Heinz (Henry) Frey, M.A.
International Training & Consulting Profile



TRAINER & CONSULTANT, COACH & FACILITATOR
Your People Performance Expert Deutschland / USA
with 30 years + of international experience & expertise

Heinz (Henry) Frey, M.A.
International Training & Consulting
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Partnering with RdS Training & Consulting Website: www.rdstraining.biz
Partnering with AEG SIGNUM Website: www.aeg-signum.de
Diverse international networking partners

SCOPE OF SERVICES / Leistungsspektrum:
Helping people deliver better performance @ work

- 1. Performance Management / Leistungsoptimierung (enabling performance improvement)
- 2. Leadership & Change / Führung u. Veränderung (moving change forward)
- 3. Competency Development / Kompetenzentwicklung (growing winning teams)
- 4. Sales & Service / Verkauf u. Kundendienst (building customer relationship)

❖ QUALIFICATIONS / Qualifikationen

Performance Consultant (ISPI – International Society for Performance Improvement); zertifiziert für Benchmarks® (360°Feedback) u. H.D.I. ® (Persönlichkeitsprofil); Certified Trainer in the Applications of NLP in Business (Society of NLP / USA); Dialog Process & Inner Teacher (Prof. Lynn Dhority / USA); Betriebswirtschaftliches Seminar mit Fachprüfung (DAG); diverse firmeninterne Seminare: Führungskräfteentwicklung, EDV, Qualitätsmanagement, Projektmanagement, Prozessmoderation, Moderne Methoden, Verkaufstraining, usw.; B.A., M.A. (M.Ed.) Germanistik / Pädagogik / Psychologie

❖ PROFESSIONAL CAREER / Beruflicher Werdegang

(personal motto in life since the age of 15: helping others help themselves / Hilfe zur Selbsthilfe)

- 2004 - International Training & Consulting (self-employed); Management Consulting, Workplace Learning & Performance. Clients include automotive, industrial engineering, IT services, logistics, pharmaceuticals, power & utilities, starch manufacturing, business academies / universities, European Commission, U.S. Department of State. Also partnering with RdS Training & Consulting. http://www.rdstraining.biz

- 1997-2003 Management Consulting (Management Consultant, Coach & Trainer for performance management, change process facilitation, management development, human resource development, international performance improvement, multinational team development). Clients included automotive, crop science, industrial engineering, gas pipeline support, home products, IT services, marketing media, medical technology, microelectronics, mobile communications, power engineering, railway systems. http://www.aeg-signum.de

- 1977-1997 Engineering / Automotive Industry (Daimler-Benz Industrie ⇦ AEG Aktiengesellschaft ⇦ AEG-Telefunken AG // Management Trainer; Change Process Facilitator & Conflict Mediator; Individual & Team Coach ⇦ Bildungsreferent International Communication & Cooperation ⇦ Leiter Fremdsprachen – Interkulturelle Kompetenz). http://www.daimler.com

- 1967-1977 Educational Systems (Teacher USA / D). Gymnasiallehrer (Englisch / Politik / Sozialwissenschaften). http://www.jsg-nv.de Pennsylvania State University University Graduate Assistant (German). High School German I-V Teacher. http://lhswildcats.org U.S. Army (USA / Deutschland). High School German I-IV Teacher. http://www.zbths.org

❖ PROFESSIONAL MEMBERSHIP / Berufsverbände

American Chamber of Commerce in Germany (AmCham); American Society of Training & Development / Workplace Learning & Performance (ASTD); International Society for Performance Improvement (ISPI); XING / Open Business Community International Network (XING)

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OBJECTIVES / Ziele:
Ihre Mitarbeiter fit machen für internationale Aufgaben und Herausforderungen:
- **Selbstvertrauen und gegenseitiges Vertrauen im Arbeitsumfeld steigern (CONFIDENCE);**
- **Erfolgskritische Personal- und Unternehmenskompetenzen ausbauen (COMPETENCE);**
- **Know-How-Transfer im internationalen Projektmanagement sicherstellen (KNOW-HOW);**
- **Zum wirtschaftlichen Erfolg des Unternehmens nachhaltig beitragen (DO-HOW).**

