Human Resource Management

We offer you support in selecting, planning and implementing best practices in Human Resource Management that are consistent with the values and principles of your company. We can provide you with the latest methodology on managing the skills and abilities of your employees.

» Team Development
Team Development Analysis™ is carried out in conjunction with the PRO-Teamwork® survey, which enables team members to assess their behaviour within a group and impact on the functioning of the group as a whole. With these results, work can be targeted to direct and develop both the team and individual members.

» Talent Management
Our solutions provide our customers with the ability to identify, examine and develop Talent within the context of the customer’s organizational culture. In cooperation with the Board and the HR Department, PROFES® Consultants design the detailed stages of a Talent Development System.

» Employee Development/Assessment Centre
We create and implement systems so that staff can develop their skills to meet the needs of the organization and so that it is possible to quickly retool skills when there are changes in business strategy.

» 360-Degree Employee Evaluation Survey
With the help of an innovative tool – e-peers online – and the licensed LEA 360™ tool (Leadership Effectiveness Analysis) we can ensure that your staff receive clear and carefully prepared assessment reports.

» Agile Based Competency Management
We design modern customized competency models that take advantage of online-tools.

Katarzyna Osadkowska
HR and Operations Director
Agrinvest Sp. z o.o.

PROFES® has a great deal of experience in conducting large scale training projects and is eager to share their expertise, tools and solutions.

Thanks to the efforts of the PROFES® team our “New Fields of Development” project was completed without the slightest problem.

We appreciate the excellent organizational skills and involvement of everyone who worked on our project, which ensured that the project was carried out according to the scheduled timeline.

Working in close cooperation with the PROFES® team, I saw how they practice the policies and standards that they teach during their training courses.

Competency survey and development diagram
Training, coaching, mentoring

Over 20 years of extensive work in the Polish market has been the foundation for our proven and copyrighted methods of developing business professionals, in which we use customized tools, a hands-on approach, new technologies, gamification strategies, business simulations, and one-on-one coaching. Projects completed for over 1000 clients has given PROFES® trainers and consultants invaluable and wide-ranging experience.

We can serve companies in many different industries: automotive, energy, financial services, telecommunications, logistics, FMCG, retail sales networks and B2B sales, the public sSector, and manufacturing.

» Training
One popular way of implementing change in an organization. We can develop staff abilities and attitudes that are in line with company values. We offer simple to use tools that can be put into everyday practice.

» Workshops
Professionally led workshops on strategy or communications that lead to the quick and effective development of all kinds of solutions, like corporate strategy, action plans, or identified projects. Workshops are an invaluable means of recognizing employee opinions and using them to implement innovative changes.

» Coaching
Focuses on developing and acquiring individual ability that leads to successful, long-term changes in awareness, skills and attitudes, which then brings about better results in both professional and private life. We emphasize an organizational culture of coaching, team coaching and individual process coaching in client companies.

» Mentoring
This is one of the most effective methods of development that is focused on practical aspects. Mentoring makes it possible to groom talent, consistently share internal know-how within an organization and support the development of both personal and professional abilities. Great importance is attached to the experience and knowledge of the mentor. We support client companies in creating and implementing a mentoring culture, and teach clients how to be effective mentors.

PROFES® IS AT THE FOREFRONT OF TRAINING PROVIDERS

Home&Market magazine in 2013 listed PROFES® 6th among the top training providers in Poland with respect to revenues. At the same time the Warsaw Business Journal ranked PROFES® 8th in the Training Companies Book of Lists. (In 2010 PROFES® was listed as 10th.)

Zdzisław Olejczyk
President of the Board, Chief Executive Officer at MPWiK Wrocław S.A.

Since 2010, PROFES® has been running a project called “Our Academy” targeted to all our managers and selected employees. “Our Academy” is a training programme specially designed by PROFES® consultants which fits our desired strategy of continuous development and enhancement of the services we offer.

We appreciate PROFES® Specialists for their flexibility and a skill in adapting the “Our Academy” project to changes that we encounter at MPWiK and in our market. We recommend PROFES® to all companies ready for professional support to invest in the potential of their employees and become leaders in their regional industries.
Gamification
The use of gaming strategies makes participating in the training process exciting and engaging. We make sure that gaming applications bring about the desired attitudes, skills, and education. As part of our training projects, participants score points playing online games on traditional training topics through an interactive internet platform. Ranking points can be also given for concrete parameters like sales results.

