



# Company Intro

**PEERFORMANCE Ltd.**

2012 May, Budapest

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*„Before the Olympics in Athens I was the coach of Dénes Kemény.*

*We made assessments of the waterpolo team, analysed results at personal and team levels - as part of Dénes' managerial work during the preparation period.*

*After winning the games he said: our cooperation, through understanding the assessment, results and their uses and applications in practice has effectively contributed to their success.*

*„I wish that using our methodology -for both manager or individual status- bring this plus for personal and business effectiveness.”*

**Varga Gabriella**

*Managing Director*

*Business & People Strategist*

*CEE Expert Success Insights Tools & Solutions*



**Brief Performance Ltd. Company Profile**

**Organisational Development (OD) Programs**

**Training and Development Programs**

**Tools and Consultants**

**Term of Contracts**

**References**

**Contact Details**

## Choose our company

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- All organisational development and HR processes can be **supported** by our consulting methodology
- We handle **success** with a holistic approach, combining testing tools with both business and human development
- We use internationally recognized, **validated tools** for objective measurements
- The users of Success Insights (SI) assessments are trained by us in Central-Eastern Europe, therefore we have the widest **knowledge base** in terms of these tools, their applications and trainers' accreditation
- The assessment reports are available in **most European languages (27)**
- Our tools are **cost effective**
- The results can be used for **business development, work-life balance** and **personal growth**
- **Training programs, team building and personal coaching** facilities are attached to measurements, with a wide range of **reliable references**

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# ORGANISATIONAL DEVELOPMENT (OD) PROGRAMS

## ACHIEVING ORGANISATION-SPECIFIC SUCCESS

# How we implement Organisational Development processes?

## OD Programs

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### Aim

- To identify those issues and priorities in the organisation, that require action for the further development, for conscious planning and adequate execution of OD actions.

### Target groups

- The leaders and subordinates of the certain organisational units

### Methods of assessment

- Success Insights questionnaires
- 360 degree assessment
- T.E.A.M.S. assessment (which focuses on the more and less effective practices of the team, and defines possibilities for development)
- OD Survey Plus

Forms of OD actions

**Management consulting**

**Trainings**

**Training-development**

**Workshops**

**Individual and group consulting, coaching**

## Our ways of cooperation OD Programs

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- We support the whole organisational development process
- We assess the most and least effective processes of the organisation
- We propose actions for the development of the organisation
- We implement the actions needed
- We support the measurement of development effectiveness
- We support continuously the leaders managing the OD processes
- We coach the responsible stakeholders how to develop, implement and successfully manage further projects

### **Employee Selection**

Competencies  
Using Questionnaires  
Assessment Centers

### **Talent Management**

The Assessment  
Development of the Program

### **Work-Life Balance**

Life-Style Choices

### **Change Management**

Organisational Culture and Setup  
Outplacement



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# EMPLOYEE SELECTION

# How to select and assimilate the most optimal colleagues?

## Employee Selection

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### Aim

- To find and select the optimal candidate, taking into account all the requirements of the job, the workteam and the organisation.

### Target groups

- Mainly jobs requiring a degree and/or specific competencies, especially managers, experts, manager assistants, sales people, call center and client management employees

### Methods

Competence based interview techniques

Simulation of a tasks

Ability tests

Success Insights questionnaires

Assessment Center

## How and what to measure as key competencies? Employee Selection / Competencies

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The assessment and measurement of key competencies is suggested by different tools. We propose to use first of all adequate interviewing insight techniques, plus Success Insights questionnaires for personal and team assessments, combined with Assessment Center methods.

The list of measurable competencies (max. 6-7 should be chosen)

- EMPATHY
- REACHING AIMS
- TEAMWORK
- DIPLOMACY
- DECISION MAKING
- RESULT ORIENTATION
- RESPONSIBILITY FOR OTHERS
- CONTINUOUS DEVELOPMENT
- INTERPERSONAL SKILLS
- STEADINESS
- CONCEPTUAL THINKING
- HANDLING CONFLICTS
- PASSION
- CONVINCING OTHERS
- DEVELOPING OTHERS
- LEADING OTHERS
- OBJECTIVE LISTENING
- SELF-MANAGEMENT
- PROBLEM-SOLVING
- FLEXIBILITY
- PERSONAL RESPONSIBILITY
- PLANNING AND ORGANISING
- CUSTOMER FOCUS

# How to quickly and successfully prepare for the interviewing process?

## Employee Selection / Using Questionnaires

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### How it works?

