



**CONSULTANCY**



**COACHING**



**WORKSHOPS**

**vision +  
support**

Your partner for Personnel and  
Organisational Development



Manola Kraus, Managing Director vision + support

## DEAR VISION + SUPPORT PROSPECTS

vision + support is your professional partner for innovative personnel and organisational development.

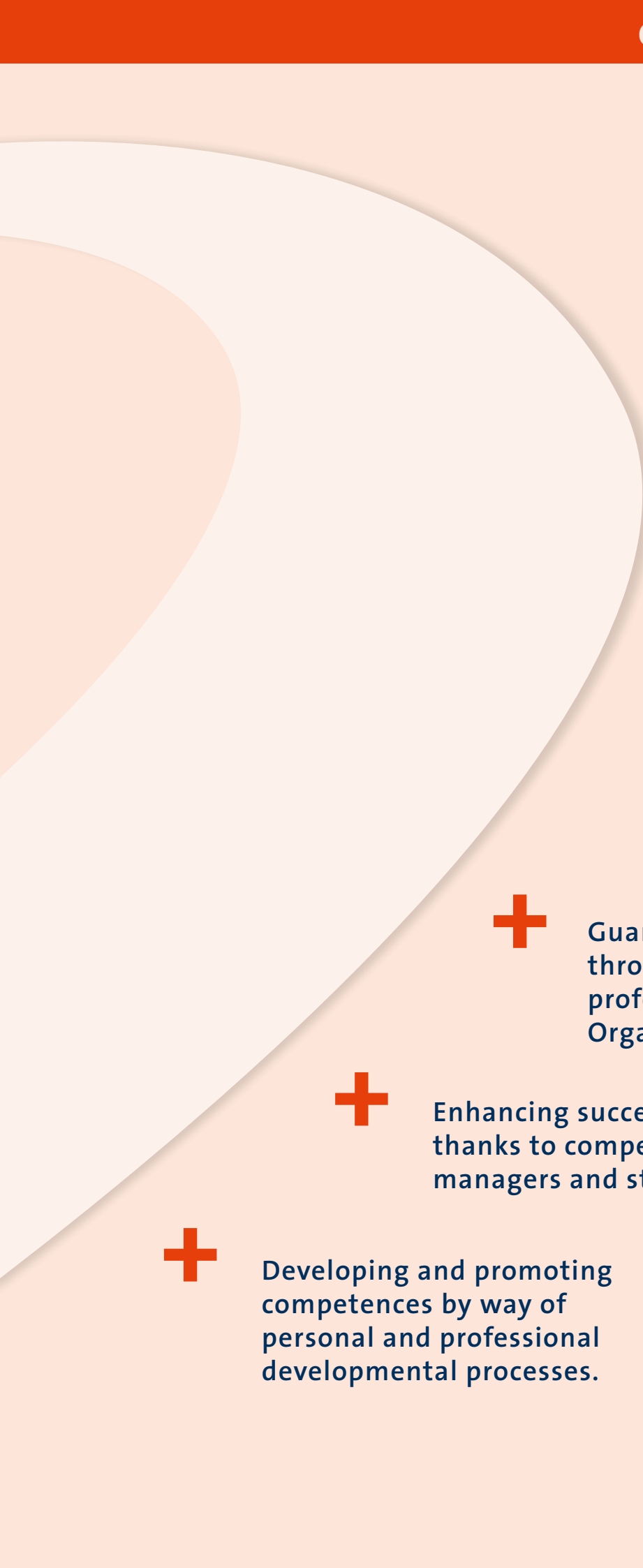
As a specialist in the area of Human Resources my partners and I offer strategic consultancy, conceptual support and operational implementation in the scope of Personnel and Organisational Management.


We regard ourselves as partners for people who wish to personally and professionally develop themselves or implement change using the help offered by consultancy and coaching.


Together with you, your management and staff we come up with needs-orientated, tailored solutions to address individual and corporate issues and goals.


We support you from the initial needs assessment through to the planning and implementation of concrete developmental measures culminating in success evaluation and conformity to recommended change.

Our work captures our client's perspectives. In this way your goals become our own.



 Developing and promoting competences by way of personal and professional developmental processes.

