



Management School of Process Excellence

Geneva - Lyon - Oslo - Prague

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Management School of Process Excellence

MSOPE comprises an Educational Platform comprising Senior Leaders and experienced business management professionals who are based in Geneva, Lyon, Oslo and Prague. We deliver well-tryed trainings in Leadership and Management, Process Improvement and Business Transformation for clients throughout Europe. Our training courses are expanded to include Professional Coaching to provide support to individuals or teams for their successful development. Our typical customers are successful companies that are seeking for how to implement and to maintain the highest degree of effectiveness and efficiency of their businesses and also individuals who are simply seeking to improve their individual marketability and employment prospects.

Our consultants and trainers

Charles Anres is a unique Development Consultant, Coach and Trainer who specialises in Leadership, Management and Business Transformation. Charles has coached and trained over 1700 individuals, ranging from employees to senior VPs. The majority of his work has been with leaders and has been focused on Leadership and Management, Change and Project Management. His primary focus is on Executive Team Development for business growth, teamwork and accelerating change.

Marc Baruch spent 28 years at Hewlett-Packard where he held a variety of Management Positions prior to becoming the Deployment Manager for Lean Six Sigma for HP in Europe, the Middle East and Africa. Marc has deployed this methodology in this major multinational company and has trained over 500 people up to the level of senior VP there.

Petter Bakken has spent 10 years conducting Leadership and Sales Related Trainings in Europe, including at the Executive Level. In the role of Learning Manager at Hewlett Packard International Petter coached Leaders at HP Europe in Leadership Programmes. He gave courses and provided consulting in regard to Management/Leadership, Sales, Negotiation, Coaching, Mentoring, Teambuilding, Planning, Communication, Change Management and Presentation. He also provided more than 300 hours of Talent/Leader/Executive Coaching and over 300 hours of PDI 360% Coaching.

Kamil Jaros is an experienced professional in Business Management and Industrial Processes. Kamil spent 20 years of active leadership in Sales and Business Development, and in addition in the management of a Supply Chain, a Manufacturing Plant and a Service Network at the multinational level.

Michal Henych, following his studies, worked initially as a programmer and was also the owner of a small computer company. After receiving his MBA he became a lecturer and a consultant. He dedicates his attention to every area of management, especially Human Resource Management and Leadership, and also to strategy, marketing and project management.

Jan Duba, after graduating from University, worked briefly as a teacher of computer science and programming but soon he moved into the commercial sphere. He operates primarily in the areas of changes to corporate strategy, process and project management, human resource management and performance management. He is also recognised as an expert in the field of Information Technology.

Rudolf Hauzer, after obtaining a Master's Degree in Special and Therapeutic Pedagogy, he worked for several years as a practicing therapist. After subsequently completing a 3-year postgraduate training in Deep Dynamic Psychotherapy, he started to work in the pharmaceutical industry. During the years 2010-2013 he graduated from an MBA programme at the Business School Netherlands. He is currently initiating a lecturing and training project in regard to cultural shifts with a group of foster parents.



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List of Main Training Courses

Leadership Excellence

- Trainings in Leadership, Management and Business Transformation
 - Introduction to Management
 - Leading and Managing People
 - Experienced Manager Excellence
 - International Manager
 - Leading Business Transformations

Operational Excellence

- Trainings in Operational Excellence, Process Improvement and Project Management
 - Lean Six Sigma for Leaders
 - Fundamentals of Project Management
 - Lean Six Sigma Operational Excellence Fundamentals
 - Lean Six Sigma Yellow Belt certified training
 - Lean Six Sigma Green Belt & Black Belt certificate

Sales Excellence

- Trainings in Sales Motivation, Communication and Presentation
 - Dynamic Leadership
 - Breakaway Selling
 - Pipeline Management
 - Building a Financial Business Case
 - Coaching Sales Performance
 - Negotiation Training
 - Presentation Practice Workshop
 - A valuable and different form Sales Presentation Course
 - Process of Management (POM)
 - Delivering Customer Service
 - Feedback Workshop
 - Performance Management

Coaching for Excellence Programmes

- Results through Coaching
 - Introduction to coaching
 - Individual coaching sessions
 - Team coaching sessions
 - Onsite & offsite team-building events



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MSOPE - Leadership Excellence

List of trainings in Leadership, Management and Business Transformation

1. Introduction to Management

- The path from Respected Expert to Successful Manager
- A 3-day training course
- Prerequisite: Being a successful individual – a Specialist or an Expert

What can you expect when you become a manager and what is expected of you? In this course you will discover a successful manner of transition to this Position. You will learn the role of a manager, together with key hard skills and soft skills. In brief: How to achieve results through other people.