Knowledge management
This is a process of collecting, organizing, selecting, developing, applying, and sharing and promoting knowledge within an organization. We design customized knowledge management systems by using the existing IT solutions in your company. Our aim is to create an effective environment that makes managing information easier, more economical, and more satisfying.

Knowledge Pills
A quick and very effective method of training. The transfer of knowledge takes place through the use of video, audio, or short demonstrations. One problem – one skill – one minute is the general idea of this type of training. Knowledge Pills are an excellent way to gain or strengthen knowledge about a process, product or internal organizational solution. The format used for knowledge pills is designed for particular situations and technical opportunities.

Blended learning
This is a modern approach that replaces traditional training. Based on a user friendly internet platform, blended learning makes it possible to limit the time needed for doing standard training, and at the same time maintains the tried and tested content for later use, like training subsequent employees.

THE BEST INVESTMENT IS INVESTING IN PEOPLE
The Ministry of Regional Development four times awarded PROFES® the title of “The best investment in people” for projects that had been completed for clients and supported by ESF financing.

Liliana Kwicień
HR Managing Director
EFL Grupa Credit Agricole S.A.
We had PROFES® design an e-learning programme on the features and technical information on our products, along with an instructional film on the selling cycle. All the material that PROFES® developed had great appeal for the participants, with a lot of interactive elements and dynamic and state-of-the-art graphics.

All of the requested plans for creating an e-learning training programme were done well and on time. We also appreciate PROFES® for their professional customer service and their ability to adapt to our needs and objectives.

We have been satisfied with the quality of PROFES® services and have also asked them to work for us on standardizing our sales process and conducting other training sessions.

TURN OFF the old routine – TURN ON Gamification!
Sales growth

We can successfully reshape the sales and customer service processes in sales organizations and major distribution networks. We take advantage of advanced technology and the wide range of experience of our trainers.

» Developing selling skills
Before we start designing a development plan for our customers, we first make a diagnosis.

In addition to traditional classroom training, we also do on-the-job training, blended and e-learning, and coaching, as well as a training programme based on games in a university system with points collected for a new skill.

» Sales standards,
Sales Rep certification
Maintaining a high level of sales excellence among sales reps over the long term is achieved through establishing sales standards and a sales staff certification programme. Work standards help sales reps keep their effectiveness at the highest level, raise overall skill levels and bring out and manage the best practices within the organization.

» Sales Management
Choosing the right sales strategy and rolling it down to all levels of the organization means that all staff are oriented towards achieving success at work. We prepare customized solutions that are based on designing and implementing a sales management system that fits the needs of the organization within its particular environment.

» Managing Knowledge of Products
When knowledge isn’t managed it results in a flood of emails from people looking for information, multiple versions of the same document, know-how leaving the company with the employee, and scattered information on the competition. After an analysis of the organizational and IT solutions already in place in your company, we recommend effective ways to counteract these situations.

Development of Selling Skills

1. DIAGNOSIS

2. DEVELOPMENT

3. STANDARDS

Małgorzata Jarocka
National Sales Manager Poland & Baltics
Cargill Poland Sp. z o.o.

Thanks to the involvement and professionalism of the trainers and consultants doing project implementation, the organized workshops were very well received by participants. Both the research survey and workshops became the impetus to making necessary changes in our organization.

We can definitely recommend PROFES® as a consulting and training company that does projects of the highest standard – well-designed and well-run.

TOP CUSTOMER SERVICE

The individual approach we take with every client and the system of project work we follow are the advantages that led to us having been awarded the 1st Prize in the southwest region and making it to the final three Companies in Poland in the Top Customer Service Contest organized by Rzeczpospolita and Energis S.A.
Lean/Kaizen

We optimize manufacturing processes as the sole representative of the KAIZEN Institute Consulting Group in Poland. We can offer know-how that has been accumulated and enhanced at 30 branches of the KAIZEN Institute located across six continents. Our mission is to implement the best standards and improvements that have been proven worldwide.