- These reports will target talent early in the hiring process and pave the way for second-level interview and/or more in-depth assessments of specific competencies.
- The candidates fill online questionnaires, measuring the main competencies demanded by the job already before personal interviewing.

### Results & Benefits

- Save time and effort while preparing for interviews
- Identify suitable candidates accurately through behavioural profiling
- Target that specific type of talent you need, already at the beginning of the hiring process

Contents of the reports

**Preferred behaviour and communication styles**

**Motivators**

**Values to the organisation**

**Interview questions**

**Success Insights graphs and wheel**

**Energizing job environment**

# Why to combine various points of views? For deeper understandings

## Employee Selection /Assessment Center

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### How it works?

- It is an integrated method of different tools that analyze cognitive capabilities and personality, combined with trained assessors analysis of the competencies and the personality of candidates.
- The tools are used for various people management processes, decision making. In case of assessment centers the focus is on the assessment and finding the talent, used for development and selection purposes.
- During the program candidates participate in simulated situations, solve problems, experience teamwork, try their competencies.
- They can get real experience and feedback from the assessors, so they can develop their self-knowledge, strengths, weaknesses.

Typical AC tasks

**Individual presentation**

**In-tray exercise**

**Exercise in pairs**

**Group exercise**

## Our ways of cooperation

# Employee Selection / Summary

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- We support the whole selection process
- We select the right channels for optimal recruitment of candidates
  
- We use different, validated selection methods
- We assess the candidates with integrated methods (interviews, questionnaires, tests, Assessment Centers)
  
- We make proposal for the right candidates
- We support the negotiation about compensation package
- We provide feedback for the candidate
  
- We support the orientation program
- We teach the organisation how to maintain success via selection processes



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# TALENT MANAGEMENT

# What is Talent Management valuable for?

## Talent Management

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### Aims

- To analyse where the individual talent of the employees
- To assess objectively whether it meets the requirements of the job or not
- To develop talent management programs for maintaining best workforce
- To execute talent management programs for success, growth and higher level of satisfaction

### Main target group

- Key positions

### Methods

Success Insights Talent questionnaire (for objective assessment)

Job-Talent Comparison Report

JEPP test

Trainings

Consultancy

# How to get access to our drives of higher performance?

## Talent Management / The Assessment

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### How it works?

- The report focuses on 3 areas of the main characteristics of the employees: „the how”, „the why” and „the what” of their individual performance. This report is unique in its ability to assess an individual’s cognitive structure, focusing on three dimensions of thought.
- The assessment provides an objective picture about the behaviour style, internal motivators and competencies. The talent report shows what the candidate is talented for in the work environment by providing detailed description of the 23 individual competencies.
- The results shows what level of performance the individual is able to reach, by listing and assessing his/her individual competencies.

Contents of the report

**Preferred behaviour and communication style**

**Motivators**

**The 5 strongest competencies and the 5 weakest ones**

**Values to the organisation**

**Success Insights graphs and wheel, Talent Map**

**Task Quotient**

# How to build a complex program for successful talent management?

## Talent Management / Development of the Program

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### Suggested elements

- Developing the selection criteria
- Developing other elements of the talent management program:
  - Rotation program
  - Training-development programs
  - Programs for developing the networking
- Selection of the participants
- Preparing the stakeholders of the programs (participants, business leaders, HR managers)
- Developing the related compensation program
- Developing the legal framework of the program
- Measuring the performance of the participants
- Continuous support, coaching
- Building the communication of the program

## Our ways of cooperation

# Talent Management / Summary

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- We develop the whole talent management process
- We prepare all the stakeholders for the program
  
- We assess the talents of the candidates
- We make proposals for the groups of participants
  
- We provide continuous feedback for the stakeholders
- We develop elements to sustain the program
  
- We support and coach the whole talent management process
- We teach you how to develop further on your own

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# WORK-LIFE BALANCE PROGRAMS



# How to develop and sustain a balanced life?

## Work-Life Balance Programs

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### Aims

- To support the participants in being responsible for their own balance, energy level, to avoid burnout and manage stress effectively.