2. Leading and Managing People

- Becoming a Respected Leader
- A 3-day training course
- Prerequisite: Junior Manager – already in a management position

Are you successful in your position but you could develop further in some areas? Probably you could work less but still achieve better results. Through this course you will significantly improve your productivity and learn how to motivate your people and your team. You will practice managerial roles, key skills and explore the knowledge requisite for your job. Then you will practice effective procedures and behaviours with your peers. You will create real solutions and responses to actual challenges and learn to apply these results confidently in practice.

3. Experienced Manager Excellence

- Leading a high-performance team
- A 3-day training course
- Prerequisite: Manager for 2 years or longer

A manager is as successful as his people are. In this course you will learn to create a high performance team and improve your ability to manage and to engage with people. Your team will achieve short-term goals and meet deadlines and your team will obtain a longer-term perspective of what is needed of them. Come and discover what type of leader you are and build on your strengths.

4. Introduction to Management

- Leading virtual teams in the global environment
- A 2-day training course
- Prerequisite: passing the training Leading and Managing People and/or Experienced Manager Excellence

In today's global environment the managerial role requires specific skills and new methods of cooperation. This programme invites managers to think about and to experiment with remote management in association with managing multicultural teams. The participants will acquire both the habits and the discipline to be able to apply leadership in a virtual environment and to significantly improve the performance of their remote teams.

5. Leading Business Transformation

- Leading people through a change
- A 3-day training course
- Prerequisites:

a) A Director or a Senior Manager who is already actively involved in a change or is seeking to implement a change in the near future

b) A basic knowledge of Project Management (e.g. from the Fundamentals of Project Management course) and practical experience in leading projects

This training is for managers and executives who are already or are about to become actively involved in managing change within the organisation. This programme enables participants to focus on problems specifically related to change and to build their confidence in their own ability to accomplish a task of transformation. The trainees will develop key messages, learn how to implement a sequence of change-management tools and learn how to best implement their own individual style and create a harmonious environment for bringing these changes to life.



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MSOPE - Operational Excellence

List of trainings in Operational Excellence and Project Management

1. Lean Six Sigma for Leaders

- Introduction to Lean 6 Sigma
- A 90 minute 'Executive' presentation
- A 4 hour 'Manager' training
- Prerequisite: a decision maker, a key stakeholder

As a manager, do you wonder what you can do to increase the operational effectiveness of your team? Come and learn how, by choosing the right questions and utilising the right tools, you can lead your teams to achieve better results.

2. The Fundamentals of Project Management

- Simple and efficient project management
- A 3-day training course
- Prerequisite: your expectation of managing a project soon

This is all you need to know to professionally manage projects involving as many as 10 people and a time-period of 18 months. If you already manage projects this course will increase your efficiency and reduce your stress-level - it will also make you more successful! How to plan, execute, keep track of and complete your project while also having every task defined in the necessary degree of detail. In small groups (of 3 to 5 people) you will experience all the steps that are applicable to a real project. When you return back to work, you will be able to apply what you have learned immediately and will be that much more effective.

3. Lean Six Sigma - Operational Excellence Fundamentals

- Lean 6 Sigma for Process Excellence
- A2-day training course
- Prerequisite: A University Degree together with a basic knowledge of Project Management (prior participation in a Fundamentals of Project Management Course)

The content of this training extensively describes the Lean Six Sigma five-step process improvement methodology. The format used is a workshop created on the basis of the ultimate memorising techniques to enable the participants to digest all of its content. A real case study is utilised throughout the entire session, in the course of which teams are formed and are set in competition against each another so that an indelible imprint is left in their minds for the application of the Lean Six Sigma concepts and tools in their day-to-day activities. Come and learn the basics of Lean Six sigma during an outstanding two-day course given by Marc Baruch, who deployed this methodology at the Hewlett-Packard Company and has trained over 500 people to-date.

