresses exactly these job potentials which make the difference in comparison to other maintenance organisations.



Know Your Customer - Advanced

2-day development programme for the soft skill topics *customer orientation* and *customer communication*.

The maintenance engineer is the face to the customer. His appearance, his way of communication and his professional attitude leave footprints at the customer side. The maintenance engineer often works under time pressure and under unplanned conditions. He needs to deal with conflicts and tension professionally. This seminar empowers the maintenance engineers to communicate and behave professionally. Intercultural aspects are a part of the job enrichment. Your employees make the difference and they differentiate your organisation from other maintenance organisations.

The target group is engineers, industrial engineers and graduated engineers working in maintenance- and service organisations.

The *Know Your Customer Programme* is following this idea: Your maintenance organisation is mostly at customer site. They know the customer needs best. The impression they leave at customer site makes the difference! Imagine every service engineer would go the extra mile. They take the opportunity to consult the customer by using their observations they made during the maintenance job. This is a real win-win situation. What a chance for future growth and higher customer satisfaction.

What will boost your maintenance organisation and what will make the difference in future?
– The competence to consult your customer - the soft skills of your employees. Shape the situation to have a successful customer conversation, being communicational and service oriented and to consult the customer in technical issues. This builds a long-lasting customer relationship and develops your business. The seminar family *Know Your Customer* will help you to achieve these goals.



Know Your Customer - Advanced

KYC-A benefits

The service- and maintenance engineer makes the difference at customer site. Beside the technical know-how, the customer also expects professional communication skills. This is key, especially in critical customer situations. Your customers value the cooperation also because of your professional attitude.



Target group

Engineers in maintenance- and service organisations who would like to develop their communication skills and their professional customer behaviour.

Individual benefit

The customer will have a professional impression of you. Your behaviour, attitude and soft skills are decisive. You are the face of the company and as the representative of your company you will leave footprints which will be remembered.

The content of the seminar is::

- Professional communication techniques in typical business situations
- Customer orientation is a key success factor and a part of our attitude
- How to cope with business conflicts in a professional way
- Communication in intercultural business situations

Didactics and approach

Perfect methodology and theory alternate with workshop elements. The coach provides the participants with his vast experience in business and fosters the exchange of experience within the group as part of the seminar. Different types of media are used depending on the topic to be covered. The goal is to initiate changes in the participants by experiences made in the seminar.

In a nutshell:



- A two-day development programme for maintenance- and service engineers.
- A maximum of 12 participants.
- The impression your service organisation makes at customer site makes the difference! It's about soft skills.
- The goal is to empower the service engineer to be seen as a professional service- and maintenance partner.
- The seminar focuses on the following topics::
 - Communication techniques in typical business situations
 - Customer orientation
 - Conflicts in customer situations
 - Intercultural communication
- The seminar is available in English and in German.

change

Consulting Company

People and organisations in times of change



Know Your Customer - Expert

KYC-B - seminar benefits

The seminar will boost a quick and safe change process. A technical and product-oriented focus will be expanded towards a more customer focused, consultative and commercial oriented behaviour.



Target groups

Experienced service engineers making decisions and acting on the spot independently.

Individual and company benefit

Every participant will practice techniques to be seen in the eyes of the customer as a

- technical expert, problem solver and trusted advisor.

Relationship skills and business thinking will be for individual and company benefit. KYC-B makes the difference between a good and very good service engineer.

The participants are asked to contribute practical cases to the seminar to be dealt with and discussed.

The service engineer department has a lot of contacts into the customer organisation. Make them the ambassadors of your company and the consultants for your customers. The benefit will be new additional service projects and increased customer satisfaction.

Didactics and approach

Perfect methodology and theory alternate with workshop elements. The coach provides the participants with his vast experience in business and fosters the exchange of experience within the group as part of the seminar. Different types of media are used depending on the topic to be covered. The goal is to initiate changes in the participants by experiences made in the seminar.

In a nutshell:



- A three-day development programme for experienced service engineers.
- A maximum of 10 participants
- Communication and business skills make the difference for the customer. The service engineer becomes the problem solver and trusted advisor of the customer.
- The seminar focuses on the following topics:
 - Customer dialog techniques
 - How to deal with difficult customer situations?
 - Creating demand and consult the customer
 - Professional intercultural behaviour
- Perfected didactics and utilisation of various types of media
- The seminar is available in English and in German.



change Consulting Company

Company

change Consulting Company was founded in 2004. The company has an ever-growing customer base including companies from industry, trade and services.

Subject competence focuses on consultation for processes in the fields of sales, marketing, service and strategy. The second core competence lies in assisting people going through business-related or private transformation processes.

Our customers value our tailor-made consultancy services emphasising ingenuity, creativity and professionalism.

Our motto is – we assist "people and organisations in times of change".

Philosophy

We - as an organisation and as people – are part of a continuous transformation process. This change stands for life, competitiveness and the power of something new.

Our company logo symbolizes a wave and water – the embodiment of continuous flow and movement.

"There is not one thing without movement."

Lorenz Oken, Textbook on Natural Philosophy

Approach

The approach is based upon the introduction of experienced competence for reflection, thus identifying and integrating people into this process. A joint work which builds bridges towards your goals and values – this is your benefit from a cooperation with us.

Qualification and Profile



Particularly in consulting, coaching and training it is highly significant to be able to work with an experienced partner.

Rainer Krämer was born in Mannheim in 1963. He is married and has 2 children.

He completed his studies of electrical engineering (graduate engineer), a postgraduate course of business administration (industrial engineer (university of applied science) and an 18-month training course to become a certified psychological counselor with a specialization in conversational therapy, NLP and clinical hypnosis.

He has acquired his professional experience in sales, business development and as company executive in Siemens, Siemens Nixdorf, Cisco Systems, Novell and Cambridge Technology Partners.

change

Consulting Company

People and organisations in times of change



change – In reality, people and organisations never become better or worse, just different

change consulting company has placed its main focus on transformation processes of organisations and people.

Changes depend on those people pursuing them, who are an integral part of them. This simple conception is the basis for our service portfolio:

Consulting in the fields of:

- ↳ Strategy
- ↳ Sales
- ↳ Marketing
- ↳ Services

Coaching in the fields of:

- ↳ Business coaching
- ↳ Personality coaching

Seminars in the fields of:

- ↳ Leadership training
- ↳ Sales training
- ↳ Personality training
- ↳ Service orientation

Can we separate these competences?

Our approach is based upon the introduction of experienced competence for reflecting contents and processes, thus identifying and integrating people into the process. A joint work which builds bridges towards your goals and values – this is your benefit from a cooperation with us.



change Consulting Company

Kaiserstuhiring 7
68239 Mannheim
Germany

Consulting · Coaching · Training

Rainer Kraemer

Graduate Engineer
Industrial Engineer
Certified Psychological Counselor

Phone.: +49 621 48 43 711

Email: rkraemer@change.de.com



www.change.de.com