 Enhancing success thanks to competent managers and staff

 Guaranteeing lasting success through systematic and professional Personnel and Organisational Development

## PERSONNEL AND ORGANISATIONAL DEVELOPMENT

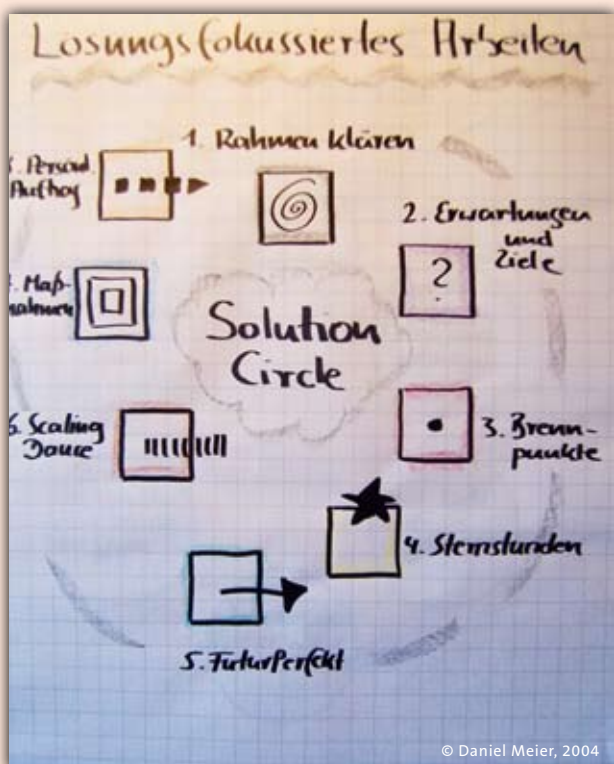
vision + support guides you in initiating sustainable developmental processes and, with your input, designs systematic and results-oriented approaches that are best suited to your company.

We help you in the development of company-specific concepts concerning organisational development and needs-based personnel development strategies as well as with their implementation aligned to results, process and user-friendliness.

We support you in developing suitable processes to identify your top talent, to drill down into their developmental prospects and develop a fitting accelerative programme.

Together with you we put exciting, user-friendly measures in place that are willingly adopted by managers and staff and by so doing enhance their personal and specialist competences.

At the same time we ensure that our approach reflects your business strategy and culture. We pay attention to what is actually feasible. It is really only in this way that our methods and concepts are lived out and become an effective linchpin in obtaining personal and professional success.



## LEADERSHIP AND MANAGEMENT DEVELOPMENT

### YOUR MISSION, VISION AND STRATEGY:

vision + support is your competent partner when it comes to strategic re-alignment and reorganisation. New requirements be they for project management, managers, team development or bespoke process- and quality management can be planned and orchestrated proficiently.

Furthermore, we support you with the development and conception of role models as well as the foundations for leadership and cooperation.

### YOUR EXECUTIVE MANAGEMENT:

vision + support assists you in developing professional management, leadership and top talent using proven successful measures, targeted to the audience, that expands and builds competence.

vision + support advises your leadership team on questions relating to managing direct reports, staff and team development as well as on your business organisation itself.

vision + support is naturally also at your disposal in its capacity as Consultant and Moderator for strategic conferences, themed workshops and a range of behavioural and method-based training for management and your company's staff.



## EXECUTIVE AND BUSINESS COACHING

vision + support assists you using variable coaching formats and processes with business-related and challenging issues to FULL-fill the potential in people. This we accomplish with great empathy, specialist capability, mutual respect and enthusiasm for the task in hand.

Coaching serves as a procedural guide and a bridge leading to what people want to achieve personally and professionally.

### COACHING:

- To carry out the job, and its associated roles, with enthusiasm, accomplishment and competence
- To harmonise professional and private life
- To live out personal visions and values
- To reflect on behavioural patterns and mindset, initiate new learning experiences and apply learning
- To demonstrate proficiency in handling difficult situations and adeptly master conflict scenarios
- To manage change, discover and grow potential and free yourself from limitations

In order to forge a mutually trusting and successful cooperation let us first get to know each other and discuss our course of action.



