



SERVICE PORTFOLIO  
TRAINING AND DEVELOPMENT  
& SEARCH AND SELECTION

# ABOUT US

ISG Personalmanagement GmbH was founded in 1999 and is one of the leading HR consulting companies in Europe with a total of 50 offices.

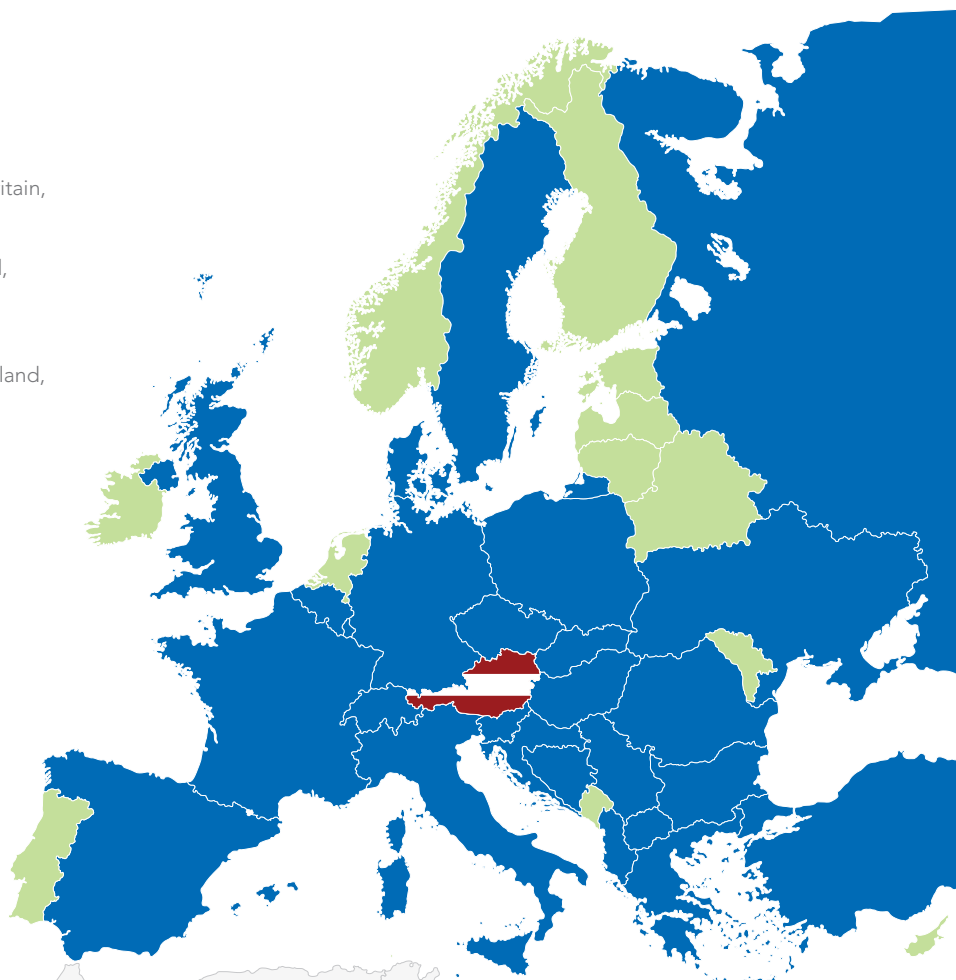
We offer the complete range concerning HR issues and services in the key areas executive search, search and selection, training & development, outplacement as well as high quality temporary work.

As an international company we can also support you in international or cross-national projects. A flat corporate structure, a homogeneous working style and standardized terms of payment, nationally and internationally, ensure smooth and quick national and international project management.

■ ISG Headquarters  
Austria (Vienna)

■ ISG Offices  
Albania, Argentina, Bosnia, Brasil,  
Bulgaria, Croatia, Czech Republic,  
Denmark, France, Germany, Great Britain,  
Hungary, Italy, Macedonia, Poland,  
Romania, Russia, Serbia, Slovakia,  
Slovenia, Spain, Sweden, Switzerland,  
Turkey, Ukraine, United Kingdom

■ ISG Partners  
Belgium, Canada, China, Cyprus, Finland,  
Greece, India, Ireland, Netherlands,  
Norway, Portugal, South Africa, USA



The dynamic development and success of our company are the result of the high quality of our services, the commitment of our highly motivated and customer-oriented employees and the excellent price-performance-ratio.

Our business strategy is geared towards growth and we are continually opening new international offices.

Our philosophy is to put our focus on your business. Your wishes and needs are the basis for the successful realization of custom-made solutions. We regard a relationship characterized by trust and openness as optimal basis for a long-term partnership.