WORK EXPERIENCE (Examples of Projects / Projektbeispiele in der jeweiligen Arbeitssprache)

1. PERFORMANCE MANAGEMENT — enabling performance improvement

- **On-Site IT Support Services Performance Improvement** – IT Services - Service Performance Optimierungs-Workshops mit Beteiligung vom Lieferantenteam und Kunden; feste Vereinbarungen gemäß SLAs;
- **International Performance Improvement** – Industrial Packaging / customized design of the Balanced Excellence® System; facilitation of German-British management teaming & performance improvement implementation process;
- **Technical Service Europe** – Home Products Technical Service Europe / pan-European integration - enabling team members from Belgium, Germany & Italy to realign European work flow in technical documentation, service training, spare parts availability;
- **Crisis Management / Conflict Resolution** – Automotive Electronics / management team (Europe, North America, Asia) - problem-solving bottlenecks in key account global supply management; key workshop in Mexico;
- **Internationale Mitarbeiterbefragung** – Crop Science / „Take the Initiative – Dialogue & Actions“: Prozess-moderation der zahlreichen Ergebnis-Implementierungsworkshops.

2. LEADERSHIP & CHANGE — moving change forward

- **Master of Global Management Program** – Wirtschaftsakademie – “Mitarbeiterführung national und international” ; “Teams national und international” ; Master-These und -Projektarbeit-Betreuung;
- **Leadership Development Program** – Electronics - / customized program for European senior IT management;
- **Management Development-Programm** – IT Services & Marketing Media / maßgeschneiderte 4-Modulen-Prozessreihe für Regionalmanager – „Führen mit Persönlichkeit und Methode“; „Service Teams zu Höchst-leistungen führen“; „Wirkungsvoll präsentieren und ankommen“; „Potenziale nutzen und Performance leben“;
- **Curriculum Führung** – Power Transmission & Distribution / maßgeschneiderte 5-Modulen-Prozessreihe im In- und Ausland und standortspezifische Projektarbeiten über 16 Monate für leistungsorientierte Führungs- und Führungs-nachwuchskräfte; Erwerb des Führungsrepertoires und Weiterentwicklung der eigenen Führungspersönlichkeit; Betriebsbesichtigungen; Kamingespräche mit der Geschäftsführung;
- **Youngster Club** – Automotive Interiors / High Potentials from 16 European countries - “The Art of Working Together”; “Walking What You Talk”.

- **Führung in der Produktion** – Automotive Electronics & Plastic Pipe Systems / umsetzungsorientierte Workshops – „Führen und Motivieren“; „Kommunikation und Zusammenarbeit“, „Konfliktmanagement in der Produktion“;
- **Product Unit Management Development Meetings** – Railway Systems / “hands-on” international meetings for 25-member team from Sweden, Switzerland, Germany, Spain, USA - Conflict Management;
- **Business Unit Future Focus Workshops** – Power Engineering – 25-member management team retreat;
- **International Human Resources Management Task Force** – Industrial Process Automation / HR Management Teams from France, USA, Germany – “Improving International Team Effectiveness”.

3. COMPETENCY DEVELOPMENT — growing winning teams

- **International Train-the-Trainer** – European Commission & Home Products / focus on training evaluation design & delivery, on the one hand, & customized design & delivery of technical customer service training support services for the international trainer team (learning principles & strategies, training event management, presentation & delivery, variety, training evaluation levels), on the other hand;
- **Train-the-Trainer –** Power & Utilities, Public Transport / Seminarmanagement, Umgang mit schwierigen Situationen, Aha-Erlebnisse erzeugen und Feedbackfähigkeiten entwickeln, Lerntransfer und Umsetzung am Arbeitsplatz.

