

WELCOME



EVA-MARIA SCHMIDT. WEIL MACHEN SPASS MACHT

Eva-Maria Schmidt's profile

„KEEPING THE GOOD & CREATING THE NEW.“

Jointly setting free potential. To uncover knowledge and experience and make both useable. For the success of your organization, for your own success and for the people in your environment.

30- years of experience. Always the customer's perspective in mind, as practitioner as well as executive. **4+** years of coaching experience. **16+** years of experience in training and consulting.

Philosophy:

„I am wholeheartedly supporting your cause. When you are successful, because you were able to establish new routines & are able to use more and more of your potential, I am satisfied.“

Occasions

- ◆ Establishing a HR strategy which is corresponding with your employer brand.
- ◆ Challenges of leadership, collaboration and teamwork
- ◆ Post merger integration, rapidly growing organizations
- ◆ New career orientation, personal development

Methods

- ◆ Tailored combination of consulting, training & coaching
- ◆ Listening. Asking questions. Analyzing. Sympathetic. Humorous. Trusting the moment. Process oriented

Supporting tools according to the challenge

- ◆ Self-assessment of behaviour and personal preferences according to the Big5, PAPI® as well as „Verhalten & Motive nach Talent Insights MDI®“
- ◆ Self-assessment and 360° feedback with regards to emotional intelligence, ECR® Emotional Capital Report of RocheMartin
- ◆ Self-assessment and 360° feedback with regards to experienced and desired leadership behaviour, X:LNC Leadership Diagnostic®
- ◆ Analysis and development of the own strengths and competencies, especially behavioural changes. Transferstärke-Methode® according to Prof. Dr. Axel Koch

Setting

- ◆ Consulting, Sparring, Mentoring
- ◆ Workshop and/or training, thematical as well as team oriented
- ◆ Moderation, Mediation
- ◆ Individual and/or team coaching

About Eva

Eva-Maria Schmidt is the founder and owner of Füllhorn. Being Hanseatic she loves a breeze of fresh air and is convinced that almost every climate can be enjoyed with the proper clothing and equipment.

Translated to Füllhorn?

To accompany and advise management, leadership team and staff in equal measure when it comes to picking the right clothing and equipment. That could be the beloved brand new softshell jacket as well as the comfortable fitting and worn rain coat. Always following the maxim: „form follows function“. For an objective, which is fun and makes a difference.

What did she do before?

Eva can access and build on a pool of almost 30 years of professional experience. Especially in the areas of customer service, quality and organizational development, project management as well as HR development. Likewise in local and global companies.

The last 19 years, Eva worked for an international media company, there being responsible for training & quality for a workforce of 2,000+ employees within customer service, followed by heading the HR development of the entire company with 2,500+ employees. Always shining through is the fact that she herself worked in technical customer service directly with clients on the phone as well as being teamlead and trainer in a Service Center.

During all that time she designed and moderated more than 1,000 trainings and workshops. With those she didn't only positively impacted the capability and motivation of individuals but also from entire teams

A once in a lifetime experience within a company?

She successfully established and implemented the Sky Academy with the focus on leadership development, collaboration & team development as well as improving individual soft skills.

Being a true fan of good services she loves accompanying people and organizations in all kinds of weather. To achieve serenity, effectiveness and enthusiastic clients.

Education

- ◆ systematic coach, co:vadis in Bremen. According to criterias of the ICF
- ◆ trainer for Pay TV product, CRM systems, client communication and soft skills
- ◆ Management Assistant in Real Estate

Further education in cultural and personal

- ◆ **ECR®**, Emotional Capital Report according to RocheMartin.
Self-assessment and 360° feedback with regards to emotional intelligence.
Especially convenient for leadership within middle and higher management.
- ◆ **PAPI®** according to Cubiks.
Self-assessment of behaviour and personal preferences according the Big5
Self-assessment to personally rank preferences.
Especially convenient for choosing and further development the areas sales and leadership.
- ◆ **X:LNC Leadership Diagnostic®**.
Self-assessment and 360° feedback with regards to experienced and desired leadership behaviour.
Especially convenient to improve and influence the contigent appropriate leadership behaviour.
- ◆ **INSIGHTS MDI®** according to Scheelen.
Self-assessment with regards to personal drivers and behaviours.
Especially convenient to approach strengths and conflict potential within a team.
For individuals and teams.
- ◆ **Kulturprofil-Indikator®** according to ComTeam.
Self-assessment of teams with regards to experinced and desired team respectively organisational culture.
Especially convenient in order to deliberately change the experienced every day routine within an organization.
- ◆ **Transfer Excellence Method®** according Prof. Dr. Axel Koch.
Self-assesement with regards to already available transfer skills.Approaching the own skillset as well as the evaluation of the environment.
Especially convenient in order to converse new behavioural patterns as we will train methodological expertise at the same time.

Further education in methods of training, moderation and collaboration

- ◆ Metalog. Experience driven tools for training
Especially convenient for the reflection of team dynamics and processes.
- ◆ Impro-Theater. Karin Krug, Fast Food Theater München.
Especially convenient for a playful, humorous reflection and change of trust and respect. For individuals and teams.
- ◆ Agile project management. My Highlight: The „Not to do“ List

Target groups

- ◆ Management – responsible for HR or other operational business units
- ◆ Executives and teams
- ◆ Workers' council
- ◆ Individuals, within or outside of a business context

Languages

- ◆ German
- ◆ English

People or organizational development

- ◆ On site with the client

Personal development

- ◆ Füllhorn space
- ◆ By phone as well as virtual
- ◆ On site with the client

Abstract of relevant projects

- ◆ Co-Initiator of #WOLMUC. Establishing a cross company initiative of **Working Out Loud** according to **John Stepper** in Munich, Germany.
- ◆ Conception and implementation of a 3-step program in order to improve **business culture**. 350 attending executives across all hierarchy levels and business units Media Corporation.
- ◆ Design and execution of a **12 months training program for leaders** with the focus on self management, leading teams as well as transferring the findings into the respective business area. Media company
- ◆ Accompanying the process of forming a **new project team setup** in a matrix organization. Media company
- ◆ Design and facilitating the process of reorientation of a leadership role in the course of a management change. 50 attending leaders. Service Center.
- ◆ Establishment and implementation of the **Sky Academy** with the focus on leadership development, collaboration & team development as well as improving individual soft skills. Target group 2,500 employees, 20+ various topics, bilingual
- ◆ Design and execution of training concepts with focus on **product, systems communication and sales** for 2,000+ customer service staff. In-/outbound. 1st to last level support.
- ◆ Cross location **migration of editing topics within customer service**. Service Center.
- ◆ Projectmanager: Implementation of a new level concept for regulation of customer service for 3 mn+ clients. Media company

Background

2018 – now:	Self employed as consultant, trainer and coach Füllhorn. Weil Machen Spaß macht, Munich
2012- 2018:	Head of HR People Development incl. Sky Academy Sky Deutschland, Munich
2006- 2007:	Project and team lead within Customer Service (cross functional) Sky Deutschland, Munich
2005- 2012:	Head of Training & Quality Customer Service Sky Deutschland, Munich
2000- 2005:	Crossfunctional various responsibilities within Customer Service: Operational transformation, team lead, 1-3 level training, regulation of daily business. Sky Deutschland Service Center, Lübeck
1997- 2000:	Self Employed as service partner for: Gastronomy. Theatre. Classical concerts. Lübeck
1996- 1997:	Architecture studies , University of Applied Sciences Lübeck
1992- 1996:	Management Assistant in Real Estate , Lübeck

