

# Leadership & Management

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## LEADERSHIP & MANAGEMENT IN SYMPHERA

Leadership and Management are two rich and complementary disciplines that will help you move yourself, your team or right away transform your company.

Are you moving from your specialized role to a management role? Looking for tips and tricks for your Time Management? Do you know how to manage a team but need to improve your leadership skills? Not sure where you stand in terms of leadership and it might help to take an assessment? Do you want to shift the culture of your department or are you dealing with an (agile) company transformation and don't know which way to go? Are you wondering what Leadership is all about and what the difference is compared to Management?

We understand you because we have dealt with these and many similar questions in the past as well. We are happy to share with you everything we have studied, tried many times on ourselves and with our customers. We will give you the best, proven in practice, in the form of mentoring, training or perhaps in the aforementioned assessment. You choose.

Just as we have helped many individuals, managers, teams, business owners or entire boards, we can help you. We look forward to seeing how we will progress together.

### **V textu dále najdete:**

- [OVERVIEW OF LEADERSHIP & MANAGEMENT TRAININGS](#)
- [OVERVIEW OF LEADERSHIP & MANAGEMENT CONSULTATIONS](#)
- [Examples of our work](#)
- [References](#)

If you are interested in more information, please contact us at [eva.kotrlova@symphera.com](mailto:eva.kotrlova@symphera.com)

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## OVERVIEW OF LEADERSHIP & MANAGEMENT TRAININGS

### **Leadership Spiral** *(2 days, non-certification)*

The only training in the market that looks at the **topic of leadership in a completely unique, comprehensive way**. It is an overview training that systematically maps all the essential areas of leadership, allowing you to grasp leadership as a whole, understand what building blocks it consists of, thus creating a map for the leader to guide them along the path of personal development as well as team development. Through **leadership assessment**, each participant will evaluate their own **leadership skills and create an action plan** during the course.

### **Time Management** *(2 days, non-certification)*

Did you know that a meaningful life depends not on how fast we do something, but on **what we do and why we do it**? In this course you will learn **how to distinguish the things of true priority** from the urgent ones. You will **improve your work performance and organization**. You will learn how to apply the recommended techniques in specific situations. **The course does not just touch on time management issues, it goes much deeper and offers insight into Life Management** as such.

### **Stakeholder Engagement** *(2 days, non-certification)*

The key to project success is the **satisfaction of (not only!) key people**. Who are they? What are their goals and wishes? How to communicate effectively with them, engage them and manage their expectations? You will learn all this and much more in this course. You will learn proven techniques and skills in the field of Stakeholder Engagement and try many of them out. Through them, you will learn how to identify common interests with stakeholders, gain their support and actively engage them to the benefit of achieving your goals.

### **Contracts & Negotiations** *(2 days, non-certification)*

Gain a **basic understanding of contracts to better position yourself when negotiating with lawyers and higher authorities**. Learn how to use **negotiation skills** to identify the other party's objectives, how to **break down barriers** that prevent creative proposals from being negotiated, or perhaps which parts of project contracts are typically problematic and difficult to negotiate. Under

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the guidance of experienced experts, you will have the opportunity to try out negotiation in model situations, practice proven techniques, and learn advanced principles.

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## OVERVIEW OF LEADERSHIP & MANAGEMENT CONSULTATIONS

### Mentoring

Need a “**friend on the phone**”? We will provide you with practical help, get in touch! **We can advise and help you** with team setup, project/program planning, risk and subcontractor management, delegating to the team, progress monitoring (EVM) and many other activities. We will share with you our **long years of experience and successful management practices** (e.g. including communication with stakeholders).

### Leadership Assessment

How are you doing in terms of leadership? This is a rather general and broad question, yet this smart and proven tool can answer it. The assessment defines **21 core leadership areas** that can be your strengths or areas for improvement. Do you want to move forward in leadership? Then this product is perfect for you. It will show you where you stand in terms of leadership and **identify specific steps to take to become a better leader**.

### Transformation

Changing any scope can be successful if **everyone understands each other, knows what to do and can work together towards a set goal**, and especially if they share the passion and energy to realize a common vision. If your company is facing a complex change that affects the **entire strategy and culture of your company**, our team of experienced experts is prepared to help you **set up everything you need to make it easier** (from vision over transformation governance to detailed planning, for example). We can help you manage the transformation from A to Z or just support your transformation team with our experience.

### Audits

Using the proven international **P3M3 maturity model** and our **expert experience**, we can help you identify the **strengths and weaknesses of your project, program, PMO or transformation**. We can also prepare a tailor-made audit of particular **departments** or the **entire company**. We will assess commercial, organizational and management aspects and propose specific recommendations.