» KAIZEN Toolbox
We provide support in implementing continuous improvement tools: 5S, Problem Solving Story, A3, Suggestion System, KPI, Value Stream Mapping, and Kanban. We get our clients ready to be able to receive the 5S Best in Class certificate.

» Total Production Maintenance
We aid clients in maintaining and improving machinery stock to ensure continuous production with zero defects, zero breakdowns and zero accidents at work.

» Process Mapping and Optimization
Process Mapping based on PDCA and SDCA with problem solving techniques and a system for making suggestions are the basic tools for continuous improvement. Process mapping is used to increase and maintain manufacturing quality, decrease the costs of process realization, and shorten both delivery and process realization time.

» Postgraduate studies and open training
In addition to internal projects for our client companies, we also offer developmental paths for individual clients. KAIZEN College offers a widely recognized international certification from the KAIZEN Institute on three levels: KAIZEN Practitioner, KAIZEN Coach and KAIZEN Manager. In cooperation with the Warsaw University of Technology we offer postgraduate studies on KAIZEN.

» International Gemba KAIZEN Congress
Since 2003, we have been organizing the biggest KAIZEN event in Poland that brings together enthusiasts of the Japanese philosophy of continuous improvement. The Congress is held every autumn in Wrocław.

PRACTITIONERS FOR PRACTITIONERS
At PROFES® we share our know-how and extensive experience in the quarterly Kwartalnik KAIZEN, which we co-author. Some of the opportunities we offer our clients include meetings of the KAIZEN Coordinators Club, Benchmark Tours, PROFES® Newsletters and other related meetings and conferences.

Adam Jankowski
Controller
Zehnder Group Boleslawiec Sp. z o. o.

From our very first meeting, through to negotiating an offer, jointly working up a request for services, drafting an agreement, and most importantly, through running the training sessions and evaluating the results, PROFES® has presented the highest level of ability and commitment.

As a result of the training conducted, we implemented standards which enabled us for the first time to achieve a very good result from a KAIZEN Audit done by our international Group.

The PROFES® Library is a series of publications recommended by PROFES®. It covers the most interesting books from across the world on a broad range of management issues.
Lean office and services

Eliminating waste inside of a service company or the administrative department of a manufacturing company is currently one of the most fundamental challenges along the way to satisfying clients and reducing costs.

» Total Service Management
Focuses on effectiveness in administrative and office processes. In six stages over a span of a few months, it is possible to achieve lean administrative processes, such as: shortening process duration and information flow, reducing search time, reducing the number of defects, and increasing accessibility to documentation.

» Lean Green Service
An innovative hybrid of Lean methodology (lean processes) and an ecological approach. The recommended measures are guaranteed to reduce business operating costs by eliminating waste and eco-waste from service and administrative processes.

» Office Live
The effectiveness of our recommendations can be measured by participating in the PROFES® Office Live. This one-day meeting combines theory and practice with a short workshop and a walk through of the office to introduce optimization tools, thanks to which we have been twice awarded the prestigious ICHI-BAN Award.

KAIZEN® AWARDS
The KAIZEN® Institute of Poland, which operates under the auspices of PROFES®, has twice received the ICHI-BAN Award. This award is given for the best applied idea in continuous improvement philosophy in one’s own company headquarters. The PROFES® office has become a showcase of optimization solutions and eco-savings.

Examples of waste

BEŁDY
POPRAWKI
ERRORS / UPDATES

TRANSPORT

PRZETWARZANIE
PROCESSING

CZEKIENIE
WAITING

STOCKS

Justyna Wincenciak, HR Manager Eastern Europe / Board Director
Xylem Water Solutions Polska Sp. z o.o.

It has been a great pleasure to work on a day-to-day basis with the PROFES® Team of Professionals, who are able to assess the needs of our organization at all different levels. We jointly created several long-term training projects that improved the hard and soft skills of the staff at our company. We have had to face the challenges of the highly demanding business world of the 21st century. In particular, I would like to praise their unique teaching methods, highly qualified team of trainers and the teaching materials which are always prepared to the highest standards.
PROFES® is one of the biggest consulting and training companies in Poland. For over 20 years we have been improving management processes and developing the skills of management teams and teams of employees.

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