

Schilling & Partner GmbH

Established 1988

CEO: Ute Wagner



Key Areas of Work

- Change Management and Sales
 - Sales training
 - Change processes
 - Certification according to ZDK, VDA and VDIK standards
- Management Trainings
 - Leadership and Communication
 - Argumentation and Negotiation
 - Leadership in different intercultural contexts
- Coaching: individual and team-coaching
 - Leadership competencies
 - Communication
 - Self presentation and personal impact
 - Time and Self Management
 - Team assessment and team performance enhancement



References - Examples

- Volvo Car Germany GmbH
- Jaguar Deutschland / Land Rover Deutschland GmbH
- Klafs Saunabau GmbH; Germany and Austria
- Gesellschaft für Internationale Zusammenarbeit (giz) GmbH (German International Cooperation) – Germany and International
- Grünenthal GmbH
- Volvo Group Trucks GmbH
- DWP Bank
- Corporate Education Boston, USA



Projects

Volvo Car Germany GmbH

- Developing and conducting training sessions for senior salespersons
 - Content: communication skills, negotiation skills, winning new customers, sales processes
- Management training
 - Workshops: Leadership skills, communication in difficult situations, implementing metrics (working with KPIs, introducing sales monitoring systems)
 - Personal coaching for upper management at the dealership
- Introducing the „New Car Sales and Delivery“ process to the dealerships
 - Adapting the European processes to the German market, writing handbooks and procedures for dealerships
 - Implementing the procedures in the field, individualizing processes for each dealership
 - Evaluation



Projects

Jaguar / Land Rover GmbH Germany

➤ Quality & Performance Project

- Analysis of dealership (SWOT)
- Presentation of analysis results and areas for improvement
- Implementation of controlling systems
- Management coaching
- Sales and Marketing activities
- Implementation / improvement of sales processes
- Improvement of sales and staff skills
- Assist management in finding and hiring qualified personnel
- Individual programme running for a year at participating dealerships



Projects

Klafs Saunabau GmbH

- Areas of training
 - Telephone Marketing
 - Sales Skills
 - Customer relationship skills for service technicians
 - Training of booth staff at major trade fairs

- „Olympic competition“
 - Developing and conducting a new method of assessment for salespersons based on key competencies



Projects

Deutsche Gesellschaft für Internationale Zusammenarbeit (giz) GmbH – German International Cooperation

- Leadership training, basics and advanced
 - Conducting leadership trainings with staff working in Germany and abroad
 - Individual Coachings within these trainings
 - Developing and conducting leadership workshops for Administrative Directors and creating advanced learning formats

- Developing and conducting workshops for time management and self management
- Moderation of team workshops
- Peer Advisory



Projects

Deutsche Gesellschaft für Internationale Zusammenarbeit (giz) GmbH– German International Cooperation

- Leadership training, International (in english)
 - Conducting leadership training for national staff according to giz requirements
 - Individual coachings for participating leaders
 - Developing and conducting leadership trainings in special cultural contexts (e.g. Afghanistan, Ethiopia, Egypt)
- Moderation of team workshops (in english, national and international staff)
- Creating and conducting of special trainings to empower women in patriarchal societies (e.g. Afghanistan)



Projects

Grünenthal GmbH (Pharma)

- Change processes
 - Team workshops within a restructuring process
 - Support during the different phases of the change process

- Moderation of team workshops
 - Team building
 - Feedback
 - Dealing with conflict
 - Enhancing productivity and positivity

- Coaching for managers and staff



Projects

Volvo Group Trucks GmbH

- Certification for Senior Sales Professionals
 - Development of elements, processes and documentation for Certification according to VDA, VDIK und ZDK standards
 - Creation of documents for evaluation and information
 - Development and training of auditors in accordance to the above standards
 - Development of written tests
 - Finalizing and piloting of Certification elements
 - Successful Certification of Volvo Group Trucks by a committee of ZDK, authorizing them to implement certification of Sales Professionals
 - Continuous development of processes to achieve Re-Certification by the ZDK every 3 years; preparing and attending the evaluation by members of the ZDK
 - Roll-out of the programme, coordination of the auditteam
 - Conducting the audits of the Senior Sales Professionals at the Truck Center or Dealership
 - Integration of Renault Trucks after merging with Volvo Group Trucks



Projects

DWP Bank Frankfurt

Corporate Education, Boston, USA

- Development and conducting of Time Management Trainings
- In English and German



Ute Wagner

Qualifikation

Diplom Psychologist (Diplompsychologin)

Economic studies at University Hagen

Certificate: Senior Coach BDP

Therapeutic qualifications:

- Client-centered Therapy (Gesellschaft für Gesprächspsychotherapie, Köln)
- Behavioral Therapy (Max-Planck-Institut, München)
- Family Therapy (Universität Trier)
- ✓ Management Coaching Qualification (Universität Osnabrück, Rauen & Steinhübel)
- ✓ REN Coaching Workshop, Shanghai
- ✓ Co-Active Coaching Fundamentals, Coaches Trainings Institute, Netherlands
- ✓ CTI Leadership Program San Rafael, CA, USA
- ✓ Authorized Facilitator “Team Diagnostic Assessment”, USA/London
- ✓ Certification “EQ in Action”; Assessment of Emotionale Intelligence, Seattle, USA



Ute Wagner

Milestones

Leading psychologist in an institution for significantly mentally retarded and behavioral disordered children and juveniles

Teaching practical psychology at the University of Trier

Head of Sales of an IT-company (Apple Macintosh)

CEO of Schilling & Partner GmbH since April 1988
(work areas see “Projects”)



Ute Wagner

Additional information

Residence: Aachen, Süsterau 14, Germany

Hobbies: Traveling, horseback riding, meeting friends, arts, music, reading

Member of the International Coach Federation

Member of the Association of German Psychologists
(Berufsverband Deutscher Psychologen, BDP)

Native German

Fluent English

Basic French

Personal work principles:

- Respect and appreciation for people and cultures
- Firm belief in opportunities for personal growth
- Analytical, systemic approach in dealing with different customers
- Solutions for the individual customer tailored to their needs
- Curiosity, openness and no prejudices as inner guideline for working with different cultures