4. Lean Six Sigma Yellow Belt certified training

- provided in collaboration with Moresteam University, USA
- a guided 28 hour on-line training (to be completed within a 180-day period)
- Certification requires the successful completion of a process improvement project.

5. Lean Six Sigma Green Belt certified training

- provided in collaboration with Moresteam University, USA
- a guided 80-hour on-line training (to be completed within a 365-day period)
- Certification requires the successful completion of an on-line examination and of a four-month process improvement project.

6. Lean Six Sigma Black Belt certified training

- provided in collaboration with Moresteam University, USA
- a guided 145 hour on-line training (to be completed within a 365-day period)
- Certification requires the successful completion of an on-line examination and of two six month process improvement projects.



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MSOPE - Sales Excellence

List of trainings in Sales Excellence, Motivation and Communication

1. Dynamic Leadership

- How to solve business problems in a swift manner
- A 2-day training course
- Prerequisite: A team that wishes to work and solve problems better.

This course is designed for a team that wishes to improve its team-work and to solve internal and external problems more rapidly. The course teaches communication. It sets rules for how to communicate and defines ways of creating value. It teaches about the simple but powerful tools that help to create a high performance team.

2. Breakaway Selling

- Value-based selling; understanding what value means to the customer
- A 3-day training course
- Prerequisite: Some sales background or simply interest in becoming a good salesperson

This course builds on how the sales process of a company is linked to the buying process of the customer. It helps with understanding the steps that a customer goes through and knowing how to communicate with and influence the customer to finally make a purchase. This is all about value-based or consultative selling. It is about giving the customer what they want and not about selling what you want to sell.

3. Pipeline Management

- A way in which to achieve your sales quota in a planned and structured manner
- A 2-day training course
- Prerequisite: Sales experience or simply interest in becoming an effective salesperson.

At the beginning of the year the sales quota appears elephantine in size. This course is about how to swallow that elephant. It links your sales process to the buying process of the customer and to divide the quota into manageable size chunks with different sales times, conversion rates, values.... The course helps you to create and to administer a healthy pipeline.

4. Building a financial business case

- You will understand how to be able to make sales based on strategies and requests that result from financial needs.
- A 2-day training course
- Prerequisite: Sales experience in any business unit

No one wants to buy anything but they want to have their problems solved. This course is about how to sell to those people who do have money but are more interested in increasing their revenue by reducing costs and/or risks. Products that you like to sell become the solution to financial problems. How to read an Annual report and experience pain. Learn to understand some basic financial terms such as ROI, payback-period and a few more.



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MSOPE - Sales Excellence

List of trainings in Sales Excellence, Motivation and Communication

5. Coaching Sales Performance

- How to coach a salesperson into achieving a higher level of performance
- A 2-day training course
- Prerequisite: A Sales Manager or any other manager with an interest in increasing performance

The course takes START and GROW as a basis for coaching. The leaders explore the potential of coaching through working on adapting the trio's base on cases from customer. This is a very feedback-intensive course.

6. Negotiation Training

- How to succeed in negotiations
- A 1-day training course
- Prerequisite: Employees at all levels

What does winning in a negotiation mean? This course provides the basic skills needed for sound negotiation. Following brief theoretical sessions participants are provided with an increasing amount of input concerning preparation, listening, asking question and responding to questions to achieve a Win/Win result. The course includes 4 negotiation sessions during which the participants work as a trio.

7. Presentation Practice Workshop

- How to present yourself, your product, your project, your solution.
- A 2-day training course
- Prerequisite: Suitable for anyone from Sales, Administration or Management

The participants undertake 3 rounds of prepared presentations, each maximally four minutes long, and based on any topic, with feedback provided by the group. The theoretical basis of the presentations is analysed between the presentations. All the participants are given a new task for the presentation on the second day, i.e. to include all the elements of implementing a good presentation. The presentations are videotaped for the participants own use.

8. Another valuable but different sales-presentation course

- How to make a presentation to a CIO, a COO, a CFO or anyone else who may be outside your comfort zone.
- A 2-day training course
- Prerequisite: Suitable for any one from sales and/or management.

