



management consultants & trainers

*Executive summary from [www.tentraining.com](http://www.tentraining.com)*

## *Improving Business Performance*

Based in Amsterdam, TEN is a multi-cultural team, which offers in-company training and consultancy, focusing on clear communication; developing people; providing essential skills (management, presentation, negotiation, conflict resolution etc.); working in teams and dealing with cultural diversity, change and stress.

We provide in-company solutions through team and Board development, leadership and behavioural skills training and facilitating organisational change. We advise on Human Resources strategy issues, helping organisations develop culturally-appropriate performance/ talent management, appraisal, career and succession processes to meet business goals. We also facilitate highly practical business simulations, which allow people to experience the market consequences of current management style and company culture, and can be used to develop financial and operational skills.

We do not offer generic *soft skills*, courses - as they are often frustrating for those who attend. Instead, our approach is to combine topics from our portfolio, after appropriate intake meetings, to provide clients with specific skills and strategies, which are directly relevant to their work.

Our made-to-measure programs can cover anything from understanding the basics of empowering staff and effective influence and impact, to 'growing' a continuous improvement mindset, leadership development and managerial coaching; and could include everything from psychometric tests and role-play with actors to meditation and Chi Gung: we use whatever makes sense to achieve your corporate goals.

And when working in English, all our consultants are native speakers; which is particularly helpful for multi-national groups and for people who need to work internationally. We specialize in the following areas, and work in several different languages, including Dutch.

### **one: Improving communication**

Learn to become aware of your personal style; develop assertiveness; handle 'difficult' clients, give presentations and make meetings work.

### **two: Enhancing personal effectiveness**

Dependent on your ability to communicate clearly, manage your time, plan, delegate, and deal with conflict. Can also include concentration exercises and energy building.

### **three: Preventing & managing stress**

Stress can be very costly for both the organization and the individual. Learn what it is, why it's so bad for you and how to avoid it in the first place! (Research has shown that relaxed people are far more productive and creative.)

### **four: Developing & maintaining highly successful teams**

Ideally, a team is a source of energy, where strong relationships and personal diversity produce brilliant, creative solutions. Great teams rarely just happen.

### **five: The multi-cultural organisation**

How does your organisation approach cultural differences? Do you really value different cultural values and practices; and fully profit from the diversity?



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**six: Essential management skills**

Covers leadership issues, motivation, decision making, interviewing techniques, negotiating effectively and succeeding under high pressure.

**seven: Dealing with change**

Reorganisations and development programs are simply part of corporate life. The attitude to change can be the key to success, or failure.

**eight: Developing the organisation**

Can include identifying key drivers for change, providing feedback and coaching skills, supporting self-steering teams or facilitating customised workshops on issues affecting performance.

**nine: Creative group problem solving**

In difficult situations, sometimes people just can't see how to move forward. A facilitator can help to break the deadlock and open up discussion on the real (underlying) issues.

**ten: Business events**

Group facilitation; business simulations; meditation; kick-off workshops; icebreakers, anti-stress/ relaxation sessions, and other *refreshers* which could be perfect as part of your in-house events. Yoga, stretching and energy exercises can be integrated into many sessions.

*Extracts from other pages:*

[training and consultancy](#)

Some issues, for example: process improvement and *growing* a mindset of continuous improvement, are initially best approached as organisational development; with personal skills development coming at the end. When specific training is then offered, people will be highly motivated to attend and apply new skills; as they will have been made responsible for their own personal development throughout the process, and have chosen the elements to be covered.

[business simulations](#)

Business simulations are an excellent starting point for issues around organisational development; as they allow people to experience the market consequences of the company's prevailing management and culture. We use business simulations that transform people through experiential learning and generate real change. Having analysed your business needs, we create a safe and positive environment in which your employees can experiment and learn. These are not computer-based simulations; your people work in a dynamic, true-to-life situation. They make their own discoveries and come to their own conclusions. This powerful experience has a very positive and sustained impact on performance and on the profitability of your business.

[meditation](#)

Apart from the valuable health and well-being benefits for individuals, there are specific benefits for businesses who encourage their staff to meditate; that can include:

- Reduced costs of staff absenteeism caused by illness, injury, stress and chronic conditions
- Improved cognitive function – including better concentration, memory, learning ability and creativity
- Improved productivity, communication, team-work and enhanced employee job satisfaction
- Reduced staff turnover and associated costs

We offer meditation courses which can be combined (or not) with other elements from our portfolio.

[case studies](#) stress - management development - effective communication - team building - presentation

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