### Target groups

- Especially employee working in stressful work environments (e.g. managers, call center employees, sales people)

Methods

**Success Insights questionnaires (for awareness of own strengths and values)**

**Life-Style Choices simulation training program (2 days)**

**Coaching**

**Trainings**

- » To study or work? Or both?
- » Do you take care about your health?
- » Can you handle stress properly?
- » Do you think about the period after retirement? Are you willing to pay for it?
- » Or do you travel and spend your money and enjoy the life?
- » Do you have energy for everything important?

## Our ways of cooperation

# Work-Life Balance Programs

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- Individual Coaching
- Trainings: How to manage stress? How to reduce conflicts? How to use own strengths for maintaining a higher energy level?
- Consultancy (eating, sports, stress level, etc.)
- Massage
- **Life-Style Choices simulation training program**  
(2 days about work-life balance)
  - How you live your life during a longer period
  - Make 20-30 decisions/ periods related to different areas of their life (work and private life also)
  - Analyse the impact of your decisions on your success, health, happiness or financial status.
  - Understand that there is no right or bad answer, there are only consequences, which you should be able to plan in advance.
  - Transform your experience into your everyday life!

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# CHANGE MANAGEMENT

# How to get prepared for new organisational adventures?

## Organisational Culture and Setup

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### Aims

- To manage changes in organisational settings and culture, leadership and team setups, and to reach optimal employee rearrangement, with maintaining the valuable assets of the company while introducing new practices.

Methods

**OD Survey Plus (optional moduls and questions)**

**Cultural values, Values to the organisation**

**Team Motivators and Team Excellence programs**

**Leadership Trainings**

- Discovering organisational assets and leakeges
- Optimizing team setups and employment
- Strenghtening key positions and leadership roles via personal-focus
- Developing communication and cooperation within the company
- Developing people management and development programs for achieving high performance incorporating new practices
- Continuous support, coaching

# How to give a way to employees when leaving the organisation?

## Outplacement Programs

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### Aims

- To execute the termination of the employment relationships in the less painful but more cost effective way.

Methods

**Success Insights questionnaires (to map the strengths for the career coaching)**

**Trainings**

**Individual consultancy, coaching**

- Conflict-handling training
- Life-Style Choices simulation program (focusing on work-life balance)
- Self-awareness training
- Communication training
- Career coaching, orientation consulting:
  - How to write a CV, motivational letter
  - How to behave and communicate on a job interview
  - How to negotiate about the compensation package
- Continuous support, coaching

## Our ways of cooperation

# Change Management Programs

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- We prepare all the stakeholders (employees, business unit leaders, HR) for the whole process.
- We develop the elements of the setup optimization and outplacement programs.
- We support employees and leaders during the steps.
- We provide team building, career coaching, talent management.
- We execute the different elements of the program.
- We provide continuous support during project execution.
- We prepare the company how to manage future changes.



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# TRAINING AND DEVELOPMENT PROGRAMS

ACHIEVING ORGANISATIONAL SUCCESS WITH PERSON-FOCUS

# Training and Development Programs

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**Communication Training**

**Team Building**

**Call Center Excellence**

**Leadership Development**

Business Awareness

„Running my own Business”

Leadership Training

**People Management Training Program**

(6 modules)

# Telling things 10 times still does not work?

## Communication Training program

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### Aim

- Participants are taught to communicate in a more effective way via realizing their own strengths and those of the others in the communication, regarding both verbal and written communication channels.

### Target groups

- All employees

Methods

Success Insights questionnaires (for awareness of own communicational preferences)

Trainings

### After the 2 days training program the participants will be able to

- Recognise their strengths in the communication
- Manage the relationship with a better self-awareness
- Listen to the others more carefully
- Recognise the communication types of the others, and based on that better understand their needs, and lead more effective discussions with them
- Better manage the difficult situations
- Conduct more effective discussions

# Teams are more than individuals working together

## Team Building program

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### Aim

- To maximise individual contribution in order to reach a better team performance and find the synergies in the team for increased effectiveness.