This presentation course focuses on cases involving real customers. Each group implements a presentation based on what is of value to the person that you are talking to and on his position in the company. It also will focus on creating the appropriate content and presenting these features both as a position statement and as a brief presentation without the use of slides. This course is primarily about how to talk to and implement a presentation to a CXO.



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9. Process of Management (POM)

- How to develop goals and activities that all the members of the team understands and are eager to implement.
- A 2-day training course
- Prerequisite: A team sharing both problems and goals in common.
- This course is based on best practice of managers running a successful business. It is beneficial for a team that is struggling to be able to move on, especially for one that has both internal and external problems. It helps to initiate a prioritised set of Critical Success Factors (CSF) that are held in common. This represents a strong team-building tool, one that is often utilised by the management team and that percolates down in the organisation.

10. Providing Quality Customer Service

- Techniques and tools concerning the provision of high-quality personal service to the customer.
- A 2-day training course
- Prerequisite: The provision of onsite organisation, support for a call center
- A high level of customer satisfaction also leads to a high level of employee satisfaction. This course is concerned with this entire process - from greeting the customer to a final Thank You and Goodbye. It also deals with all the factors involved in regard to dealing with different kinds of customers. Handling anger; handling demands; handling fears. How to treat a customer well. How to create a high level of customer satisfaction.

11. Feedback Workshop

- How to create a feedback culture. Key learning comes from Feedback.
- A 2-day training course
- Prerequisite: Managers or a team
- Feedback comprises much more than just the annual evaluation. Feedback is the key to the growth of both the individual and the organisation. Creating a feedback culture is a valuable initiative that has to come not only from the managers but also from within the team to be successful. We will practice giving all kinds of feedback including concerning "THAT difficult conversation" and the necessity for adaptive behaviour within small groups.

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12. Performance Management

- How to develop and maintain a Performance Culture
- A 2-day training course
- Prerequisite: Managers

This course aims to create a common understanding concerning what good performance means today and what it might look like tomorrow. The course examines different leadership styles, different tools and methods to deal with individuals and their growth within a performance culture. We deal with setting goals, coaching employees, teambuilding, follow-up activities, feedback and reward and recognition.

13. The 4-step sales course

- 4 perspectives of selling
- A 2 to 4-day training course
- Prerequisite: Sales

This course comprises 4 individual courses that build on each other that can be delivered separately as 1-day courses or on combination as a 3-day course:

- Sales Fundamentals
- The discipline of successful selling
- Selling when facing competition
- Sales Planning



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Coaching for Excellence

“If you want to know about your past – examine your present conditions. If you want to know about your future – examine your present actions.” ~Chinese Proverb

A coach creates a world to which others also want to belong. Let's walk the world together. Let's become inspired and share our visions. Let's identify the key questions and let's explore them. You will see the difference in the results that you obtain... and in the changes to your life.

The purpose of coaching is ‘to support individuals or teams so that they can succeed by themselves’. According to a study commissioned by ICF and conducted by PricewaterhouseCoopers and the Association Resource Centre, Inc., companies that have used professional coaching for business purposes have seen a median return on their investment of 7 times their initial investment.

Coaching represents partnering with clients in a thought-provoking and creative process that inspires them to maximise both their personal and their professional potential. A professional coaching relationship exists when the coaching is based on a business agreement or a contract that defines the responsibilities of each of the parties. An ICF Professional Coach also agrees to implement the ICF Professional Core Competencies and pledges his/her accountability to the ICF Code of Ethics.

The MSOPE Coaching for Excellence Programmes

- 1. Results through Coaching
 - Introduction to coaching
 - A 90 minute presentation
- 2. Individual coaching sessions
 - Specially tailored coaching packages
- 3. Team coaching sessions
 - Specially tailored team-coaching sessions
 - Onsite & offsite team-building events



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Consultants and Trainers

Marc Baruch

Experienced Programme Manager and Trainer in the areas of Business Management Infrastructure, Total Customer Experience and Quality deployment. A results-oriented integrator and team-player who enjoys challenges and exploring new fields of development. An enthusiastic, open-minded and direct leader who values human relationships. He has a special interest and a good track record in regard to Team Management, Training, Facilitation, Process Excellence and Coaching.

