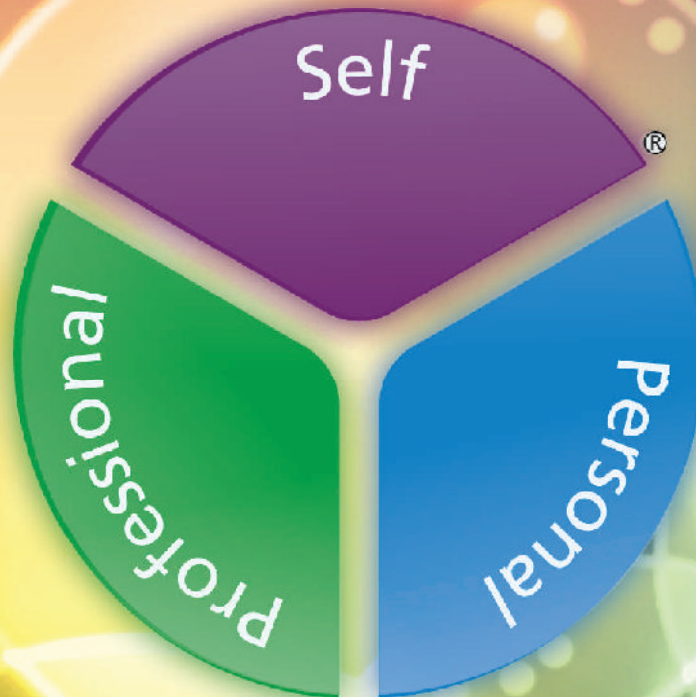


Learning and Development Directory 2014



Coaching & Mentoring
Team Building

Training & Workshops
Assessment Instruments

Business Simulation
Business Consultancy



individual development oriented company



Discover Yourself®



Qipa was founded in 2003 and brings together trainers with at least 7 years of professional experience and at least middle management job position.

3dimensional Individual Development® is the key concept of Qipa. This means that the human development includes three major aspects of life: Professional, Personal and Self.

Qipa has created a Division for each area:

- Professional Development Division (trainings, workshops and conferences on professional competences development);
- Personal Development Division (trainings, workshops and conferences on personal relationships development -children, family, friends);
- Self Development Division (trainings, workshops, conferences on self awareness, self knowledge and evolution).

Professional Development Division

“You cannot teach a man anything; you can only help him find it within himself” – Galileo Galilei

There are few directions to take for improving your Profit & Loss report. We help you developing the main profit supplier: the human resource.

Qipa is specialized in professional competences development programs: Professional Selling Skills, Marketing Trainings, Negotiation Skills, Presentation Skills, KAM, Communication Skills, CRM, Time Management, Emotional Intelligence, Team Building, Leadership and Management Trainings.

We have also created our own original product: Professional Life Management® – having three main things to concentrate on: Self-Analysis, Self-Motivation and Responsibility.

Our principles rely on the accent we put on people. Products must be developed, technology must be improved, and image must be built. Most of the companies are at that point – they have created a good image for their products. The difference is made by the people – the people who sell, who promote, who study and improve the products continuously, and the people who handle customer requests.

All those people must be trained. Why? For keeping them up to date with the latest techniques, for improving their skills, and for implementing new services and procedures. But most of all, we must train our people to be motivated, proactive, in one word, professionals.



Personal Development Division

“Before telling others what to do, one must be an instructor to oneself” – Zen Koan

The objective of Personal Development Division is to help deepen and harmonize relationships with all the people, thing that we consider important for each individual.

The PDD tools are: trainings, workshops, and conferences. The PDD training and workshop themes: Master in Parenting Administration®, Building and Nursing Relationships, Love-Freedom-Loneliness, Friendship and Love.

Self Development Division

“The real key to health and happiness and success is self knowledge” – Anonymous

The objective of the Self Development Division is to help people develop self awareness, and to understand and evaluate themselves thoroughly, by comparing to none other than their actual selves.

The areas covered by the Self Development Division are: Consciousness, Mental, Emotional, Energetic, Physical.

The SDD tools are: trainings, workshops, and conferences.

The Self Development training and workshop themes are: Self Energy Management, Relaxation Methods, Meditation and Self Development, Nutrition, and Breathing Techniques.



**Learning without thought is labor lost;
thought without learning is perilous.**

Confucius



**PROFESSIONAL
DEVELOPMENT
DIVISION**

Professional Development Division

Qipa Professional Development Division* is the Qipa specialist in corporate training and workshops, instrument assessment, coaching and mentoring, team building, and business consultancy.

We provide learning solutions that enable people to build their capability, using this as a primary skill for driving their performance and their organizations through great people management and development practices.

There are few directions to take for improving your Profit & Loss report. We help you by developing the main profit supplier: the human resource.

Improving = Knowledge + Key behaviours + Self Motivation

What we offer

Over 30 trainings and workshops covering personnel development from entry level to top management 11-51

- Leadership & Management
- Coaching & Mentoring
- Sales & Marketing
- Customer Relationship Development
- Business Understanding
- Business Skills

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Team Building Programs 77

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- Sales
- Marketing
- HR
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Qipa Conferences 81

*Qipa Professional Development Division is part of Qipa, along with Qipa Personal Development Division and Qipa Self Development Division.

Good reasons to choose us

We will help you make the right choice

Although we try to make the course descriptions as informative as possible, we know that sometimes it can be difficult for you to judge your exact needs from reading course summaries. Moreover, all the trainings found in this directory are just a preview of the programs we can develop – the main Qipa training activity being custom made courses.

Our Intelligence Training Director and the most experienced trainers would come and detail with you all the particularities of your organization so that we will identify accurately and quickly the needs to be covered. We can start from ready-made courses or from scratch for the whole project.

The Qipa philosophy regarding development programs is to get the trainers involved starting from the first step of the project creation.

Qipa trainers are:

- business partners
- consultants
- and only finally, trainers

Next day applicable

Coming from our direct experience all programs are next day applicable: practical knowledge and skills that people can use immediately back at work and deliver tangible results for the business.

The Qipa way of training is made out of 4 steps:

1. Subject submitted by the trainer
2. Free debate on a subject – whole group
3. Know-how specific to the subject
4. Exercises/ case-studies/ role-plays to consolidate the know-how

These ensure that the group will be actively involved in the training, with the only thing remaining unchanged being the list of covered subjects – having great experience in delivering and facilitating, our trainers will follow the group so that each training comes to life tailored according to a specific dynamic.

More than trainers

There is a list of requirements that we have for anyone that wants to become a Qipa trainer.

One of the dots from the list we will share with you, but some of them we have to keep for ourselves (we might be called discriminators... for the toughness of the requirements):

- international company experience, for the organizational structure of such a company;
- seniority – Middle Management and above, from the perspective of responsibility of others;
- pleasure in sharing with others – so that the trainer will be “an open book” for participants, not the “movie star”.

This is why we do not have trainers who can deliver a certain number of courses: because they are smart, experienced and versatile enough to understand, adapt and create programs suitable for different needs.

Our existing customers are a guarantee

Please check page 78 and see the companies we've been working with – we are proud of the quality of our programs and of the high standards of the training delivery.

Watch us in action

See some of our trainers in action and hear some of our training participants talking about us.

