



INTERNATIONAL SERVICE GROUP

CATÁLOGO DE SERVICIOS

FORMACIÓN Y DESARROLLO &
BÚSQUEDA Y SELECCIÓN

QUIÉNES SOMOS

ISG fue fundada en 1.999 y es una de las consultoras de Recursos Humanos líderes en Europa con presencia en 50 localidades

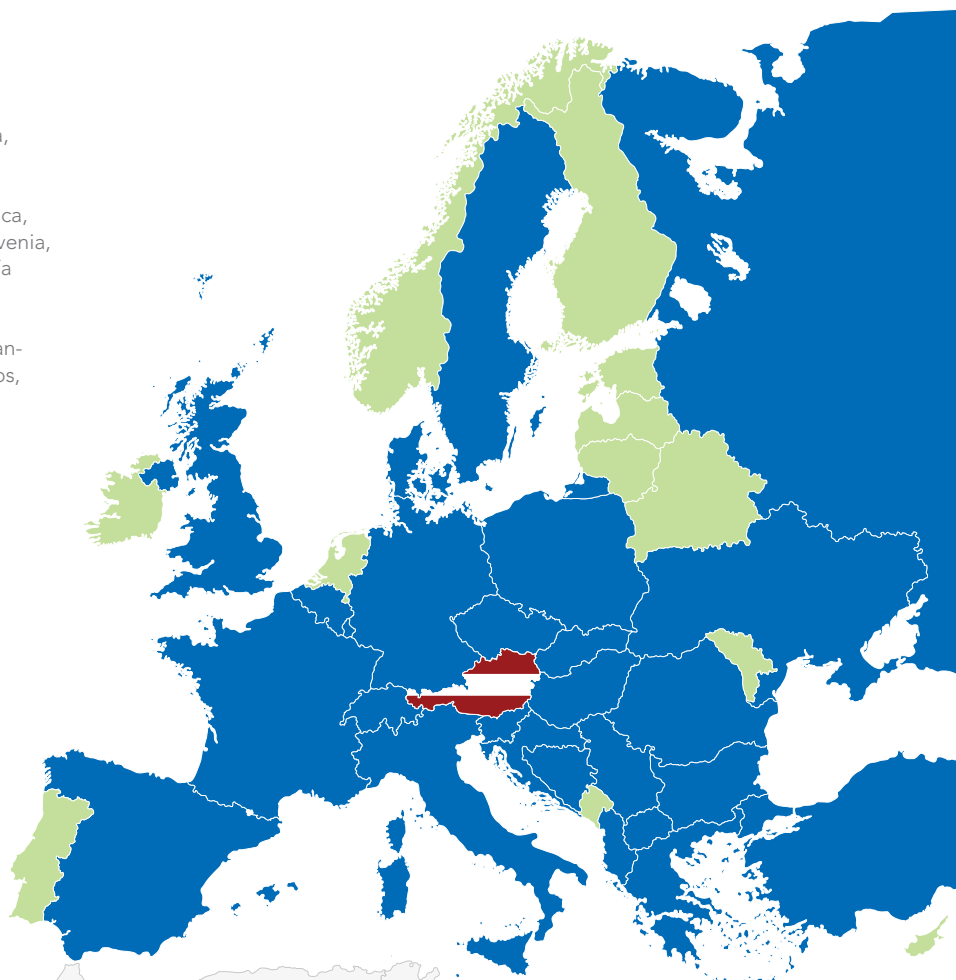
Somos una compañía de servicios globales en el ámbito de los Recursos Humanos y ofrecemos servicios en las áreas de Executive Search y Selección, Formación y consultoría de recursos humanos.

Como empresa internacional estamos capacitados para apoyarles en proyectos transnacionales. El hecho de ser una compañía con una organización horizontal, con procedimientos homogeneizados internacionalmente, hace que garanticemos una rápida y eficaz ejecución de sus proyectos.

■ Oficinas Centrales de ISG:
Austria(Viena)

■ Oficinas de ISG:
Albania, Alemania, Argentina, Bosnia,
Brasil, Bulgaria, Croacia, Dinamarca,
España, Francia, Italia, Macedonia,
Polonia, Reino Unido, Republica Checa,
Romania, Rusia, Serbia, Slovakia, Slovenia,
Suecia, Suiza, Turquía, Ucrania, Ungría

■ Asociados de ISG:
Belgica, Canadá, China, Chipre, Finlandia,
Grecia, India, Irlanda, Países Bajos,
Noruega, Portugal, Sudafrica,
Estados Unidos



El éxito que nuestra compañía ha tenido hasta el momento, se debe a la alta calidad de nuestros servicios; la dedicación, compromiso, orientación al cliente y alta motivación de nuestro equipo, así como a nuestra excelente relación calidad-precio.

Nuestra estrategia de negocio tiene como objetivo el crecimiento, lo que se traduce en la apertura continuada de nuevas oficinas en diferentes países.

Nuestra filosofía está basada en nuestra implicación con su compañía. Sus deseos y necesidades son la base para una exitosa implementación de soluciones a su medida. Entendemos que la confianza y la honestidad son los

BÚSQUEDA DE DIRECTIVOS

- Análisis del perfil y mercado
- Definición de la estrategia de búsqueda y de compañías "target" en las que buscar candidatos
- Presentación periódica de informes
- Identificación de posibles candidatos
- Contactos discretos y entrevistas personales
- Elaboración de los informes y presentación de los candidatos
- Seguimiento individualizado de los candidatos

SELECCIÓN

- Análisis del perfil
- Determinación del método de búsqueda más eficaz (base de datos, anuncios online y/o en prensa)
- Identificación de los candidatos que mejor se ajustan al perfil.
- Entrevistas personales
- Informes periódicos.
- Comprobación de referencias
- Evaluación y presentación de candidatos

BÚSQUEDA DE DIRECTIVOS

SELECCIÓN

SERVICIO DERECHOS LABORALES

RECOLOCACIÓN

OUTPLACEMENT

- Sesión de orientación
- Análisis de fortalezas y debilidades
- Coaching
- Optimización de la documentación como candidato
- Preparación de las entrevistas & formación del candidato.

DERECHO LABORAL

- Preparación y diseño de contratos de trabajo
- Modalidades de jornadas de trabajo
- Gestión de expatriados
- Rescisión de contratos
- Compensación y planes de "stock options"
- Bajas maternales y jornadas reducidas



HR CONSULTING

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

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

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

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



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

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 International Service Group

Consultoría de Recursos Humanos

Calle Viella 21

28040 Madrid

T: +34 911 743 400

eMail: oficina@isg.com



www.isg.com



www.facebook.com/isgkarriere



www.twitter.com/isgkarriere



www.linkedin.com/company/isg-international-service-group