### Target groups

- All employees

### Methods

Success Insights questionnaires (for awareness of own strengths and values)

Optimization and planning based on Team Behaviors and Motivators reports

Training

### After the 2 days training program the participants will be able to

- Recognise their strengths within the team
- Recognise the communication types of the others, and based on that better understand their needs, and lead more effective discussions with them
- Maximise the level of individual contribution within the team
- Better manage the difficult situations within the team
- More loyal to the values of the organisation
- Be more prepared for the possible (organisational) changes and new tasks

# How to treat others efficiently? Call Center Excellence program

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## Aim

- Participants should become aware of the keys of their own communicational effectiveness to maximise their impact on customers.

## Target groups

- Call center and contact center employees and their managers

## Methods

**Success Insights questionnaires (for awareness of own strengths and for mapping the individual keys of efficiency in communicating with others)**

**Trainings (conflict handling, communication, personal and social effectiveness, etc.)**

## After the 2 days training program the participants will be able to

- Recognise their strengths, and based on that able to manage better their relationship
- To see the more problematic customers from another, positive point of view
- Recognise the types of the customers, and based on that better understand their needs, and lead more effective discussions with them
- Better manage the difficult situations
- Maximise their impact on the customers

# Handling leadership as a lifestyle with increased complexity

## Leadership Development program

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### Aim

- Participants should find their own aims, assets, leadership style and strengthen them, in order to be able to make the maximum of the human resources, to understand the impacts of their decisions on effectiveness, while maintaining a harmonious lifestyle.

### Target groups

- Leaders, top managers, team leaders

### Methods

Success Insights questionnaires (for being aware of the own strengths and values)

Trainings (leadership and people management programs)

Coaching

Simulation programs

# Raising awareness and finding the chances to increase success

## Business Awareness Development program

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### Aim

- Participants should think about the company as their own business and to recognise their impacts on the effectiveness and profitability of the company.

### Target groups

- Managers, team leaders, key workers

### Methods

Success Insights questionnaires (for awareness of the own strengths, values, expressed and hidden behavioral styles)  
„Running my own Business” simulation program

### After the 2 days simulation program the participants will be able to

- Broaden their business knowledge
- Understand the interconnections among the various organisational units
- Understand the impacts of their decisions on the financial results
- Do their job more efficiently, manage their units more confidently, with decisions leading to increased results

# Learning through doing „Running my own Business”

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## During the simulation program participants

- Have the possibility to manage a company through a long period
- Have the possibility to try themselves in different positions, as CEO, CFO, Sales manager)
  
- Make 30-40 decisions per periods through the whole value chain, e.g.:
  - what kind of products to produce?
  - how to finance it, cash or loans?
  - how much money to spend on the training of the employees?
  - what type of marketing actions to take?
  - how to position the products on the market?
  - how to participate in the tendering processes?
  - what kind of proposal to make?
  - what to do with the stocks?
  
- Analyse the impacts of their decisions



# Managing efficiency comes from using our own strengths properly

## Leadership Training programs

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After the 2 days training program the participants will be able to

- Recognise their own strengths and further development areas
- To define and strengthen their own leadership style based on increased self-awareness
- To use effectively the new tools for: defining aims, communication, listening to others, giving feedback, delegation of tasks, motivating
- To make advantage of the synergies of the team
- To operate their organisational unit in a more effective way
- To manage the organisational changes in a less painful but more effective way

# Developing HR management practices for organisational success

## People Management Training Program

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After the modules of the program participants will

- Get acquainted with the sources where to find the optimal employees  
(**Recruitment module**)
- Lead effective interviews (**Selection module**)
- Understand the variety of the compensation and benefit systems, with the help of it the employees can be retained and motivated in a cost effective way  
(**Compensation module**)
- Give continuous feedback for the employees about their performance  
(**Performance Management module**)
- Develop clear career path within the company (**Career Management module**)
- Find the less painful and risky way of lay off (**Outsourcing module**)

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# OUR TOOLS

## MEASUREMENTS AND METHODS WE TRUST

### **Internationally used validated tests, questionnaires**

DISC

Workplace Motivators

Competence Assessment (PTSI)

EQ Assessments

OD Assessments

### **Simulation programs**

### **Trainings**

**Coaching** (individual or team)

Business & Life Coaching

### **Consultancy**

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# DISC

## BEHAVIOUR AND COMMUNICATION STYLES

### HOW WE BEHAVE AND HOW OTHERS SEE US?

## Do we have a characteristic behaviour?

### DISC 1.

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**The author of the model** is William Moulton Marston, (Harvard University, 1921.), he published the model first in his book *"Emotions of Normal People"* in 1928.