Qipa.net

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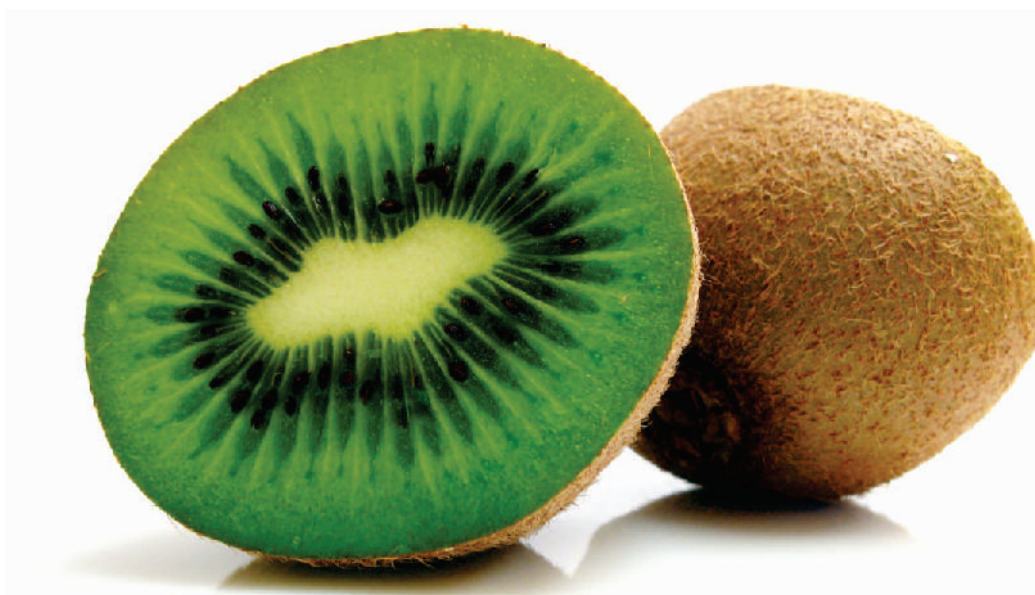
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Leadership & Management

Best Start in Management

“Management is about getting things done through the effective use of resources.” Starting as a manager can be a great challenge – more than 55% of the first time managers don't get any training before getting the job. This program comes with a solid foundation for those facing this reality and helps the organization create a further development program for them.

This two-day course will help managers to manage their team effectively, involving and engaging them in achieving results.

Once the course is completed the participants will be able to:

- understand better the role of the manager and the responsibilities this carries;
- understand their own approach to working with others and how this affects outcomes;
- understand their management style, their natural strengths, and the areas needing development;
- maximise performance through agreeing, setting and monitoring performance objectives and through use of effective feedback;
- illustrate the principles of motivation and apply individual methods to motivate each individual and the team;
- be aware of leadership styles and of their personal preferred style;
- be familiar with a range of methods of effective communication;
- delegate with confidence;
- identify, develop and work with the personal strengths of individual team members;
- set the best possible example to inspire others.

The Experienced Manager

As an experienced manager, you want to ensure that the skills you're already using are still up to date, and you'd like to meet and mix with other experienced managers to discuss issues and challenges.

This two day-course will refresh your ideas, enhance your decision-making ability and develop credible leadership skills.

Once the course is completed the participants will be able to:

- understand the changing role of the manager;
- identify improvements needed in individual skills and style;
- recognise how to improve people's performance and motivation;
- deal more effectively with problematic people;
- plan and implement change more effectively;
- prepare for greater responsibilities;
- recharge batteries and skills and own managerial abilities.



Developing the Strategic Manager

Strategy formulation is a combination of rational, scientific examinations and educated, intuitive best guesses. Many individuals are overwhelmed by the idea of developing strategies, but it can be a fun and invigorating process.

Strategic management is a continuous process that evaluates and controls the business and the industries in which an organization is involved; evaluates its competitors and sets goals and strategies to meet all existing and potential competitors; and then reevaluates strategies on a regular basis to determine how it has been implemented and whether it was successful or needs replacement.

This two-day course introduces managers to the fundamental principles of effective strategic management, their role within it, and how operational day-to-day management is inextricably linked with the wider goals of the organisation and its subsequent success.

Once the course is completed the participants will be able to:

- determine what strategic management is and the strategic choices faced;
- identify how to audit current environment in order to shape strategy;
- examine how business objectives should be cascaded effectively down and how the subsequent performance of an individual and team level should be managed;
- identify strategic management trends related to ethical and authentic leadership and corporate social responsibility;
- identify means of engaging your employees/team in their contribution to organisational strategy;
- identify how to make the most of human capital in achieving wider strategic goals.

Management by Objectives

The Management by Objectives (MBO) system is a proven way for Managers, Professionals and Executives to rationalize their work, develop potential and get results from other people. Even the most successful executive can drop below optimal performance level.

MBO is The management system, if you want the best results for you and your team.

The program consists in a two days training session.

The course also includes discussions, case studies, situational analysis, so that the participants can understand the techniques in a close to real environment.

Once the course is completed the participants will be able to:

- have a comprehensive working knowledge about the main functions which make up the MBO system;
- write effective objectives, goals and plans;
- install the MBO system either for their overall organization or departments under their supervision;
- be more efficient in mutual goal-setting and review sessions with subordinates
- develop more effective interpersonal relations.



Mental Attitude in Leadership Development

There is one essential quality necessary for anyone in a leadership position: the ability to see what is going on. Seeing is clarity.

Leadership requires:

- innovative thinking;
- people making positive and inspiring impacts;
- the ability to motivate others.

What is needed is the ability to think and act differently, regardless of the accepted or the right way of doing things.

The Leadership module consists in a two-day training program.

The course also includes real business case studies so that the participants can practice the techniques in a close to real environment.

Once the course is completed the participants will be able to:

- understand good Leadership Behaviours;
- learn the difference between Leadership and Management;
- gain insight into their patterns, beliefs and rules;
- define qualities and strengths;
- handle their and other people's stress;
- empower, motivate and inspire others.



Inspirational Communications for Managers

Great leaders have been great communicators – though not necessarily great speakers. That is why tuning the most efficient, yet daily used management instrument is a must for each manager no matter the hierarchy level.

This one-day course gives the leaders and managers an opportunity to see what it is like to explore and experience inspirational communication and how to provide energy to their employees.

Once the course is completed the participants will be able to:

- understand the three core elements necessary in order to inspire people;
- give a clear purpose, speak with full confidence and personality;
- manage your emotional state when communicating a message;
- explore the challenges faced on a daily basis;
- structure a clear and concise message that really fits the needs of the people you want to influence;
- deliver you message with confidence, getting immediate feedback from the course tutor, increasing your level of performance.



Managing Difficult Situations & People

Effective team working and harmonious relationships are essential to the productivity of any organisation. Internal and external pressure – work - or home-related - can result in people being rude, impatient, aggressive or uncooperative.

This one-day course provides practical techniques to help you handle difficult and potentially confrontational situations confidently and effectively.

Once the course is completed the participants will be able to:

- use increased understanding of human behaviour and its effect on others;
- use specific communication skills that help control difficult situations;
- identify passive, aggressive, assertive behaviour;
- assess the effect of each behaviour when handling difficult situations.



Delegating Effectively

One of the most crucial and challenging tasks for managers is to assign the work among the employees they manage and supervise. A lot of managers and supervisors frequently complain that they have too much to do and too little time to do it. In time, if not dealt with, this feeling leads to stress and ineffectiveness. In many cases, executives could greatly reduce their stress level by practising a critical management skill – delegation.

This one-day course is designed to give you the confidence and skills you need to delegate tasks and responsibilities productively and constructively.

Once the course is completed the participants will be able to:

- select the right tasks for delegation;
- plan the delegation process to minimise the risks;
- adapt the delegation plan to suit the development level of the person you delegate to;
- brief tasks with clarity and precision;
- monitor progress;
- release your own time for more strategic work and personal development;
- use delegation to trigger motivation and commitment;
- use delegation to raise standards in the team.



Esoteric Leadership®

Leadership means: vitality, charisma, will, heart, vision, mental control and of course spiritual integrity.

Leadership is treated as a concept. We can turn it into a developed competence if we understand and have the knowledge, real applicable techniques and ... your willingness to work on it!

We do not transform anyone into a leader through this two-day training course, but we help you understand and start the process!

When eastern cultures (oriental ones) mix with western ones, this can only be for the benefit of those who are open to grab the wisdom of ancient Orientals and the pragmatism of actual business visions.

We start from the energy management (where else?) because being a leader means first of all self management and then influencing others and businesses. This module will bring you a totally different approach - even if you will apply it here to your professional development, the changes will be visible in all aspects of your life!





Coaching & Mentoring

Coaching for Results

Positioning as a coach is the toughest part of being a coach: many managers tend to give solutions or even worse to impose the solution they want to others. That is why this module will first help you understand what coaching really is and the results that professional coaching can bring.

