



Deichmann shoes

Design and implementation of a Mentoring programme aimed at customer service support

Target group:

employees of shops in Czech Republic and Slovakia, and company headquarters

Project description:

- design of training programmes for internal mentors and shop managers
- execution of courses focused on developing customer service and leadership
- development of management team through courses in MBTI personality typology
- execution of team building programmes
- support of internal training programmes
- translating company values into practice
- project execution: 12/2008 – present

Project results:

- improved customer service quality
- improved results in subsequent mystery shopping
- increased motivation and effectiveness of internal mentors' work

Participant response:

"The course helped me solve a problem in my shop. Thank you."

"I found all the information very helpful and usable in real life."

"The course was conducted very neatly and effectively, with lots of specific examples. I enjoyed it a lot and learnt much."



Client reference:

“Our cooperation with Coaching Systems started 3 years ago, with an MBTI training for our managers. Since then, Coaching Systems trainers and collaborators have provided us with training and educational events for different groups of our employees and they have become our strategic partners in HR development.

They have proved that their approach is professional, that they are ready to present complex solutions which correspond to our current circumstances and possibilities, and that they are always willing to discuss alternatives and wider context.

Coaching Systems trainers have designed training and team building products which are specifically suited to our needs, they have devoted an unusually large amount of time to prepare training and educational events in “our territory” and to understand our corporate culture and its specifics.

They also focus on providing feedback based on training events and its integration into our internal systems, and they have always designed complex solutions for further development of our potential.”

an HR Manager