**The questionnaire** consists of 4 dimensions, based on 24 questions and 96 statements, with forced choices (best-least)

The different graphs provide information according to the visible behaviour, that is **HOW** the person:

- Responds to problems, shown in **Dominance(D)** graph
- Influences others to his/her point of view, shown in **Influence(I)** graph
- Responds to the pace of the environment, shown in **Steadiness(S)** graph
- Responds to procedures and rules set by others, shown in **Compliance(C)** graph

# Are we always who we are?

## DISC 2.

The expert systems provides  
2 profiles:

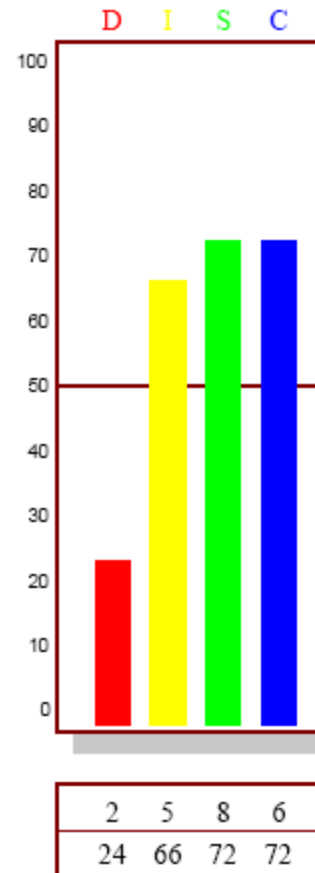
- **Natural style** shows individuals' natural temperament,

while

- **Adapted style** shows what behaviour the person feels he/she needs to exhibit in order to survive and success at the workplace, in his/her job and life. Also known as: stress profile.

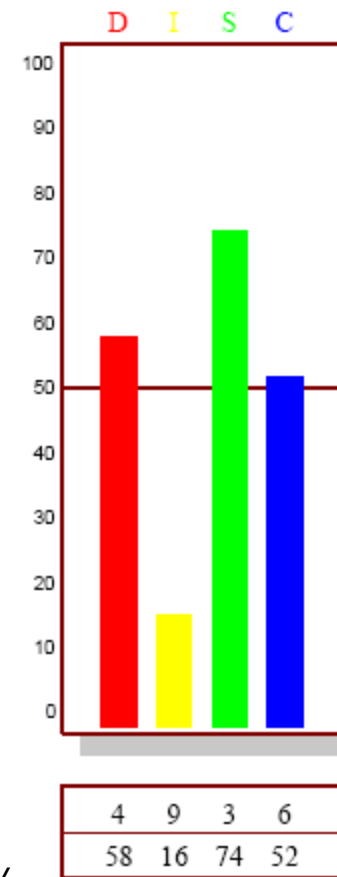
Graph 1.

Adapted style



Graph 2.

Natural style



Points %

# For whom and why we use communication style assessments?

## DISC 3.

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Special versions of the report are available according to

- **target groups**
  - Sales people
  - Management
  - Key employees
  - Teams
- **development focii**
  - Comparing team members
  - Selection process, preparing for job interview
  - Culture, work environment, job benchmarking
  - Time Management
  - Defining development needs for coaching or development programs
- **depth of assessments** (varying from 5 to 50 pages)



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# MOTIVATORS

## WHY DO WE ACT THE WAY WE DO?

# What are the internal key motivators driving us?

## Workplace Motivators 1.

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### The orientation of the different attitudes

- **THEORETICAL:** he/she will use his/her cognitive ability to understand, discover and systemize the truth.
- **UTILITARIAN:** Every investment he/she makes must always have a greater return.
- **AESTHETIC:** he/she will enjoy and appreciate the form, harmony and beauty around himself/herself and allow it to mold himself/herself into all he/she can be.
- **SOCIAL:** he/she will invest all resources into helping others to realize their potential in life.
- **INDIVIDUALISTIC:** he/she will achieve the highest position and wield the greatest power.
- **TRADITIONAL:** from the various individual meanings of life, he/she will interpret, understand and seek a system for living.