The success of coaching in the workplace depends on the quality and professionalism of managers and their ability to use coaching to deliver and demonstrate value to the individual and the organisation.

This participative two-day course focuses on developing coaching skills, giving you the confidence to adopt a “coaching management style” and challenge others to develop their full potential.

Once the course is completed the participants will be able to:

- identify coaching values;
- evaluate different coaching models and how they are used;
- develop own coaching style;
- apply coach & mentoring techniques for performance and development issues;
- give feedback as coach;
- develop action plans for coaching in the workplace.



Coaching Services

Executive coaching is hot. What was stigma ("You're so broken you need a coach?") has become status symbol ("You're so valuable you get a coach?"). Tiger Woods and Michael Phelps have coaches. Even President Barack Obama has a coach, if you count David Axelrod.

IBM has more than sixty certified coaches among its ranks. Scores of other major companies have made coaching a core part of executive development. The belief is that, under the right circumstances, one-on-one interaction with an objective third party, can provide a focus that other forms of organizational support simply cannot.

"Coaching develops leaders in the context of their current jobs, without removing them from their day-to-day responsibilities."

Our Corporate & Executive Coaches come with results at:
Organizational level & Individual level.

There are no solid professional results without development at Individual level. The healthy way of development starts with self-awareness – which is the corner stone of our coaching programs. We are coaches because for more than 10 years we have coached ourselves and got results.

So we can help organizations and individuals develop following two steps:

1. Self-awareness process;
2. Competences and behaviours development.

Qipa Coaches Experience:

- More than 20 years business experience;
- More than 10 years training experience;
- More than 15 years of self-development;
- Direct professional experience: sales, marketing, customer service, management, business development, entrepreneurship.

Accreditation: European Coaching Institute: Corporate & Executive Coach

Mentoring Development – sharing your vision

The word “mentor” originated from the book The Odyssey. The character Odysseus had a close friend named Mentor who cared for his son for ten years while he traveled. Mentor, who was the goddess Athena in disguise, embodied male and female qualities such as being nurturing, supportive, protective, as well as aggressive, assertive, and risk taking. Mentor acted in the role of parent, teacher, friend, guide, and protector for Odysseus's son.

Since the mentee has chosen to find a mentor, this person is most likely looking for a role model, a leader to look up to who has what he/she wants. Mentors can convey their aspirations and goals and share with the mentee the knowledge, skills, and aptitudes(competencies) necessary to get where he/she is. In turn, the mentor can assist the mentee in assessing his/her strengths and weaknesses and determine which competencies need to be developed.

“Mentoring Development – sharing your vision” training is a skills–based course and explores the essential skills mentors need and provides guidance on setting up or developing existing mentoring schemes.

Once the course is completed the participants will be able to:

- identify their mentoring skills and development needs and be ready to put their new skills and techniques into practice;
- approach mentoring in a way that helps ensure optimum success in all mentoring relationships; adopt a “hands off” and empowering style when developing others;
- make informed and practical decisions about establishing and developing mentoring in a way that is right for your organisation;
- deliver a sound business case for mentoring in organisation;
- appreciate businesses profit by developing the mentorin skills for their managers.

Mentoring Services

Good mentors enjoy sharing their experiences with others. They have a wealth of knowledge and experience in their profession, and they take a personal interest in helping others succeed. They also know that mentoring is about developing people, not fixing them.

Qipa mentors are faithful counselors who have a deep interest in teaching you an important technique or strategy and in developing your skills, overall.

Our mentors' areas of expertise are:

- Sales Management (sales strategy, creating and developing sales teams);
- Customer Service (department strategy, creating and developing CS teams, procedures implementations);
- Personnel Development (strategy, programs design and implementation);
- Motivational Systems.

Qipa Mentors Experience:

- More than 20 years business experience (sales, marketing, CS, management, entrepreneurship);
- More than 10 years training experience;
- More than 15 years of self-development.





They say that intellect was given to human being to know the truth. From my point of view, intellect was given not to know the truth but to receive it.

Petre Tutea



Sales & Marketing

Sales Results: Customer Meeting Management

Customer Activities Management

Sales professionals who understand the psychology and process of selling can identify their customers' needs and handle objections in ways that can create goodwill and bring consistent results.

These programs (Sales Results: Customer Meeting Management & Sales Results: Customer Administration Management) are aimed at those who wish to build and improve their selling skills, by using a range of proven techniques. They are based on the concept of "helping the buyer to buy", by improving the professionalism of questioning and listening, better sales planning and effective management of the sales call.

Each module consists in a two days training program. The courses also include role-plays so that the participants can practise the techniques in a close to real environment.

Once the course is completed the participants will be able to:

Understand and use the key stages of the sales process, including:

Sales Results: Customer Meeting Management

- understanding and developing needs;
- meeting customer needs through benefits, not features;
- substantiating the case;
- closing the sale.

Sales Results: Customer Administration Management

- preparation for meeting the customer;
- analyze and administrate market opportunities;
- create an accurate and business wise activity report.

Use the core sales competencies of questioning, objection handling, dealing with "awkward" customers and ask for business.

Oscar Winning Presentations... and the Business goes to: YOU! ®

Why not learning from the most experienced professionals in Public Speaking – like actors?

During this Oscar Winning Presentation training course the participants will learn to enhance their natural communication skills and improve the ability to make the audience understand/participate into the presentation.

One of the key methods is the practice of skills with increased sensitivity to the behavior of others, allowing self projection with confidence, not only during presentation but also in your daily working environment.

The program consists in a two days training session.

The courses also include live presentations so that the participants can practise the techniques in a close to real environment.

Once the course is completed the participants will be able to:

- feel confident in front of a large/ unknown audience;
- develop presentation skills and increase self-confidence when delivering presentations in front of an audience;
- improve impact idea selling to groups of customers;
- understand and use effective presentation skills, including:
 - maximize verbal and visual communication skills;
 - speak fluently and confidently even under stress;
 - identify their own style of communication.

Performance in Negotiation

To obtain a profitable outcome it is necessary to understand both your own beliefs, values and objectives and of those of other parties. This means a long term, profitable relationship!

So, the skills that support negotiation success are also important life and social skills.

They include:

- listening;
- seeing things from other people's point of view;
- checking out beliefs and assumptions (of both sides!);
- identifying areas of agreement;
- identifying points of leverages and blockages;
- multilateral thinking, in order to develop other ways of achieving an objective;
- flexibility and sensitivity.

The participants will use a variety of learning tools including workshops, games, real life scenarios and open learning.

The workshop examines and evaluates the different styles of negotiation available and then uses practical role plays to help the delegates understand how to use the skills needed to become expert negotiators.

The program consists in a two-day training session.

The course also includes case studies so that the participants can understand the techniques in a close to real environment.

Once the course is completed the participants will be able to:

- plan and prepare a strategy for successful negotiation;
- use effective negotiation skills and behaviours to gather information;
- manage conflict and deadlock;
- influence and persuade both colleagues and clients.

Managing Key Accounts

Key skills are required to maximise and maintain your key accounts, including multiple relationship management, networking and strategic planning.

A strong focus will be placed on relationship building and the skills needed to protect key accounts from competitor attack. Individual coaching, self-appraisal and skill practices will ensure maximum participation and learning.

This thought provoking a two-day workshop focuses on maximising the potential of key accounts that are critical to an organisation's success or failure.

Once the course is completed the participants will be able to:

- identify and understand the criteria for key accounts;
- develop a creative, structured and value generating strategic account plan;
- manage business relationships to increase your business;
- understand how to develop a planned approach to increasing business;
- manage themselves and time more effectively;
- understand how behaviours affect both themselves and the clients;
- complete key documentation that supports account development;
- be aware of own their strengths, limitations, motivations and work motivators.

Sales Management: People & Processes

Great sales people don't always naturally make great Sales Managers, yet many are promoted into just such a managerial position. However, the challenges faced by the Sales Manager are significantly different to those faced by managers in other management positions.

This means that general management training courses are not 100% relevant to those in Sales Management positions. This two-day course fills the gap. The course provides a structured in-depth review of the key management areas relevant to those who will be managing a sales team.