Current Status: Independent Trainer in Operational Excellence methodologies, French mother tongue, fluent English and working knowledge of Italian and Spanish.

Key Competencies

Strategic Planning in International and Cross-Cultural organisations, with both direct and virtual management responsibilities.

People Management (has held various Direct Management positions in which he demonstrated a keen interest in Team Building).

Demonstrable Programme Management skills in complex organisational structures.

Expertise in Business Process Management.

15 years of experience in training delivery, pioneer of virtual trainings tools.

Certified trainer for the “Project Management Fundamentals” course (from HP).

Certified trainer for the “Winning With Customers” course (from Wilson Learning).

Certified trainer for the “Lean Six Sigma for Process Excellence” course (MSoPE)

Certified trainer for the “Lean Six Sigma for Leaders” course (MSoPE)

Major Achievements

Led the deployment strategy of Lean Six Sigma in the PC division of HP EMEA, training 470 individual contributors and 110 managers up to the VP level in this process improvement methodology.

Delivered training sessions on Project Management and Customer Communication within the Learning & Development organisation of HP EMEA.

Created and managed the Pricing Center of HP Services EMEA (a \$2 Billion business), reducing the operational cost of the pricing operation by 40%.

Created and chaired the WW HP Services Pricing Team, helping to cut by half the turnaround time of the quote to order process (down from 4 days to 2 days).

Education

Marc holds a Business Administration degree from the École de Cadres in Lausanne (Switzerland).

Marc started his career at HP as a software engineer.

Marc is a member of the ICF (International Coaching Federation).

Marc is based in Geneva (CH). He is married and the father of two daughters. Marc likes playing chess and tennis. He is also a member of the team of parachutists who invented paragliding... some years ago!



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Consultants and Trainers

Charles Anres

Development Consultant, Team Coach

Charles is a unique Development Consultant, Coach and Trainer who specializes in Leadership, Management and Business Transformation.

Charles has coached and trained over 1700 individuals, from employees to senior VPs. The majority of his work has been with leaders and has been focused on leadership and management, change and project management. His main interest is in executive team development for business growth, teamwork and accelerating change.

Charles has a passion in regard to the growth of individuals and how these individuals, in turn, can foster the growth of their colleagues. He believes that the ability to create, to communicate and to encourage change is a key factor for the success of both the organisation and the individual.

Charles brings real insight and experience to his coaching and training, based on his having been a Director of the European Integration Centre at Hewlett Packard, delivering telecom and other solutions and his WW managing of more than 120 people at 3 European locations. He managed people in R&D and in the manufacture of PCs, Servers and Software for over 20 years in a variety of positions.

Charles has a MS degree in Electronic from SUPELEC in Paris in addition to qualifications in Organization Development, Facilitation Mastery (both f2f & virtual) 360 and MBTI coaching and he is also a member of the International Coach Federation. He is currently completing his Professional Coach training at International Mozaik.

Charles has travelled extensively in the USA, Europe & Asia, which has contributed to his valuing the strength of cultural diversity.

Charles is married and is based in Lyon, France.



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Consultants and Trainers

Petter Bakken

Learning & Development Consultant, Coach, Facilitator,
Course Developer, Senior International Manager,
ITC industry professional.

Petter's competence areas include education development and delivery, coaching, workshop facilitation, communication and press management, marketing and sales and project management.

The essence of Petter's work-experience has been training leaders at different levels in Europe. He has helped leaders to gain deeper insights into themselves, to move on to higher levels of performance and to achieve better results. Petter has extensive experience in working for governmental departments, for local authorities and for private companies. He spent 29 years at Hewlett-Packard in Norway and internationally involved with support/service, management, product management, market responsibility, sales, press contact and conferences.

Petter has received 10 years of Leadership and sales-related training in Europe, including at the Executive Level, and also experience with a variety of virtual delivery tools and also spent 4 years coaching of Leaders in every part of Europe. His goal is to always deliver high quality work and he is energised by responsibility and by new learning.