# How do our differing priorities guide our behaviour?

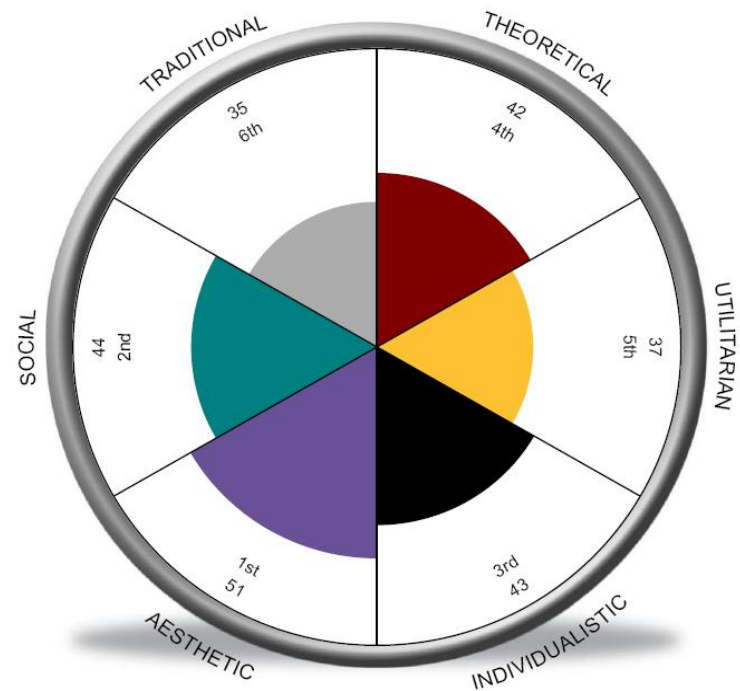
## Workplace Motivators 2.

### Author of the model

The foundation of the model is a book entitled *Types of Men* (1928.), written by Eduard Spranger. He observed that people see the word differently, identified 6 attitudes and sought to discover and understand WHY we see the word differently.

### Characteristics of the questionnaire

The questionnaire analyses individual motivational priorities by comparing the responses. Can be effectively applied for team building, workforce rearrangement, synergetics.



# How and why we measure motivators and attitudes?

## Workplace Motivators 3.

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### Contents of the report

An explanation of the individual in regards to each of the six categories:

- General Characteristics
- Value to the Organization
- Keys to Managing and Motivating
- Training, Professional Development and Learning Insights
- Continuous Quality Improvement

### Results & Benefits

- Identifying the personal values of individuals, teams and organizations, reduces conflicts, increases talent retention, improves efficiency and productivity, and energizes any group working together toward common goals.
- The benefits include reduced turnover, enormous cost savings and increased satisfaction of stakeholders.

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# COMPETENCIES (PTSI)

WHAT ARE OUR STRENGTHS  
AND THE ACTIVITIES IN WHICH WE PERFORM WELL?

## Where are our hidden skills? Competencies 1.

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- The results of the Personal Talent Skills Inventory are the strengths and ranking of **23** competencies, arranged to 3 main groups.
- This competence-focused questionnaire is unique in its ability to assess an individual's cognitive structure, focusing on three dimensions of individual thinking characteristics:
  - **Systematic:** The dimension of ideas, thinking and structure.  
**Systems' judgment and self-direction are measured.**
  - **Extrinsic:** The dimension of things, doing and events.  
**Practical thinking and role awareness are measured.**
  - **Intrinsic:** The dimension of people, feelings and self awareness.  
**Empathetic relating and sense of own self are measured.**