Once the course is completed the participants will be able to:

- understand the techniques required to successfully manage a sales team;
- able to inspire and motivate the team to achieve outstanding results;
- use the practical ideas toolkit received during training to improve your personal effectiveness as a sales manager;
- be confident to tackle the hardest managerial position there is;
- manage sales people as well as sales processes.



Strategic Sales

During turbulent economic times the quality of thought that goes into the business plan becomes of paramount importance. Internally more people look at business plans for longer than during periods of stability and externally the business plan should help steer you and others through even the toughest and most demanding conditions. Now more than ever sales professionals need to be good at business planning.

The aim of the course is to provide the systems and tools to build a credible and coherent sales strategy.

Delegates will learn how to accurately analyse their marketplace, to anticipate future sales performance, to set appropriate goals and how to position themselves appropriately in a competitive marketplace. Delegates will leave the course confident in their ability to create and communicate a clear strategy for all stakeholders in the sales department.

Once the course is completed the participants will be able to:

- conduct a strategic analysis of the business;
- collect and use information to develop a sales forecast;
- set an accurate target based on value and volume measures;
- understand the strategic options and how to adapt themselves and the teams to it;
- understand how customer perceptions affect competitive position;
- create a dynamic customer accounts plan;
- enhance opportunities to achieve preferred supplier status with chosen customers.

Strategic Marketing

The main challenge facing many organisations today is how to ensure their activities are customer focused and their strategy externally driven. Today's business environment drives the continual search for competitive advantage and this masterclass is designed to provide delegates with the knowledge, tools and techniques to achieve it.

The program includes mentoring, ensuring delegates have the confidence and support to instigate changes in their own business context.

This masterclass provides an opportunity to review the current approaches and compare these with good practice and other sectors.

Once the course is completed the participants will be able to:

- structure and write strategic and operational marketing plans;
- assess your organisation's use of strategic marketing and make constructive recommendations to maximize 'business' benefits from a customer orientated perspective;
- appreciate the customer-focused planning process and be able to map your organisation's decision-making against it;
- use tools and techniques that ensure planning is externally focused;
- manage segmentation analysis and decision making;
- recognise barriers to achieving high performance organisations and teams, and be able to recommend practical steps to overcome these;
- recommend a range of control metrics in financial and marketing terms.

Consultant, not Sales Representative

Today, we are facing a new step in sales evolution: salesman is an obsolete term, fact and reality. Customers are looking for support and advice from professionals, who are doing a lot more than just delivering products, services and information: they want to be counseled for developing their business. Or at least, they expect their providers to be able to solve a part of their issues without them consuming any time and energy.

This two days workshop is mentality change directed – positioning as a consultant means a lot more than just selling something. Being a consultant in your area of services (no matter the nature of your industry) will make you stand out in your customer's eyes and become a business partner on a long run.

Gaining skills is 10,000 times easier than mentality change. That is why you need support and a professional that is 3 in 1: consultant, trainer and coach! We do have this rare species (only 2 of a kind)... but high quality at your disposal.





To be somebody, you must last.

Ruth Gordon



Customer Relationship Development

Customer Service is an Attitude not a Department

Customer service is very personal. Our expectations vary according to circumstances and our own ideas about a good service. But we all know really good customer service when we see it.

It's that special touch that makes us feel like someone cares.

It's a smile or a follow-up call. It's someone doing something memorable that we didn't expect.

Customer Service Training is about facilitating what every organization wants: fantastic service every time. You can be instrumental in creating a framework to improve significantly how internal service providers assist each other and, ultimately, deliver great services to all customers.

Once the course is completed the participants will be able to:

- appreciate how customer service efforts impact company profits;
- understand that internal customer service is just as critical as the external customer service;
- prioritize and focus on the top expectations of customers;
- identify one's own personal style and the personal styles of customers;
- apply personal knowledge to communicate more effectively with customers;
- develop a personalized strategy for improving listening skills;
- choose a vocabulary that is calming and persuasive;
- turn angry customers into repeatedly happy customers.

Managing Customer Service Teams

The Customer Service Manager is one of the most important people in any good business, directly managing the people who provide services to customers. A good Customer Service Manager can give the business a great reputation and generate positive word of mouth; a poor customer service manager can actually mobilize communities against the company.

Being a great Customer Service Manager is more than making sure people are scheduled properly and making sure your department comes in under budget. A Great manager is always looking for ways to increase performance, develop staff, and provide the ultimate experience to each and every customer.

Once the course is completed the participants will be able to:

- create/ adapt CS procedures for better results;
- create/ “read” activity reports for quality information;
- keep people focused and motivated;
- introduce change and new processes to ensure success;
- get your staff to "buy in" to new processes and changes;
- encourage employee involvement and suggestions;
- get more results in less time from your staff.



Business Relationship over the Phone

Customers who are handled in a friendly and efficient manner will have a positive first impression. If things are managed badly there will be a breakdown of trust, damaged relationships and possibly lost business. The ability to communicate in a prompt, friendly and professional manner is essential to create the right impression and getting your message across.

The training course about developing effective telephone skills will enable delegates to develop or refresh the techniques and skills required to make and take calls effectively. They will learn and practice methods for giving and receiving information logically and clearly, building rapport and dealing with difficult callers. Role-play will be used with real life examples to ensure the course is relevant and applicable.

Once the course is completed the participants will be able to:

- understand the importance of the telephone in delivering exceptional customer service;
- gain enhanced key skills in assertiveness, listening and dealing with challenging callers;
- deal with callers in a professional, efficient manner;
- create the right impression of yourself and your company and present an image of total customer care;
- communicate confidently and handle customer calls with courtesy, enthusiasm and friendly efficiency;
- handle calls in a structured way, project professionalism in words and voice and speak with clarity;
- manage difficult and aggressive customers and resolve problems successfully;
- ask the right questions, listen and deal with enquiries, messages and complaints effectively;
- close calls by summarizing outcomes and agreed actions with the caller and by recording details.



Business Understanding

BE Business Literate

Finance, accounting and money – these make up the language of business. Knowing how the organization makes money, having a working knowledge of financial statements, and being conversant with financial terms are all necessary skills for effective business management, regardless of the organization's type or size.

These workshops will make the participants comfortable with financial concepts and help them use financial information to make informed decisions.

To be business literate is to have:

“The ability to use financial and business information, to understand and make decisions that help the organization achieve success.”

Once the course is completed the participants will be able to:

- identify, read and use the 3 main financial statements: income statement, balance sheet and cash flow statement;
- explain how the 3 main statements impact each other;
- focus on the numbers that really matter in reports and on financial statements;
- explain the difference between profit and cash;
- identify the difference between data and information;
- present reports and plans in solid financial terms;
- determine your business' break-even point;
- prepare a budget;
- use ratios, benchmarking and other approaches to analyze financial results in various ways;
- create a "dashboard" for your operation using a mix of financial and operational key performance indicators.

Business Simulation Programs

Pharma Business Simulation®

We have entered a new era of people development.

We cannot work only with the old training means – all new and futurist instruments that can help our employee improve and gain competencies must be used.

Qipa is not just a training company – it is an Individual Development oriented one, so the trainee is the most important for us.

Children learn better, faster by playing and doing things – so let's not forget the native nature of ourselves!

We invite you to invest in your people in the smartest way, with the quickest and stable results!

The heart of Qipa Pharma Business Simulation is a computer based interactive application – an up to 10 steps process ran by each participant (or team of participants) that follow the real life situation of a pharmaceutical company activity.

All simulation steps are followed by training sessions that underline and support the learning and development directions stated in simulation steps.

The business challenge is complex and created around:

- Products
- Customers
- Competition
- National sales strategies



All factors that influence business results are presented in the simulation so that the reality can be understood and the decisions made can be challenged.

Business Simulation Programs

The KEY factors of Qipa Pharma Business Simulation are:

A product created ONLY for pharma business - we have started with the insight gained from our direct experience and from top management people in the pharma business.

A 100% customized for the Romanian market - all resources available are the ones used by Romanian companies.