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If you wish, we will be happy to guide your **internal auditors** through the entire process and **train** them in the subject.

## Management Consulting

If you are worried about the functioning of your company in terms of **internal processes, sales, people management** or even **corporate management**, if you know what is wrong but do not know how to deal with it or if you lack the necessary resources/time/knowledge, this product is for you. We will provide you with **consultation, help with designing and implementing a solution on any scale**. This product can be linked to the *Corporate Audit* product.

## Outsourcing

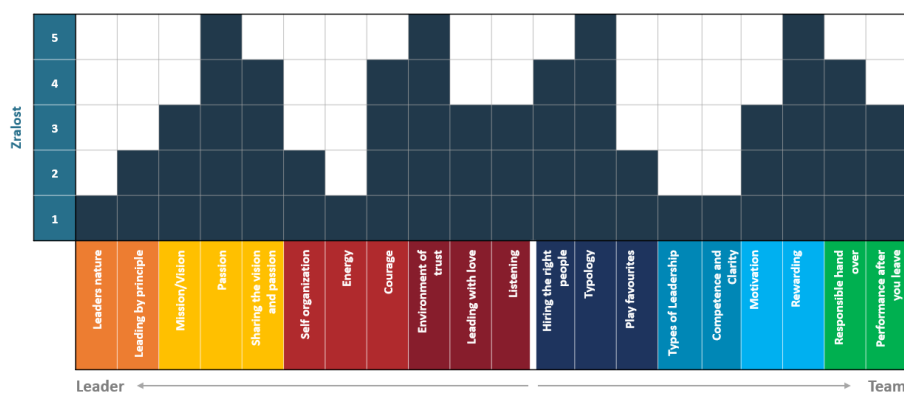
This product is suitable if a company needs to **significantly shift or stabilize an area**. We can come up with a team, take the area over, we will have a face toward the company, plus a team of experts in the required products/activities to help them. Outsource the entire area to us, including workshops for rollout to the company if needed. Unlike PM as a Service, we take the whole thing upon ourselves and take care of your needs as required.

