

Information from the Web site of the English Network

Management Consultants and Trainers, Amsterdam, The Netherlands

A multi-cultural team of management consultants and trainers, the English Network (TEN) specializes in helping organizations maximize their business performance. This is achieved through specially tailored training and consultancy; using proven management, cultural and communications strategies.

Just as there is no standard company, there is also no standard training package that will work in every situation. Our approach is to develop made-to-measure in-company solutions, largely in English, utilizing a very wide variety of sources.

Ranging from the 'Harvard' negotiating model and psychometric tests to Dru Yoga: we use whatever makes sense to achieve your corporate goals.

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

The subject headings in *AN OVERVIEW* (below) are intended simply as a starting point; from which training programs or consultancy projects can be developed, to fit your requirements exactly.

AN OVERVIEW

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 its 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 organization*

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

six: *Essential management skills*

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

seven: *Dealing with change*

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

eight: *Developing the organization*

Can include identifying key drivers for change, providing feedback and coaching skills, supporting self-steering teams or facilitating customized 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: *Total Quality Management*

ISO 9000; ISO 14000 and EFQM - The Business Excellence Model.

TRAINING & CONSULTANCY

Training can be designed as part of a career development plan for managers, or other staff; or simply to cover one specific topic: such as team building or dealing with stress.

Most programs start with some form of intake procedure. This may be a meeting with senior managers, representatives from the Human Resources department or individual interviews with the participants, or a combination of all three. What we suggest varies: depending to your requirements and the context. We do not offer generic packages - every activity with TEN is tailored to your needs.

Training may not be the most effective response. If not, we will design the best approach for you.

Structured advice - leading to some form of organizational development, or a specific change - may resolve the problem, conflict, bottleneck or whatever the issue may be.

Just as we do not offer generic course, we do not have generic answers for you. Research within your organization will be crucial; to design the right solution for your company.

BUSINESS EVENTS

Apart from multi-day trainings; we also offer short business events. Here are a few examples of where highly interactive workshops, or conferences, could be useful:

- * To introduce change into an organization dominated by traditional values.
- * To explore how people from different cultures communicate; and why misunderstandings happen so often.
- * To develop innovative approaches, by using creative techniques: to solve seemingly impossible problems.
- * To highlight the elements of effective communication, and why it works.
- * Buy-in workshop for participants who do not see the need for training.

* Business simulations to focus attention on specific areas of operation. Particularly helpful in creating the right environment for issues around “quality management”.

LANGUAGE & SKILLS

Apart from English, we also work in Dutch, German, French, Russian and Mandarin. Combined skills courses, where attention is given to the use of language, or culture, (for non-native speakers) in addition to the main topic of the course; can be developed to your specification.

PRACTICAL MATTERS

Training programs usually takes two or more days per topic - such as negotiation or presentation skills - and sometimes include a residential stay in a hotel, with an evening session.

Eating meals together and other “down time” is often a very valuable supplement to the content of the workshops.

These informal interactions allow participants to reflect on issues brought up during the training; and often provide exciting insights which may be used in subsequent sessions.

Business events can vary from half a day to a series of full day workshops.

Research into the precise requirements of your organization is variable and is defined in consultation with you.

E-MAIL RESPONSE

Want to know more on how TEN could help you improve your company’s business performance? All you have to do is complete the response form and mail it to us, right now.

YOUR NAME _____
FUNCTION _____
COMPANY _____
DIVISION _____
CITY _____
COUNTRY _____
TEL _____
FAX _____
E-MAIL _____

please contact me by e-mail telephone

the best day to contact me is: M T W Th F

I prefer morning afternoon

I am interested in: (please tick)

Consultancy

Training

Business Events

Coaching Individual Group

- one: Improving communication ()
- two: Enhancing personal effectiveness ()
- three: Preventing & managing stress ()
- four: Developing & maintaining highly successful teams ()
- five: The multi-cultural organization ()
- six: Essential management skills ()
- seven: Dealing with change ()
- eight: Developing the organization ()
- nine: Creative group problem solving ()
- ten: Total Quality Management ()

other subjects: _____

for () executives () middle management () senior management () other
(please specify)

Add any other information here:

What else would you like to have seen on our web site?

Please e-mail this response to us at the address given below.

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