A great flexibility of the product - we can customize it for the company's specific products/ business strategies/ sales targets. Through all those, people can apply easily all the knowledge they have, to their company's reality and they can start practice before the official launch of the business strategies.

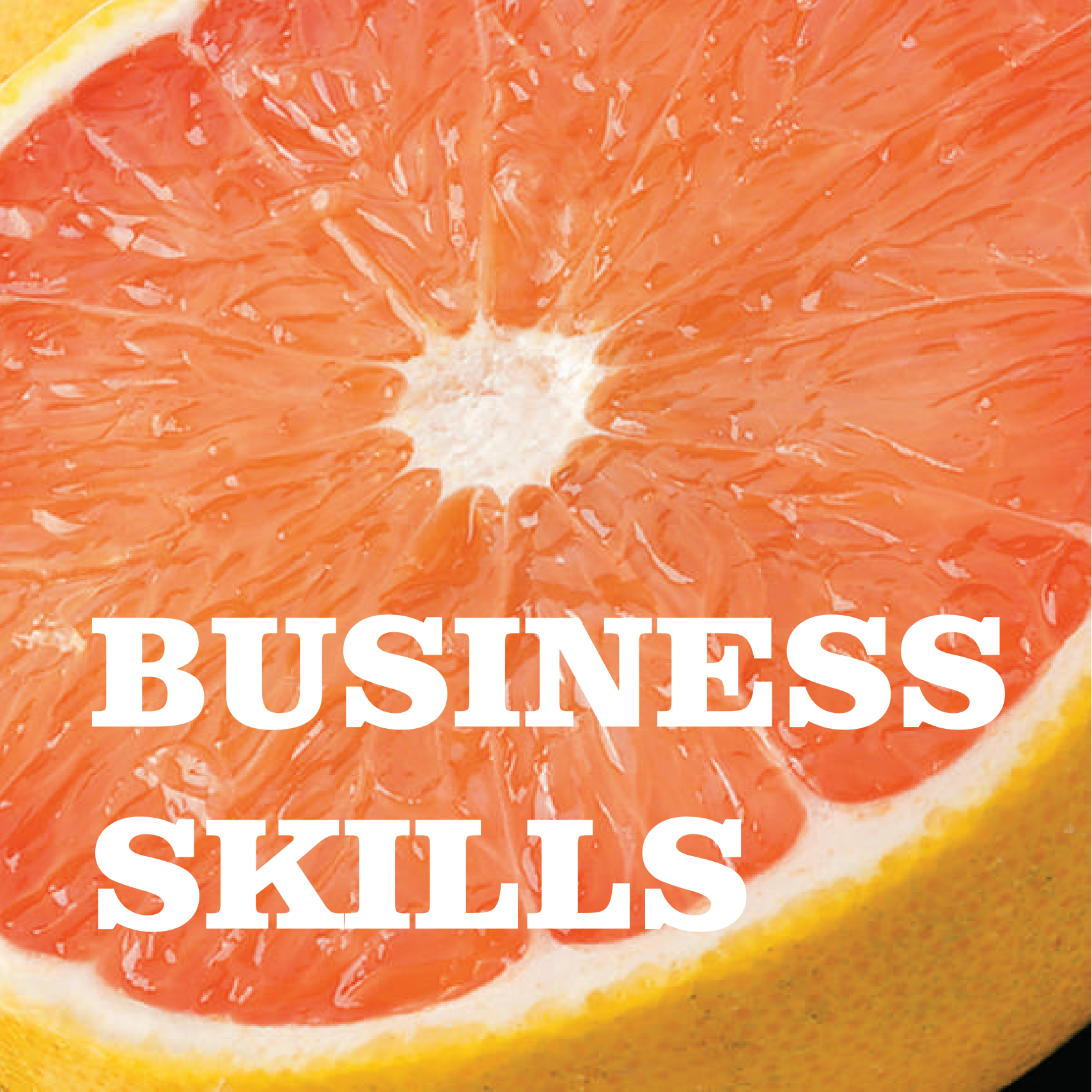
An experienced consultants team that develop, adapt and implement the training simulation sessions: minimum 35 years of age; top management positions in multinational companies; minimum 5 years training experience.

The know-how that can be tailored with the application (depending on the team development strategy/ market requests/ management objectives) is:

- Territory Management
- Client Management
- KAM
- Professional Selling Skills
- Time Management
- People Management
- Coaching
- Competitive Analysis
- Cross-functional Decision Making
- Sales Strategy Development



Each Pharma Business Simulation Session is designed together with GM/ BUM/ MM/ HRM, so that the business strategy to be followed by the development program.



BUSINESS SKILLS

Attitude and Action in Time Management®

Generally, time management refers to the development of process and tools that increase efficiency and productivity.

When we think about time management, however we tend to think about the personal time management, loosely defined as managing our time to waste less time on doing the things we have to do so that we have more time to do the things we want to do.

Therefore, time management is often considered or presented as a set of time management skills; the theory is that once we master the time management skills, we'll be more organized, more efficient, and happier.

At Qipa, we do not take time management training primarily as a tool for realizing how much time people waste but as a way of finding together a solution for the wasting time issue.

We can't manage time: we manage ourself.

We can manage what we do with the time we have.

Disorganization, unclear goals, too many personal phone calls, disjointed processes, no routines, poor planning, procrastination, lack of focus, lack of training, junk e-mails, and surfing the Internet – these are just some of the things that make us waste precious time.

That is why, we must know the tools but first we must have the proper ATTITUDE towards time.

Business Emotional Intelligence

We reach top professional results through a combination of Rational Intelligence (IQ) and Emotional Intelligence (EQ).

Professionals own practically the same level of technical information. The difference consists no more in their knowledge, but in their attitude and "personal touch".

IQ, as scientists demonstrated, is a gift at birth. There are only few things we can do to improve it.

EQ – scientifically demonstrated too – is something we are able to highly develop through our lives.

This Business Emotional Intelligence comes with the practicality of self awareness and self management applied in daily business work: either sales, marketing or management processes. It is not a scientific approach, but a result oriented one.

The level of Emotional Intelligence reflects how well people:

- recognize and express their own emotions;
- accurately understand and respond to others' emotions in one-on-one situations and in groups;
- integrate this emotional data into their thinking, reasoning and decision making;
- motivate themselves in achieving self goals;
- manage their own and others' emotions, and achieve preferred supplier status with chosen customers.



Professional Life Management®

After years of experience in a classic business training industry, and after working for several multinational companies, we have developed a new concept: Professional Life Management®.

Self-Management concept is the key for the future professionals. Today's business environment asks not only for executives, but also for pro-active people, ready to take responsibilities and to develop themselves.

Professional Life Management® is created in four modules, each developed as a step in increasing Professional Responsibility. At that point every employee has the tools, aptitudes and attitudes to transform a knowledge into a personal skill.

Each module can become the fine tuning instrument for mastering in marketing, sales and management.



Self Marketing®

- This program comes in two directions:
 - First to develop a self analysis system starting from business principles (product definition, positioning, promotion strategies)
 - And second to create a better understanding of the business from the marketing point of view
- Applying the strategic marketing concepts in personal development, each professional will put himself under a continuous analysis process and will create his own development strategy.
- This module is the first step in developing a self business plan, the first step in achieving personal targets.

Self Selling®

- The sales process, as the main task or not, is found in everyday business life. The program comes with a pattern: sales skills means presenting yourself and making a good impression, knowing how to sell yourself, and finally, negotiating the best deal.
- As a personal development tool, Self Selling creates a self feed-back system, implements the strategy stated in the Self Marketing module, leading to a higher professional efficiency.
- The program enables sales persons, but not only them, to sell any product or service after learning to sell themselves.

Self Management®

- The management process must start with managing yourself. Every manager has to know first how to manage himself, his job, his time, image, relationships and only then to manage a team.
- The program covers areas like: time management, self discipline, management behaviour, resource management, project management, establishing self responsibilities and priorities, self image management.
- Continuing the first two modules, Self Management develops the capacity to integrate the skills already attained into a whole professional life management.