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- **International Purchasing Directors – Partnering & Performing for Success** – Mobile Communications / kick-off & teaming for purchasing directors from 7 countries (& at that time 7 different companies);
- **International Projects & Assignments:**
  - Intercultural Coaching USA – Automotive & Drives & Controls / Coaching von Führungskräften und Familienangehörigen, die Funktionen in den USA übernehmen – sich einleben und sich durchsetzen;
  - International / Intercultural Project Management – Automotive & Industrial Technology / "Intercultural Project Management USA" workshops for managers of trans-Atlantic projects;
  - **International Assignments & Transnational Teams** – **Managing Across Cultures** – Railway Transportation Systems / customized workshops for vehicle engineers from 8 countries**;**
- **Transatlantic T.E.A.M. Workshops** – Pharmaceuticals – communicating needs & agendas, understanding own business culture(s), handling the unexpected, performing for results;
- **Teambildung und Teamführung –** maßgeschneiderte Konzeptionen/Durchführungen für diverse Firmen.

- **International Negotiation:**
  - Negotiating With US-Americans – Automotive & Industrial Technology / workshops: understanding the German & American business cultures, defining & preparing negotiations, designing the results-oriented negotiation process, comparing problem-solving and decision-making styles, handling difficult situations;
  - **Improving International Negotiation Skills** – customized design & delivery of workshops for various companies / learning-by-doing approach focusing on negotiation style(s), the other party & the interaction process, designing effective strategies & tactics;
- **Professional International Presentations** – customized design & delivery of workshops for numerous companies.

- **Working Successfully in Germany –** U.S. State Department / U.S. Consulate & International Logistics;
- **Working with Americans / Working with Asians** – customized design & delivery for various companies - focus on business & work-relevant know-how & "do-how", use of critical incidents.

- **International Business Communication** – International Contract Logistics, IT Services, University of Cooperative Education (B.A. International Business Studies) / customized design & delivery of business communication & intercultural competence frameworks & materials suitable to the respective client environment – specified world of work, preparation for concrete job tasks in different companies as well as support in the academic setting and application of knowledge and skills acquired to their concrete job environments.

4. SALES & SERVICE — building customer relationship

- **Generating Customer Satisfaction Across Cultures** – Paper Manufacturer Finland / international management workshop – corporate culture, customer requirements, "building bridges", "partnering";
- **Kundenorientierung – Kundenbindung** – Medical Technology / Strategie-Workshop mit dem Führungskreis - „Anrede statt Ausrede – Kundenorientiert denken und handeln", konkrete Problemstellungen, Aktionsplan;
- **European Sales Teams Workshops** – Semiconductors / customer-driven sales team workshops for 150 sales engineers from 8 European countries;
- **Workshops for "Vertrieb" / "Forschung und Entwicklung"** – Starch Manufacturer / „English for the Job", „Improving Skills in English", "International Business Communication", "Improving Customer Focus", etc.;
- **Qualifizierungsmaßnahmen für Call-Center Agents –** Workshops zur Vorbereitung auf die künftige Arbeitsstelle, u.a. „Gesprächstechnik" „Kommunikationstechnik", „Konflikttraining", „Verkaufstechnik", usw.

- **Kundenorientierte Service Performance** – weltweiter Gas Pipeline Support / maßgeschneiderte Konzeption für Service-Techniker aus 23 Ländern im Umgang mit Pipelinebetreibern in mehr als 50 Ländern – Themen Persönlichkeit, Kompetenzen im Rahmen der Field Operations, Service Performance, Learning by Doing-Übungen;
- **On-Site IT Service Performance Development** – IT Services / maßgeschneiderte Konzeption, mehrfache Durchführung und Umsetzung (Trainings, Coachings, Performance Improvement) des Site-Entwicklungsprogramms (UHD/CSC) mit dem Schwerpunkt Handlungskompetenz für Service Performance.

Helping people perform better @ work ⇨

now HOW CAN I HELP YOU & YOUR TEAM?

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