## EXAMPLES OF OUR WORK

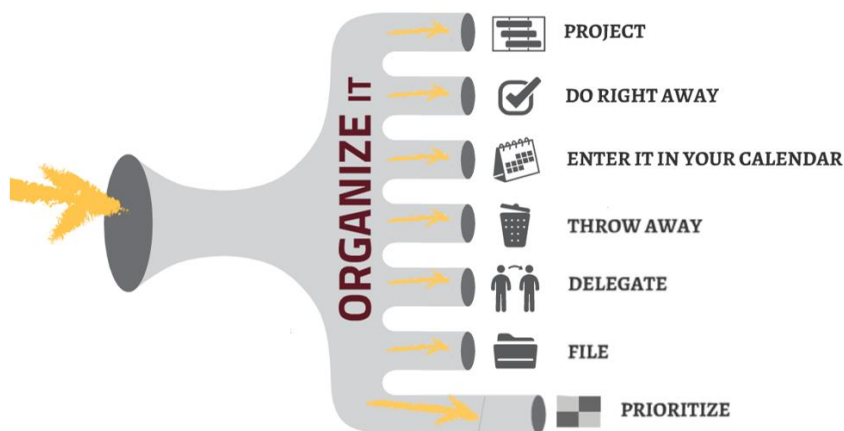


## LEADERSHIP ASSESSMENT

Leadership



ŠKOLENÍ  
TIME MANAGEMENT

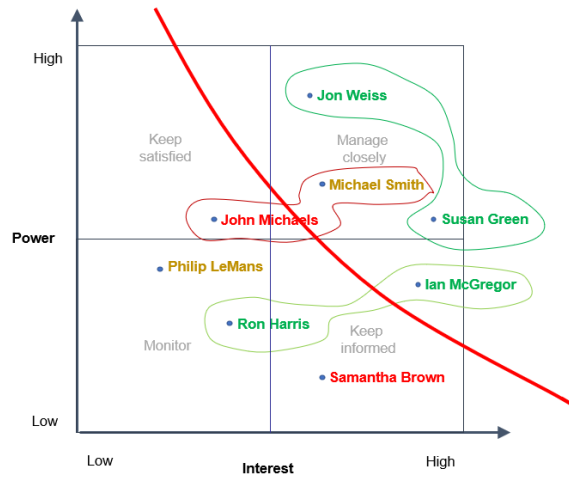


## TIME MANAGEMENT PRINCIPY

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| <p><b>1 BELIEVE IT</b><br/>Obdržel jsi moc nad svým životem. Nepochybuj o tom!</p>                                      | <p><b>5 PRIORITIZE IT</b><br/>Priorita úkolu musí být spíše určena podle jeho důležitosti než jeho naléhavosti.</p>   |
| <p><b>2 DREAM IT</b><br/>Všechno nestihněš. Proto nech svůj sen a posláni řídit tvá rozhodnutí.</p>                     | <p><b>6 PLAN IT</b><br/>Netvrd, že je to tvá priorita, dokud tomu nevyhradíš blok ve svém kalendáři!</p>              |
| <p><b>3 COLLECT IT</b><br/>Tvá hlava má přemýšlet, tvořit a milovat. Neudělej si z ní skladiště!</p>                    | <p><b>7 MAKE IT A HABIT</b><br/>Návyky jsou silné. Nech sílu zvyku pracovat pro tebe a ne proti tobě.</p>             |
| <p><b>4 ORGANIZE IT</b><br/>Aby ses zklidnil, nepotřebuješ mít všechno hotové. Ale musíš mít všechno zorganizované.</p> | <p><b>8 HAVE ENERGY FOR IT</b><br/>Jedna věc je vyhradit si čas. Úplně jiná je ale k tomu mít i dostatek energie.</p> |



## STAKEHOLDER ENGAGEMENT



## REFERENCES

### **Miroslav Krupa**

#### **U & SLUNO, CEO**

*Finally a course that not only helped me organize information regarding leadership but, more importantly, that is applicable in practice. In my role as CEO, leadership is key, and I believe that we can align and grasp leadership together in the company. Practical exercises, no unnecessary talking around, discussions, tips, diversity of participants – all that underlined the information-rich training.*

### **Adéla Marešová**

#### **Story TLRS, CEO**

*The Leadership course has resonated within our entire management team to this day. It has helped all of us not only in our professional but also in our personal lives. It energized us all together, made us more connected and opened our eyes. I feel that we have the energy and the desire to move things forward together and fine tune them. I admit that the course exceeded all our expectations. It was great!*

### **Jiří Mertl**

#### **CGI, Senior Project Manager**

*The Leadership Spiral course presented by Martin Kluson was a “breakthrough” for me. Inspirational - I have the desire to apply the knowledge; personal - I was not only a listener, but also a creator; practical - it was not only about the theory that I can find everywhere; motivating - it drew me in. It helped me place the concepts in a broader and tangible context. I suddenly see the importance of using and developing them. I definitely recommend the course!*

### **Ondřej Fatka**

#### **Lundegaard, Owner**

*I would briefly describe the entire Leadership Spiral course as a fresh look at established practices and standards. It is not full of empty management clichés; rather, the core is the application of principles in practice. For me, as a business owner, a graspable structure and action plan that I can gradually apply in my companies and in my personal life has been a huge benefit.*

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**Vít Blažek**

**ČSOB Robo – Team Lead**

*Today I have to share and recommend to you a great Leadership Spiral training led by Martin Kluson. Practical examples, workshops, links to literature or just 'OK, keep doing it, but focus on this.' I was inspired to keep working on myself.*

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Symphera is a training and consultancy company focusing on Project Management.

We bring experience to our clients. This experience is combined with a world-wide recognized standards and best practice. We constantly explore the better way in delivering projects and mastering the ways of teaching it.

Symphera provides training and consultancy services in many European countries and has already trained hundreds of Project Managers. We have trained the PRINCE2® methodology, which has become a Project Management standard, in the Czech Republic, Slovakia, Germany, Belgium, Netherlands, Denmark, UK and other countries. Our clients include: ČSOB, ING, CBRE, CETELEM, ČS, Equa bank, AXA, Citibank Europe plc, Acision, Logica / CGI, Oracle, HEWLETT-PACKARD, IBM, Ness Technologies, Datasys, Atos IT Solutions and Services, Capgemini, Kapsch, Fujitsu Siemens, ERICSSON, SOFTIP, T-Mobile, T-Systems, Vodafone, Orange, France Telecom, Deutsche Telecom AG, Deloitte, PricewaterhouseCoopers, KPMG, DHL, RadioFreeEurope, Ostrava Teaching Hospital, Kvados, AVX, ARBES Technologies, ALEF NULA, ALGOTECH, 3M Česko, CEITEC, Economia, McDonald's, MAKRO Cash & Carry ČR, Kraft Foods CR, Kaufland DE, TNT Express, FTV Prima, Slovenský plynárenský priemysel, EVRAZ VÍTKOVICE STEEL and many other companies.