

# *Top Management Advisors*

The Reliable Partners



## *Training Activities*

Sofia, 2009

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# Mission

**To provide top quality products and services for the benefit of our clients and for our own gratification from a job well done that brings meaning into our lives and progress to society.**

*The Reliable Partners*

# History & Major Services

- ❖ **Established in 1990 as a management consulting organization**
- ❖ **The first Bulgarian recruitment & selection company**
- ❖ **Human resource management activities for local and multinational companies (climate surveys, assessment centres, 360° appraisals & individual profiles, HR capacity development, competency models, design of compensation & reward systems, HR audit)**
- ❖ **Training in a range of competencies and skills in various fields, with a focus on management, marketing & soft skills**
- ❖ **A leader in management standards consultancy (ISO 9001, ISO 13485, GDP, ISO 14000, OHSAS 18001, SA 8000)**
- ❖ **Provider of consultancy and training for SMEs**
- ❖ **Specialized services for the pharmaceutical market**
- ❖ **Certified to ISO 9001:2008 by Lloyd's Register**

# Training for Senior Staff

- ✓ **Concepts & approaches in modern management**
- ✓ **Basic management skills**
- ✓ **People management**
  - *Selection & recruitment of staff*
  - *Leadership and coaching*
  - *Operational management*
  - *Motivation and empowerment*
  - *Delegation skills*
  - *Conflict resolution*
  - *Performance evaluation & assessment techniques*
  - *Personnel administration*
- ✓ **Modern approaches in marketing**
- ✓ **Customer relationship management**
- + ***A special custom-tailored Micro-MBA training package***

# Training in Key Business Skills

Communication Skills

Negotiation Skills

Basic/Advanced Selling Skills

Key Account Management

Telesales/Telemarketing

Event Management & Facilitation Skills

Presentation Skills

Team Building

Conflict Management

Emotional Intelligence

Project Management

Time Management

Information Security Management

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# Training in Management Standards

Introduction to modern management standards

Building, maintaining and development of:

- ✓ quality management systems
- ✓ environmental management systems
- ✓ health & safety management systems

Effective management through standards & best practices

Development of specific modules to ISO 9001:2008

- Purchasing & supply chain management
  - Customer relationship management
  - Human resources within QMS
  - Regulatory compliance

Introduction to health & safety (BSI OHSAS 2007)

Information security management (ISO/IEC 27001)

Introduction to social responsibility (SA 8000)

## Internal Auditor Training

# Training: Selected List of Customers

## MANUFACTURERS, SERVICES & PUBLIC SECTOR

AFA, Bianor, the Bulgarian Audit Office,  
Bulgarian Ministry of Interior, Bulpost/EMS, Coca-Cola HBC,  
Cumerio Med, Drujba Glassware Works, EasyCredit, Electrostart,  
Etropal, Imoti-BG, Iventas, Jumena, Liebherr, Lloyd's Register,  
OmegaSoft, Regent's Estate Management, Scorpion Shipping,  
TNT, Tokuda Hospital, Transpress,  
Macedonian Ministry of Health & Ministry of Agriculture

**Open courses for various companies**

## PHARMACEUTICAL SECTOR CLIENTS

Abbott, Actavis/Balkanpharma, Alcon, AstraZeneca, Bayer, Boiron,  
CSC Pharmaceuticals, Ecopharm, Egis, Eli Lilly, Gedeon Richter,  
GlaxoSmithKline Consumer Health, Hygia 2002, Libra/Phoenix,  
Medica, Medochemie, MSD, Nobel Pharma, Novo Nordisk, Pfizer,  
Roche, Sanofi-Aventis, Schering-Plough, Schwarz Pharma,  
Sopharma, Sting, UCB, Unipharm, Woerwag Pharma;  
the Bulgarian Pharmaceutical Associations & leading pharmacies

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# Key Features of Our Courses

- ✓ Interactive training
- ✓ Focus on the target market(s) and the specific field techniques
- ✓ Real-life case studies with the products of the customer(s)
- ✓ Use of video equipment when appropriate
- ✓ *Meant to encourage and raise the potential of the trainees, not just teach them*

# Trainers & Contacts

- ✓ In-house trainers: 5 experienced client-focused facilitators
- ✓ External trainers: Field experts employed on project basis

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**Certified to ISO 9001:2008**