Self Motivation®

- Motivation is the most important ingredient in any development direction . The hardest thing is not being motivated, but keeping motivated.
 - Motivation has two sides: extrinsic and intrinsic. The first one is depending mostly on others and there are little things we can do to boost it. But the intrinsic motivation is all ours, and Self Motivation module follows the path of discovering the inner strings.
- The motivation pattern is to be created by each participant during the training session after analyzing what and how he is motivated, and when motivates him.

Results Orientation Workshop®

Results Orientation is the most important factor of a successful sales representative. Knowing all the techniques is surely not enough to become a professional in sales. One must have the right attitude and the SMART objectives for each sales visit.

The workshop covers the science of questions in qualification, advanced objection handling skills and finally, a review of closing techniques. There is also included a self-analysis of preferred styles, developing the most appropriate strategies for each participant.

The program consists in a two-day training session.

The courses also include role-plays so that the participants can practice the techniques in a close to real environment.

Once the course is completed the participants will be able to:

- respond to customers' needs and wants in order to adapt their selling approach to those needs & wants;
- identify current sales skills, both strengths and development opportunities;
- develop a professional behaviour during all phases of the sales call;
- understand the importance and gain the ability to ask for business during the sales visit.



Right Mind Positioning

While “Positive Thinking” is a popular expression, Qipa consultants point out that positive thinking is an upbeat in communication, self-esteem and confidence.

The workshop can provide participants with communication skills and mind exercises that will tune them into positive thinking.

People with a positive attitude have a body language that exudes power, expressiveness and confidence.

Since positive thinking starts subconsciously, an experienced trainer can guide people through the procedure of changing a negative state into a positive one.

The right attitude is contagious and leads to a “can do” attitude within an individual, a team and an organization. The session allows the group to consider the business consequences of negative thinking and learn the methodology to develop positive practices that can be achieved in the flick of a mental switch.

Once the course is completed the participants will be able to:

- identify negative thinking and behavioural habits;
- use methods, models and techniques for turning negative to positive;
- think systems for success – planning the positive future;
- visualize techniques to transform business situations.



**Before telling others what to do,
one must be an instructor to oneself.**

Zen Koan



Followership®

Followership[®] – the new concept on leadership



Leadership involves initiative taking and maintaining group cohesion, whereas followership involves deciding who to follow, when, and where to.

In his influential, award-winning book *Leadership*, political scientist James McGregor Burns wrote that "leadership is one of the most observed and least understood phenomena on earth".

Whereas the psychological literature often assumes that the goals of leaders and followers are the same (e.g., Hogg, 2001; Hollander, 1985), an evolutionary perspective suggests that this is an unwarranted assumption. Even members of a highly social species like humans frequently experience conflicts of interest in the pursuit of their goals (Barrett et al., 2002).

Consider the following:

Leaders contribute on the average no more than 20% to the success of organizations. Those who follow the leader are critical to the completion of the remaining 80%.

The sooner we recognize and accept our powerful position as followers, the sooner we can fully develop responsible, synergistic relationships in our organizations. According to Ira Chaleff (*The Courageous Follower*, 2003), there are three things we need to understand in order to fully assume responsibility as followers.

- Understand our power
- Appreciate the value of the leader
- Work toward minimizing the pitfalls of power

About Votive Leadership LLP

Votive is an UK top Leadership Development company specialising in the development and creation of Leadership behaviours at all levels within the corporate organisation.

Beginning with Leading Self we are there throughout the leaders lifecycle, be it designing a solution for those who are Leading Others, Leading Leaders or Leading Organisations.

Votive constantly aims to achieve Kirkpatrick Level 4 in all their programmes and to work in partnership with the clients to achieve this.

Votive Leadership LLP has developed a unique award winning approach to developing 'effective followership', improving engagement and developing authentic leadership.

Followership[®] = Engaging our workforces and leaders in the 21st Century

Each and every one of us play a role as a follower and although there is much talk about leadership, there is considerably less chatter on the topic of followership and yet it affects all of us all of the time.



Qipa Diagnostics

Prior to any formal delivery, we at Qipa strongly recommend the client uses our thorough set of diagnostics that allow us to tailor all our interventions specifically to our client need. To help us in this process we use a number of outstanding tools:

Leadership (Followership®) Climate Indicator: Leaders reports complete a simple on line survey the output of which diagrammatically illustrates whether the 'leadership' climate is one of a cohesive, building and empowering nature (green), or whether there is a climate of mistrust, restriction and control (red).

Emotional Intelligence Profile: Delegates are asked to complete an online report, which is followed up with two hours of individual 1:1 coaching. This establishes an extremely high level of self-awareness, preparing the individual for the programme ahead.

Team Effectiveness Report: This unique report is able to measure and report on the 'emotional' effectiveness of a team, clearly distinguishing between those that are stronger than others. Vital if you wish to create high performing teams.

All of these reports can be used to measure distance travelled and hence ROI, following a programme.

	Personal Intelligence	Interpersonal Intelligence
Performance	Self Management	Relationship Management
Engagement	Self Awareness	Awareness of Others
Attitude	Self Regard	Regard for Others

Followership[®] competency development programmes

- Strategy Workshops and Alignment
- Leading Self
- Leading Others
- Developing Others
- Influencing Others and Critical Conversations
- Strategy Workshops and Alignment

For a Senior Management team to operate effectively it needs to fully align with the purpose, the identity, the beliefs sets needed to succeed, the behaviours, capabilities and the environment needed within the organisation. Our alignment programme achieves this, generating a clarity of focus which in turn leads to precision action.

Leading Self

Within this programme we explore what is the difference that makes the difference between the average performer and the 'peak performer'. We will explore the effects of habits in determining performance and ask the delegate to recognize the habitual behaviours acquired over time that are hindering performance. With awareness significantly raised, delegates are able to lead their teams more efficiently and in a more energised state.

Mindset + Skillset = Extraordinary Performance

Leading Others

Leadership is all about change, moving an individual or a team to a new and better place. The journey to that place however can be difficult. Leading others is all about challenging the invisible rules, the interferences that prevent people from moving forwards. These can be in the form of limiting beliefs, or as simple as a lack of a defined localized vision that empowers and inspires.

Developing Others

A leader's role has three directions: leading, managing and coaching. Many time all three, but most of the time coaching is just a line in the Performance Management System, squeezed out by a lack of time and resources.

'Developing Others' is a programme that sees coaching as a 24/7 activity, a 'being' not a 'doing'.

Having the right mind-set coupled with the skill set to develop others is fundamental for the establishment of a learning culture within any organisation. This programme is all about adoption of best practice, turning theory into practical application.

Influencing Others and Critical Conversations

For a Leader/Manager to generate 'effective followership' within their team, they need to be able to influence others in an authentic manner, helping them to make the most appropriate choices.

The programme looks at the specific skills needed to achieve empathic listening, to use language patterns such as embedded commands and presuppositions to influence thinking and to use strategies such as transposing to gain clarity in a discussion.

The programme will also look at the effect of personality in our ability to effectively influence and negotiate. Using Clarity 4D personality profiling tool, a colours based model, we are able to help managers flex their style to best meet the needs of their teams.





Assessment & Development Instruments

Assessment & Development Instruments

Qipa Value comes with its consultants' experience – all Qipa consultants have minimum 15 years business experience, on positions from middle management to top management in multinational companies.

The main Qipa principle: you cannot teach/ evaluate anybody who has a management position (for example) if you hadn't had the direct experience as a manager.

Development/Assessment Center is one of the most advanced evaluation instruments that currently exists in business, Qipa developing its own program – as a response to clients' request for a product dedicated to Romanian market. Thus our Assessment Center experts created a set of instruments that have been adapted to each project. The industries in which we have implemented this evaluation system are: pharmaceutical, FMCG, production, IT, constructions, automotive, in 15 multinational and Romanian companies. The professional level of those evaluated is from Top Management to entry-level.

Applying Qipa Assessment Center was always with the aim of creating a development program for those assessed, so that we can implement those trainings that would bring added value for the participants, for the company and would also increase the motivation and retention of valuable people for our client.