Petter has solid experience and sound competency for facilitating meetings/trainings in virtual classrooms with up to 15 participants. In his role as the Learning Manager at Hewlett-Packard International Petter coached potential Leaders at HP Europe in Leadership programmes. He gave courses and provided consulting in the areas of management/leadership, sales, negotiation, coaching, mentoring, teambuilding, planning, communication, change-management and presentation. He also implemented more than 300 hours of talent/leader/executive coaching and over 300 hours of PDI 360% coaching.

While training leaders in EMEA Petter was also responsible for workforce development in Sweden, Finland and the Baltic region. He provided consultancy to Business Managers and HR managers on workforce development offer and business needs.

Petter facilitated different Leadership trainings in the EMEA Region, including coaching Leaders at HP, delivering different trainings related to the HP merger with Compaq. He also delivered several Strategy, Value, Change Management and Process trainings in regard to the outsourcing deals with Nokia and Ericsson.

Most recently Petter has been developing and delivering courses and facilitating processes with several customers across Europe, including Nordea Markets, DNB, Xellia in Norway and Denmark, Kommuneforlaget, TEKNA, Hewlett-Packard Europe, Creuna, Mercuri International, Telenor, Intergraph and the Norwegian National Police Directorate.



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Consultants and Trainers

Kamil Jaroš

Provider of consulting services for international clients in the areas of Strategic Management, Processes and Human Resources
Professional Coach certified by the International Coach Federation
(PCC – Professional Certified Coach)

Kamil Jaroš obtained experience in the management of business and production processes and services and also in heading local and international teams. During the years 1993 - 2006 he held leading positions in the Czech Republic as a Commercial and an Operational Manager in the areas of IT and Automation and subsequently as a CEO. During the years 2006-2009 he headed the Service Business Operations in Hewlett-Packard's Personal Systems Division, where he was responsible for the area of Europe, Middle East and Africa. In 2009 he founded the Jaros Consulting s.r.o. Company, which continues providing services in the areas of Strategic Management, Process Improvement and Human Resources Development, while the Educational Division of the Management School of Process Excellence delivers successful development programmes throughout Europe. Kamil studied Technical Cybernetics at the Technical University in Liberec and subsequently Computer Science, Economics and Business Management at the Dublin Institute of Technology. After graduating from the Canadian Erickson College he became a member of the International Coach Federation and since 2012 he has worked as a certified ICF coach.

Education and Qualifications

- Automated Control Systems at the Technical University of Liberec; earning the title of Engineer
- Information Systems and Business Studies at DIT Dublin (Ireland) – achieving Certification
- Professional Certified Coach (PCC) – qualifying at the International Coach Federation (ICF)

Work Experience

- Business and Operational Management in the area of Computer Technology – for a period of 9 years
- Director of the Czech branch of an international company active in the area of automation – for 4 years
- European Manager on behalf of a global technology company – for 3 years
- The owner of a consulting firm operating in the area of management – for 8 years (to the present)
- Professional External Coach – 7 years (to the present)

Languages

- Czech, English (as working languages)

Experience obtained from projects - Examples

- The Founder of the European educational project entitled “Management School of Process Excellence”
- Process Management – implementing international projects in the areas of business, production and service
- Human Resources – including recruitment, outplacement, 360° feedback
- Consulting Services in the field of Management



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Consultants and Trainers

Michal Henych

Senior Consultant, Mentor

Following his studies Michal Henych worked initially as a programmer and was also the owner of a small computer company. After receiving his MBA he became a lecturer and a consultant. He dedicates his attention to every area of management, especially Human Resource Management and Leadership, and also to strategy, marketing and project management.

Education:

- MBA - Business School Netherlands
- Brno University of Technology, Faculty of Electrical Engineering (unfinished)

Work experience:

- 10 years – Lecturer for MBA programmes and a Consultant in all areas of management
- 4 years - Executive Officer and Chairman of the Board – the sale of ICT components and PCs
- 6 years - Chief Operating Officer for a manufacture of computers
- 4 years – Owner of the ICT company

Functional and methodological experience:

- Management Consulting
- Human Resources Systems Development, Corporate Culture
- Business Process Improvement, Change Management
- Executive Coaching, Value Stream Coaching
- Project Management, LogFrame
- Team Leadership and Team Coaching
- Action Learning, i.e. methods of continuing adult education

Industrial specialisation:

