



# BPO Beratergruppe

for personnel development and organizational change



## Bärbel Hess

### Tätigkeitsfelder

- Establishing goals and strategies
- Accompanying change processes
- Team building
- Coaching for individuals and groups
- Training sessions on problem solving, customer service and management tools

### Bärbel Hess on her approach and motivation

„In my approach to consulting I focus on being pragmatic, effective and finding solutions which really work.

In my work I concentrate on goals, resources and solutions. For me it is important to identify and appreciate strengths of the people I work with, and to achieve a high degree of transparency and commitment in the consulting process. I find it especially motivating and exciting to help individuals and teams from various fields to work towards achieving their goals, and with this discovering possibilities and developing new ideas.“

**Bärbel Hess** has a degree in pedagogy and is a qualified consultant for personnel and organizational development. She works as a coach, trainer and consultant for corporations, municipalities, associations and charities. She was born in 1967 and lives with her family in Stuttgart.



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## Sectors

- Agribusiness
- Architecture
- Automotive industry
- Banking
- Training and education
- Energy
- Aircraft industry
- Healthcare
- IT
- Municipalities and public administration
- Mechanical engineering
- Fashion
- Welfare services
- Professional associations

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## Areas

- Training and continuing education
- Works council
- Automotive R&D
- Finance, accounting and management control
- Housekeeping and other services
- Kindergartens, child day-care centres
- Supplier management
- Networking
- HR and management development
- Personnel
- Automotive production (assembly, quality management)
- Conference centres
- Marketing and sales

## Target Groups

- All management levels
- Works councils
- Mayors and chief officers in the public sector
- Executive committees in government agencies, associations or corporations
- Foremen and industrial workers
- Employees and clerks
- Management trainees
- Project leaders and staff
- Freelance workers
- Board members and senior executives



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## Topics and Seminars

- Consultancy training
- Accompanying change and development processes
- Coaching for individuals and groups
- Assessing progress for managers
- Establishing feedback processes
- Management training
- Solution-oriented discussions
- Cooperative consulting, cooperative coaching
- Communication and information flows in business
- Conflict management and mediation
- Customer and service orientation
- Focus on solutions as a mindset
- Organising meetings efficiently and effectively
- Chairing conferences and events
- Motivating teams and organizations
- Establishing and developing networks
- Self-development
- Professionalism and persuasiveness in business
- Process partnership and cooperation at internal and external interfaces
- Training and qualification concepts
- Cross-divisional overlap between service provision, control functions and efficiency goals
- Developing strategies and guiding principles
- Strategic self-development
- Team-building and development
- Entrepreneurial thinking and entrepreneurship
- MbO

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## Professional Experience and Qualifications

- Degree in agriculture
- Degree in pedagogy, specialising in adult education
- Master of Business Humanity, specialising in HR management and business ethics
- Educational consultant and trainer in adult education
- Internal personnel and organizational development at an international firm
- Management consultant for the subsidiary of an international consulting firm
- Freelance consultant since 2003
- Member of the BPO Beratergruppe Stuttgart since 2006
- Certificate in Hypnosystemic Concepts for Coaching, Team Development and Organizational Consulting with Dr Gunther Schmidt, Milton Erickson Institut Heidelberg, Germany
- Certificate in Solutions Focus Professional with Dr Mark McKergow PhD MBA and Jenny Clarke MA at the Centre for Solutions Focus at Work, Cheltenham, England

Languages: German, English and Danish