# What are our main strenghts? Competencies 2.

## Author of the model

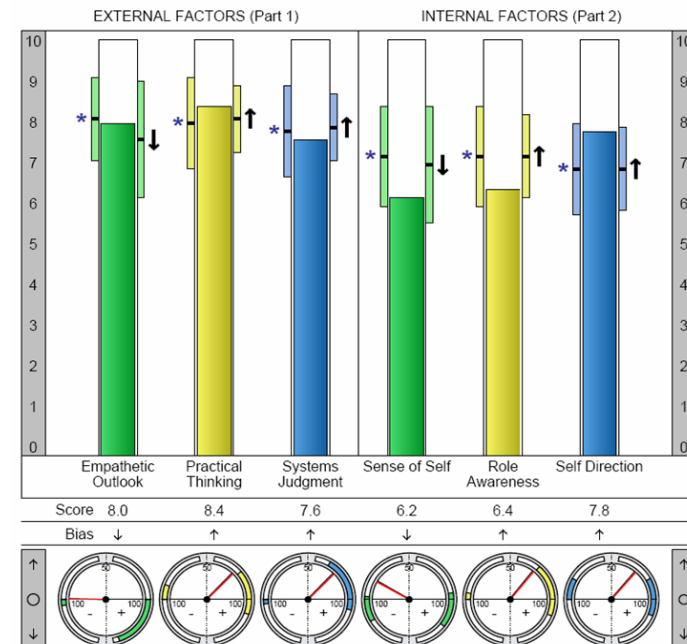
the competence based Value Profile was developed by Dr. Robert S. Hartman.

## Characteristics of the questionnaire

The questionnaire contains 18 statements, which the individual should to rank in 2 sets. All the statements have to be evaluated and compared.

## Results

The outcomes reveal both the individuals' competencies and value sets. The results are 23 competencies' strength and ranking, arranged into 3 main groups.



# Competencies and opportunities need to match and meet for success

## Competencies 3.

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### Applications

PTSI contributes successfully both to individual excellence and organisational processes requiring effective management.

Usual programs of using competence-based tools

**Employee Selection**

**Personal Growth**

**Employee & Leadership Development**

**Talent Management**

**Coaching and Mentoring**

- Targeted PTSI reports identify key talents required in a number of positions, such as:
  - Customer Service
  - Leadership & Management
  - Sales and Sales Management
  - General Employment demanding individual performance



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# EQ ASSESSMENTS

## HOW DO WE HANDLE OUR SOCIAL CONTEXT AND OURSELVES?

# Do we handle and manage our surroundings well?

## EQ Assessments

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EQ and TQ assessments target those underlying dimension, that - beyond knowledge and abilities - determine individual performance, the manifestation of our competencies and our interpersonal functioning.

### – Intrapersonal Skills

- Self-awareness
- Self-direction
- Motivation

### – Interpersonal Skills

- Social skills and efficiency
- Empathy
- Collaboration

### – Task Quotient

- The ideal mixture of task types
- Energizing and demotivating impacts

Areas of applications

**Conflict Management**

**Coaching**

**Handling and proposing solutions  
for organisational issues**

**Leadership Training**

**Talent and Excellence  
Management**

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# OD ASSESSMENTS

## A HOLISTIC APPROACH OF PERFORMANCE

## More perspectives : more reliable feedbacks on performance

### OD Assessments 1.

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The results of OD Assessments can be used for development programs, coaching, handling and proposing solution for organisational issues and changes, planning and executing complex organisational development projects.

#### 360 Degree Assessment

Assessment by different assessors simultaneously (managers, subordinates, peers, customers, external partners), providing results taking **various perspectives** into consideration.

#### Job Report

By letting the **job talk** we can reveal the hard and soft skills, knowledge and specific behaviour needed to accomplish its tasks properly, with an increased performance. The assessment evaluates along 37 separate areas, contributing to both employee selection, development and change management.

#### Job Benchmarking

If determines **success criteria** of a job and the system of requirements. These can be matched to talent maps for more fitting and successful employee selection, performance management and succession planning.

## More levels : more effective developments

### OD Assessments 2.

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#### T.E.A.M. Survey

Helps the **members and leaders** of teams to improve their performance, by discovering effective and ineffective practices. Serves as a base for team building, change management and team or individual coaching processes.

#### ODSurveyPlus

This assessment is designed to serve the targeting of **organisation-specific** development areas, as its content, categories, rating scales are adjustable to privileged needs. Serves the planning of continuously adjusting developmental processes to organisational and customer demands, in order to keep serving expectations well-functioning in changing environments.

#### Benefits

- OD Assessments enable HR and company management to get useful 'outsider' feedbacks about the performance of employees and functionings of various units.
- Enables person-focused development planning, while considering and handling all organisational levels and priorities - leading to increased individual, team and organisational effectiveness.