The assessment team must include at least four persons with the following competencies:

- HR Expert – person with HR experience, and also with experience in creating and implementing Assessment Centers;
- Psychologist - certified in creating and implementing Assessment Centers, with practical experience of minimum 10 years;
- Certified Trainers – minimum 10 years' experience in creating and delivering trainings;
- One assessor from the client (if desired) – participation of one HR department member is recommended for the benefit of being able to then implement similar instruments in the company. He or she will be designated by the client Management and will receive specific training from Qipa (Train of Assessor).

Qipa Assessment Center is a complex evaluation method, which allows the analysis of specific and general competencies, determination of potential, and creation of a training program adapted to the assessed persons.

Assessing of personal skills is done with the help of custom made psychological tests and/ or questionnaires, and also by monitoring the participant's behavior during the entire evaluation process. Special emphasis is given on various assumptions, themes, and individual requirements, such as logical tests, role plays and team exercises.

Qipa Assessment Center is developed for the specific needs of the Romanian market, starting from the recognized instruments on the French market (Paris X Nanterre France), and on the British one (A&DC Ltd UK).

Participants will be examined (in addition to interviews) using tests that simulate real situations, by Qipa team of specialists covering many fields (business, management, HR, psychology), the results being then integrated into a final report.

Integration is performed using a matrix of skills: the results of all candidates are listed in such a matrix, where on a side we have the AC exercises, and on the other side the implied competencies – underlining those that will be developed through a training program. This program will be tailored by Qipa consultants to improve, develop those competencies with the lowest level from the AC report.

The types of exercises we will apply to assess participants:

a) Group exercise

The exercise refers to a certain concrete problem, where the team will decide by consensus.

Conclusions will be drawn in reference to behavior in group discussions, team work, communication styles.

b) “In - tray” exercise – most used individual exercises

The participant is given a tray with documents, correspondence and other written notes based on which he must evaluate certain "problem-situations" and take a series of decisions within a limited time. This exercise also offers the possibility to evaluate the management style of the participant. The task given to the candidate is to take the place of a leader, recently went on vacation, to reclaim its tasks, make order among the company's documentation, create a plan of action and make decisions. Although he/she will simulate the administrative side of a manager's activity, you can draw conclusions about his/hers planning-organizing skills, his ability of decision making, and his analysis capacity.

c) Exercise of analysis and presentation

The first part of this trial is similar to the “in-tray” exercise, but after the research phase the participant will run a presentation on topics related to a given theme, asking, besides the ability to do research and the ability to run presentations (communication).

d) Management games and case studies

These can be easily adapted to client's particularities and are useful as simulation exercises. Candidates may be required, for example, to develop together with other group members a set of strategies, policies for the whole company or a specific industry. Targeted competencies are analytical thinking, analysis capacity, teamwork, conflict management.

e) Exercises of solution and decision making

The participant is provided with complex information on which should be studied several solutions to various situations. The analysis performed should be presented to colleagues and assessors and are followed by a discussion within the group. It follows the decision-making ability, presentation / communication skills, and the way of motivation in implementing the decision.

f) Interview simulations

Candidates are placed in the position to conduct an interview as superior. The opponent (the assessor) is specially trained for such a role. The competencies covered are: the level of self-control, relational capacity, reporting to the conflict.

Reports:

Our consultants say about creating the AC reports: “we are preparing for our future in writing books” – meaning that the group report contains minimum 150 pages. Of course, we create a resume (around 15 pages) of this “novel”, understanding the need for time at management level.





Making good decisions is a crucial skill at every level.

Peter Drucker



Salesassessment.com

Salesassessment.com

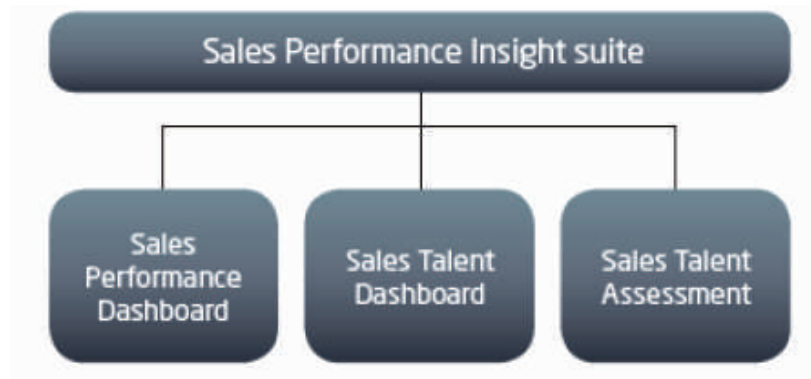


'Our range of powerful diagnostic tools... is designed to add value at every level of the organisation.'

Manage your sales talent with the Sales Performance Insight Suite

The range of powerful diagnostic tools that comprise SalesAssessment.com's Sales Performance Insight Suite is designed to add value at every level of the organisation:

- by providing a strategic overview for the C-suite executives in the context of devising and implementing sales change programmes and driving sales performance;
- for talent specialists tasked with implementing such programmes; and
- at the individual level, by offering a detailed analysis of a salesperson's behavioural characteristics, skills, critical reasoning and motivators in relation to their own day-to-day role.



The Sales Performance Insight Suite comprises:

1. Sales Performance Dashboard – an objective, high-level read-out offering unique insight into the main talent management issues across an entire sales organization, for Sales Leaders, the CEO and C-suite executives colleagues;
2. Sales Talent Dashboard – designed for talent managers and line managers, this dashboard provides a clear window into the capability of the sales organization at team level, including a comprehensive picture of where the gaps lie and how to address them; and
3. Sales Talent Assessment – a detailed but easy-to-interpret assessment of an individual's performance potential in a specific sales role, it quickly highlights who can actually deliver today and who has that potential, along with a complete development needs analysis to get them there.



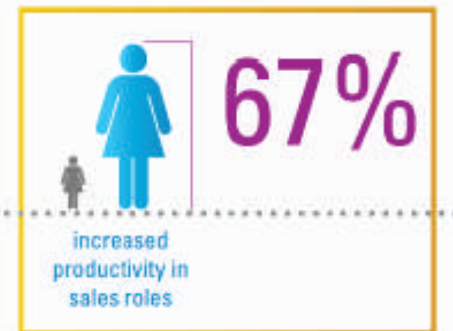
By delivering the full spectrum of sales talent information in a format tailored to today's business environment, this powerful assessment and analysis suite enables talent professionals and commercial specialists to 'speak a common language'. It equips businesses to make confident decisions about who to hire, develop and retain in order to boost revenue, maximise the profitability of the sales organisation and drive long-term, sustainable growth.

'The Sales Performance Insight Suite enables organisations to build a truly successful sales organisation, engineered around a high-performance ethos.'

Sales High-Performers

The Sales Performance Insight Suite enables organisations to build a truly successful sales organisation, engineered around a high-performance ethos: sales High-Performers deliver 67% more revenue a year every year compared with average performers, according to a well-known study by McKinsey & Co.

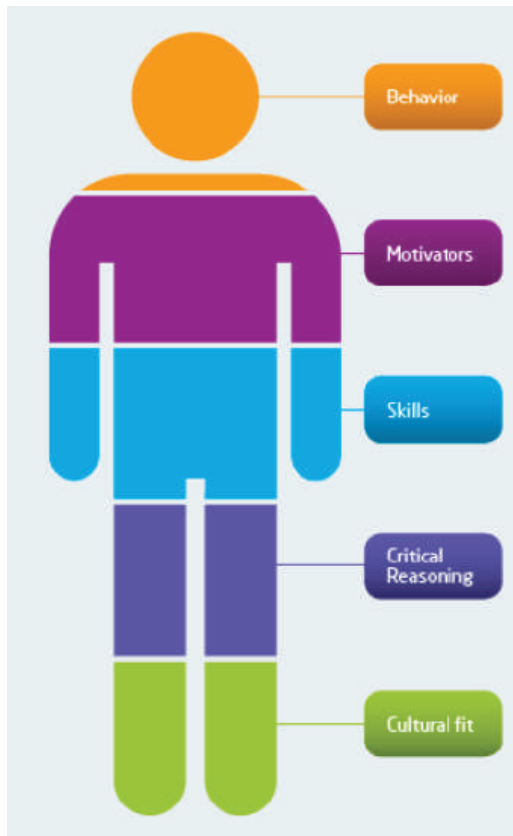
Our own data suggest the performance improvement attributed to High-Performers can, under certain circumstances, be even higher.