### EXECUTIVE SEARCH

- Sparring partner for strategic HR decisions
- National and international identification of suitable profiles
- Discrete, effective addressing and recruitment of potential candidates
- Evaluation of management and leadership competences through specifically selected methods
- Personal support for clients as well as candidates
- Regular events on key topics and current trends
- Employment of experienced consultants with specialized knowledge about the given sector and market

### SEARCH & SELECTION

- Profile creation & analysis
- Definition of the most efficient search method (data base, internet/print placement, social media)
- Search and selection of the best applicants by sector experts
- Regular reporting
- Conducting of interviews
- Collection of references
- Assessment and presentation of applicants



### OUTPLACEMENT

- Orientation talk
- Strength & weakness analysis
- Coaching
- Optimization of application documents
- HR marketing
- Preparation for interviews & application training

### MEDIENSERVICES

- Publication of official HR adverts in all national and international print and online media
- Consultation regarding media choice
- Creation of print material
- Information about auctions and key topics
- Support regarding employer branding campaigns, including social media networking

## TEAMWORK

- Professional team building for new and existing teams
- Successful conflict resolution within teams
- Fostering of trust and appreciation within teams
- Creating a common understanding of roles
- Effective moderation of working groups and closed conferences but also group moderations
- Support und moderation of events and incentive events
- Experience-oriented team development and outdoor events

## LEADERSHIP COMPETENCES

- Strengthening of leadership understanding and role definition of a leader
- Successful identification of potential and sustainable employee development
- Leading with concrete goals and MBO
- Managing group and team dynamics correctly
- Conducting employee appraisals effectively and correctly (annual appraisal, goal, development and criticism talk)
- Professional conflict management
- Managing motivation successfully
- Special coaching techniques for leaders
- Situational leadership behavior
- Managing resistance and change processes correctly
- Healthy leadership
- Time management and self organization
- Professional search and selection of employees (recruiting)
- Strengthening of economic understanding

## SELF-MANAGEMENT / ATTITUDE

- Individual and systemic coaching
- Mental strength and success management
- Physical fitness and performance strength
- Work-life-balance
- Health management
- Burn-out prevention and stress management
- Intercultural attitude and communication
- Thinking positively – self and external motivation
- Individual responsibility and resilience
- Attentiveness and strengthening of perception
- Customer and service orientation
- Empathy and relationship competence
- Happy at work
- Confidence and assertiveness
- Discipline, persistence and prioritization
- Sense of responsibility and decisiveness
- Fighting spirit and will to win
- Positive handling of own values and principles

## SALES COMPETENCES

- Effective self organization as well as preparation and follow up of customer data
- Successful acquisition of new customers
- Goal-oriented customer analysis and information collection
- Professional and needs-oriented argumentation and presentation
- Managing objections and resistance correctly
- Conducting price negotiations successfully and professional negotiation techniques
- Contract closing techniques and successful additional sale (Cross- und Up-Selling)
- Professional relationship management
- Managing different customer and contact person types correctly

## STRATEGIC HR DEVELOPMENT & CHANGE CONSULTING

- Development of vision, values and goals
- Mission statement and competence development
- Implementing and revitalizing annual employee appraisals
- Design, conception and implementation of overall HR development measures resp. programs for young leaders, high potentials, trainees and talents, apprentices and trainers as well as training academies
- „Work space of the future“ – efficient and modern work space design
- Support with restructuring measures
- Support with cultural change
- Occupational health promotion
- Support with project and process management
- Implementation resp. revitalization of CRM-tools
- Development of performance-oriented and alternative payment systems

## ANALYSIS OF POTENTIALS & DIAGNOSIS

- Development and orientation center
- Individual analysis through coaching
- Individual and group assessment
- Hearings and management audits
- Structured interviews
- 360° feedback
- Online-based development-demand-analysis for leadership and sales
- Employee and customer satisfaction surveys
- Culture analyses
- Psychological tests (e.g. BIP, OPQ 32)
- „Vitality monitor“ – performance measurement

## COMMUNICATION COMPETENCES

- Communicating successfully and using communication guidelines in challenging situations
- Active listening
- Giving feedback correctly
- Professional question techniques
- Conducting conflict talks correctly
- Psychological basics of communication
- Using voice and rhetoric correctly
- Communicating clearly and understandably in written form
- Professional telephone communication (in- and outbound)
- Structured presentations and engaging presentation techniques
- Reading and using body language correctly



## WORKING TOGETHER WITH US OFFERS YOU NUMEROUS ADVANTAGES

- + Highest quality regarding realization of all training and HR development projects
- + Familiarization with instruments and tools which are custom-designed for the targets of your company
- + Prioritization of practice-orientation and practicability
- + Ensuring sustainability through optimal inclusion of all participants in every process step

- + Optimal development of individual skills of employees based on strategic goals and suitable learning methods
- + Highly qualified trainers with experiences in different sectors and with various methods
- + Long-standing experience with renowned national and international companies in the area of HR development
- + Simple project realization, also across countries

## **ISG Personalmanagement GmbH**

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