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# **SIMULATION PROGRAMS**

## **HOW TO LEARN THROUGH EXPERIENCES?**

# How to gain experiences in decision-making?

## Simulation programs 1.

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### How simulation method works in practice

- The simulation program is a group exercise, in which the participants make various **decisions** - like in real life - during a lot of situations and cycles, and experience bearing the consequences of their own decisions.
- The decisions to be made have **impacts** on different areas, like financial situation, health, sustainability of growth., etc.
- Participants can experience and get a feedback about their own their **risk taking level**, differentiated in short and long term planning.
- Individual **success** is measured by various dimensions both after each cycle separately and at the end of the process holistically.
- The **facilitators** of the simulation program help the participants to understand the impact of their decisions and transfer their experience into their own life.

## Participate, learn and do it better! Simulation programs 2.

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### Learning objectives

- to think „out of the box”,
- to understand the connection points between private life, work processes and their effectiveness,
- to be aware of the consequences of own decisions,
- to be able to analyse the situations from more perspectives,
- to become able to transfer the lessons learned into the real life.

Types of simulation programs

**Running my own Business**  
**Life-Style Choices**

### Learning methods

- Learning by doing
- Active participation
- Listen to it – understand it – do it
- Transferring the experiences from „play” into „lesson learned”
- Proper ways of asking, giving feedback, expressing opinion



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# COACHING (INDIVIDUAL AND TEAM)

## HOW AN OTHER POINT OF VIEW MAY SUPPORT US?

## Why coaching is not the same as consultancy?

### Coaching 1.

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- Coaching is a tailor-made support and development process.
- The coach is not an expert of the area from where the coachee comes (if yes, than the meeting is not about professional issues).
- The coach does not make professional decisions, it is not a consultancy.
- The coach supports the coachee with his/her point of view, helping the coachee to make his/her own decisions, in an optimal and comfortable way for himself/herself.
- The coach can ask, listen to the coachee or summarize what has happened before, or can present such models, situations that help the coachee to get closer to the best solution and finally solve his/her issues.
- Coaching can be an individual process or implemented in teams.

### Coaching processes in practice

Based on our special assessment reports, serving a good starting point and objectively measured base of individual (and team) characteristics, a **Coaching Report** is provided at the beginning of the coaching processes.

In **Business Coaching** the aim is to support the coachee in solving business/workplace related issues.

In **Life Coaching** the aim is to support the coachee in solving private life related issues.

### Timing

- A coaching meeting last approximately 1-2 hours.
- A coaching process usually consists of more occasions, depending on the complexity of issues we solve.

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# OUR CONSULTANTS

## WHO WE ARE

## Gabriella Varga

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- Managing Director of Peerformance Ltd.
- Business & People Strategist
- CEE Expert Success Insights Tools & Solutions
- 20 years' experience in consultancy and trainings
- Lecturer at Corvinus University MBA, Budapest
- Speaks English fluently





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# TERMS OF CONTRACTS

## WAYS OF COOPERATION

## Terms of contracts

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- Our solutions detailed in specific proposals are provided at a high level.
- We offer train the trainer programs for internal professionals:
  - Facilitating simulation programs
  - Analysing our questionnaires, providing feedback sessions or facilitating internal trainings based on the results
  - Accreditation
- Some programs are provided in cooperation with our consultants and our trained internal experts.



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# REFERENCES

COMPANIES AND UNIVERSITIES TRUSTING US

## References

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**Olympics Winner Hungarian  
Waterpolo Team**

**Erste Bank CEE  
Budapest Bank  
K&H  
Citibank  
GE**

**DHL  
MOL Group  
BAT**

**Sanofi-Aventis  
GlaxoSmithKline CEE  
Novartis**

**Burton Apta  
Villeroy & Boch**

**Microsoft CEE  
Schneider Electric**

**Visteon  
Philips**

**SAP  
Telenor  
Sanoma**

**KPMG  
PwC**

**Corvinus Health Manager &  
Call Center Manager studies**

**Corvinus University Executive MBA  
BME University Psychology MA & PhD**

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# CONNECT

## HOW TO CATCH US?

Check us:

**[www.peerformance.hu](http://www.peerformance.hu)**

E-mail us:

**[info@peerformance.hu](mailto:info@peerformance.hu)**

Call us:

**+36 1 336 10 27**

Reach us wherever we are:

**+36 20 3836 146**