Source: McKinsey's War for Talent 2000 survey of 410 corporate officers at 35 large US companies

How it works

Whether or not an individual will be a High-Performer in a specific sales role depends on five key factors: we call these the 'High Five'. These five factors are:



1. Behaviour – an individual's behavioural preference determines their comfort in performing a specific sales role
2. Skills – functional skills determine how well an individual can perform a role.
3. Critical reasoning – an individual's intelligence and ability to analyse data, evaluate evidence, question methods and reach meaningful conclusions.
4. Motivators – motivation drives an individual's desire to perform in a role; in turn, desire drives results.
5. Cultural fit – the extent to which an individual identifies with the style, values and culture of the employing organisation and its customers.



**It is amazing what you can accomplish if
you do not care who gets the credit.**

President Harry S. Truman



Business Consultancy

Sales

Areas of expertise: sales team creation, department procedures, client profiling, motivational instruments, sales management instruments, KPIs.

Consultants' experience: minimum 15 years Senior Sales Management, Corporate & Executive Coaches.

Outcome: sales results (at individual and team level), solid development base, measurement instruments.

Customer relationship management

Areas of expertise: CS team creation, department procedures, performance evaluation process.

Consultants' experience: minimum 10 years Senior Customer Service Management.

Outcome: efficient Customer Service, higher retention rate, better company image, measurement instruments.

HR

Areas of expertise: optimization of processes related to human resources management, according to the specific needs of the client and company size

Consultants' experience: minimum 10 years Senior Consultant

Outcome: HR Organizer, a Business Process Management application allowing the modeling and implementation of a large number of processes related to employees' management: HR administration, Recruitment process, Holidays management, Employees certificates, Entering process, Managing employees' access to IT resources within the company, Performance Appraisal, Exit process.

Process reengineering

Areas of expertize

- Documented processes with workflows, activity descriptions, and performance measurements;
- Role definitions, skills requirements and a training plan;
- Mapping key processes with the new technology applications;
- Performance assurance systems;
- Operations strategy development;
- Corporate process optimization;
- Change management programs;
- Enterprise risk management programs;
- Outsourcing of corporate processes;
- Supporting corporate organizations with expertise, including [senior management support services](#);
- Development of business continuity/emergency response programs.

Consultants' experience: minimum 10 years Senior Consultant.

Outcome: higher level of throughput, quality of the output, improved operational efficiency, alignment of key performance indicators with company strategy, improved cash flow and working capital, increased visibility to work processes by all levels in the process, improved resources utilization.

Recommended IT tools: Business Process Management solution.



**Charm is getting the answer "yes"
without having asked any clear question.**

Albert Camus



CO

Consciousness Quotient
Institute
New York

Consciousness Quotient Institute, New York

There is:

IQ: we all know what it means and what implications has!

EQ: we all think we know what it means and assume we manage the implications!

SQ: some of us heard about it, some studied it, and some integrated it!

CQ: very few heard about, fewer know what really is, and even fewer understand the scale of its importance!

Consciousness is the basis for individual and organisational development, being (or it should be) the first area of improvement for everyone. Being aware of who you are, makes you aware of what you're doing, of what implications your actions generate, and of the state of the people you interact with.

Having an organisation that has a bigger consciousness quotient means that the products/ services delivered are more qualitative, better presented to the customers, better aligned with what customers really need.

An organisation is made by the people employed so we must first ensure that our staff is consciousness enough. Helping them become more aware means raising the profit, consolidating the company position on the market, being present in the business, not obsolete!

Our **CQ PROGRAMS** come with the knowledge and experience in developing the awareness level in three directions:

- employees;
- organisation;
- customers.

A close-up photograph of a large pile of apples, some green and some red, with the text "Team Building Programs" overlaid in the center. The apples are fresh, with some showing water droplets on their skin. The text is in a bold, white, serif font, centered over the middle of the image.

Team Building Programs

Team Development

There are:

Serious Team Buildings: clear objectives & professional trainers

Fun Team Buildings: the objective is somehow defined and students are playing the facilitators role.

We invite you to choose first the team buildings and second the fun.

You will:

- build relationships;
- enhance communications;
- strengthen trust;
- collaborate better;
- create & innovate;
- gain greater alignment;
- engage employees;
- improve sales;
- strengthen customer relations;
- reduce employee turnover.

100 people --- outdoor & indoor activities --- only exercises

10 people --- only indoor activities trainings --- sessions & excercises



Qipa Business Partners

Qipa Partners

Agriculture: Aectra, Cargill

Automotive: Michelin, Euromaster, Volvo Trucks, Jaguar, Land Rover, Range Rover, Mercedes, Mazda, Mitsubishi, Ford, Hyundai, Smart, Chrysler, Jeep, Dodge, TiriacAuto

Construction: Volvo Construction Equipment, Doka, PORR, Titan Mar, Trend Imobiliar, ACMS, Conarg

Financial: Porsche Finance Group, Garanti Bank

FMCG: Strauss, Oriflame, Cristalex, L'oreal, Ivatherm

Industrial Engineering: SKF, Schrack Technik, ElectroAlfa, Adrem Invest, Rulexim, Sandvik

IT&C: Orange, Cosmote, Konica Minolta, Tornado Systems, Omnilogic, Convex Network, Novensys, Softelligence, Ciel, ABS LBS, WebHelp

Media & Advertising: Leo Burnett, Lowe, Ygrec, Speed Promotion, HBO

Pharma: Abbott, AstraZeneca, MSD (Schering Plough), Novartis, Bayer, Bristol - Myers Squibb, Ever Neuro Pharma, Recordati, Teva, Sandoz, Medochemie, Glenmark, Gedeon Richter, Wörwag, Gerot Lannacher, Lek Pharmatech, ASI Pharma, Stada, Farmexim

Professional Services: International House, Sodexo

Retail: Mobexpert, Flanco, Deichmann

Tourism: J'infoTours



Qipa Conferences

Qipa Conferences – A Romanian Speakers Corner

There is a time when everybody feels like sharing. For us this moment came years ago, but was ready to become alive in September 2009.

“You can learn something from everybody, from everything... even from stones”.

That is why we want to create a platform for all those who think they have something to share. Qipa Conferences is a first step of this project: we started ourselves – sharing from what we have experienced, understood, learnt and inviting all who find the subjects interested to give and take.

The idea came from our experience: when somebody is telling you something there are more chances to put it in practice than if you just read it or heard about it. We come with the background of self-development (10 – 20 years) and with the abilities to present from the 10-15 years of training. All these are based upon a business experience as employee – freelancer – employer – which comes with the pragmatism and common language with all types of audiences.

The concept spins around the Individual Development meaning equilibrium among the three main areas of human existence: professional, personal and self. This concept is a Qipa original, registered at OSIM and ORDA:

- Professional means what you do to provide the living and has two main ideas: Do what you like and make a living out of it!
- Personal means harmonizing the relationships with the closest ones: children/ spouse/ parents/ siblings/ friends and society.
- Self means self-awareness, evolution in rapport with oneself.

We choose Marriott as our Hyde Park... and Saturday mornings instead of Sunday mornings.



We are...

Happy to do what we want and what we like!

We created Qipa so that our experience and understanding could be put in practice and transmitted the way we felt was best. This is why you will find under the Qipa organization an umbrella concept, with courses and workshops that do not sound like anything else on the market, and development directions that cannot be found in a classical HR strategy.

We know what Individual Development really means so if you are a Manager looking for instruments that help your organization or you are an individual wanting to improve yourself, you will find both classic and futurist ways to achieve your goals.



Discover Yourself®

011542, 115B G. Missail St. 1st District,
Bucharest, Romania
+40 21 317 78 60 / 55

Qipa.net