- Service and project-oriented organisations
- IT
- The manufacturing industry, the mechanical industry, suppliers to the automotive industry
- State and Local Administration

Relevant experience and awards received:

- The definition of the strategy and the implementation of the transition to Process Management with the support of the Balance Scorecard structure. Establishing the rules for reporting and process control.
- The definition of a corporate mission, vision and strategy; the development of the strategy to the stage of individual steps and the development of an action plan of changes.
- The complete redesign of the HR Management Processes - recruitment and placement, the defining of performance, evaluation, rewards, personal development. The evaluation is tied to the results of the processes / projects achieved.
- Change management of corporate culture. The transition from a reactive to a proactive manner of thinking; implemented from top management to executives.
- The development of the middle and senior management of the organisation; improving managerial skills.
- Mapping the information flows of the company and the selection of the information systems for supporting the strategy.



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Consultants and Trainers

Jan Duba

Senior Consultant, Mentor

After graduating from university Jan Duba worked briefly as a teacher of computer science and programming but he soon moved into the commercial sphere. He operates primarily in the areas of changes to corporate strategy, process and project management, human resource management and performance management. He is also recognised as an expert in the field of Information Technology.

Education:

- Brno University of Technology, Faculty of Electrical Engineering
- The General Management Programme, Business School Netherlands

Work experience:

- 7 years - Company Director - Information Technology, System Integrator
- 2 years - Operations Director - Electrical Engineering production, logistics, maintenance, facility, projects
- 2 years - Production Manager - manufacturing, internal logistics
- 12 years - Quality Manager - Electrical Engineering, Project Management

Functional and methodological experience:

- Supply Chain Management, Value stream Coaching
- Business Process Improvement, Change Management
- Executive Coaching, Management Consulting
- Project Management, Team Leadership
- Quality Management ISO 9001, ISO 27 000, ISO 20 000
- Action Learning

Industrial specialisation:

- IT, services, projects
- Manufacturing industry, mechanical industry, equipment for industry

Relevant experience and awards received:

- The project for the complete replacement of the IS (ERP, MAZ, APS, MIS) at the TOKOZ a.s. Company received an award from the Editors of CIO Business World as the Case Study of 2013
- The unification of a technology platform and the reduction of overall costs and the integration of information systems, the implementation in the manufacturing plant of processes in accordance with the ITIL standard
- Determining the strategy, the company restructuring and the introduction of a new HR Management System in the manufacturing plant
- The definition of the strategy and the implementation of the transition to Process Management with the support of the Balance Scorecard structure (KPI), establishing the rules for reporting and process control that are implemented by the system integrator
- The project for the creation of a new ICT strategy, addressing the IS exchange and application integration; support for the project management of contracts implemented by the transport company
- Change management of the internal logistics in order to reduce costs by 20% per transported unit
- Change management of the corporate culture. The transition from a reactive to a proactive manner of thinking; implemented from top management to executives.



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Geneva - Lyon - Oslo - Prague



Consultants and Trainers

Rudolf Hauzer

Senior Consultant

Education:

- MBA – Business School Netherlands
- Comenius University Bratislava, Charles University Prague – Deep dynamic psychotherapy
- Comenius University Bratislava - Faculty of Education

Work experience:

- 6 years – Company Founder and Owner
- 5 years – Director of the Slovak branch of an international pharmaceutical company
- 10 years – Regional Manager, Product Manager
- 3 years – Conducting seminars and lecturing on pedagogy
- 7 years – Individual psychotherapy and counselling

Functional and methodological experience:

- Management consulting
- Human Resources, Company culture
- Business Process Improvement, Change management
- Project Management, LogFrame
- Operations management
- Risk management
- Team Leadership and Team coaching
- Action Learning
- Soft skills

Sectoral focus:

- Service and project-oriented organisations
- The automotive industry
- The pharmaceutical industry
- Central and local government
- Political parties and civil society

Relevant experience and awards:

- Defining mission, vision and strategy
- Change management through project management
- HR management, defining motivational factors, performance measurement, setting remuneration, selection
- Change management in corporate culture
- Management development, improving managerial skills
- Journalistic experience in the areas of psycho-educational counselling and of management in print media and the web management of www.management.cz



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