## MEDIATION

Internal company mediation is adopted so as to resolve conflicts within and between teams, between managers and direct reports, between partners and the Works Council, but also in the context of external conflicts with clients or suppliers. Further examples of its application include mediation of conflicts between groups, within the family, relationships and business cooperations.

### MEDIATORS CREATE SPACE FOR CREATIVE SOLUTIONS:

When two parties are unable to find a way out of their conflict the situation usually escalates. It is precisely here that mediators can help. As a rule they manage to break the ice. Mediators provide support to conflicting parties in the development of constructive foundations upon which creative and accountable solutions may be found.

### A FIRST STEP TOWARDS CONFLICT RESOLUTION:

Call us and provide us with an account of the conflict. Let us advise you as to whether mediation might be a suitable avenue to pursue.



## VALUING PEOPLE



Through responsibility and self-development new skills emerge.

## VALUING COMPANIES



Organisations are living and learning social systems.

## VALUING WORK PRINCIPLES



Active cooperation enables powerful development.

Organisations are shaped and given agility by the people within them. Consequently in the structural, strategic, organisational and cultural issues that affect stakeholders it is management that represent a key factor in their capability to develop and augment.



## CLIENT REFERENCES

### EXECUTIVE COACHING

Dear Ms Kraus, Many thanks. The day surpassed expectations. I received invaluable feedback from my boss and the positive results are documented in my appraisal form. This gave me the opportunity to express criticism that had affected of and was well received. Moreover, all my fears and expectations were unfounded thanks to the preparation we had done for the meeting and I was able to get the most out of this opportunity.

*C. A., Executive Manager, Rückversicherungswesen*

### CONFLICT RESOLUTION AND FEEDBACK WORKSHOP VERSICHERUNGSKAMMER BAYERN

I would like to wholeheartedly thank Ms Kraus for her professional guidance. She consistently brought us back on the right path, clearly structured the points and ensured entirely that a trusting and constructive dialogue was possible. Super!

*M.K. Abteilungsleiter, Versicherungskammer Bayern*

### TEAM WORKSHOP MÜNCHNER KAMMERSPIELE

- Simply brilliantly done!
- Exceptional empathy and sensitivity. Thanks!
- Would never have thought it was possible to achieve so much in just 2 days.
- Ms Kraus is the perfect seminar facilitator
- No critique - just keep on as you are! It was 2 wonderful days ;-)

*Written Participant References*

### LEADERSHIP WORKSHOP WORLDCAFE WITH IN2IT AND VISION + SUPPORT

The evaluation at the end of the workshop showed us that we have taken steps forward in

- Actively engaging everyone
- Building trust between us
- Clarifying mutual expectations

*A.K. GF Procter & Gamble, Rothenkirchen*

### BUILD-UP WORKSHOP, LEADING PLUS

Dearest Manola,  
Many thanks for the highly productive, enlightening, thought-provoking, motivating, lively, communicative and interactive days. You gave us and demonstrated a number of useful and important tools for our kit. We sincerely wish you the best with your plans and hope that we might see each other once again in the future.

*A.R. Teamleitung, Europ Assistance Service GmbH München*



## SHORT PROFILE: MANOLA KRAUS BORN: 1966

Degree in Social Pedagogy (University of Applied Sciences), Personnel Development and Organisational Consultant, Coach, Trainer, Mediator, Supervisor, Secondary Degree Personnel Development and Business Studies (LMU Munich), Degree Pedagogy, Psychology and Philosophy (8 Sem. LMU Munich), Systemic and Hypnosystemic Consultant and Coach (Heidelberg School and Gunther Schmidt), Mediator according to Federal Mediation Guidelines, Further Education in Systemic Structural Constellations according to SyCo (Varga von Kibed), Suggestopedia certified (DGFP), Licensed Trainer persolog, IMDE and LPScocoon, Train-the-Trainer, Further Education incl: Personality Development, Potential Diagnostics and Potential Procedure, Supervision, Resilience Consulting, Leadership- and Successional Development, Team- and Organisational Development, Training Needs Analysis and Training Assessment.

#### 1990 – 1996

Training Officer and Trainer Home and Abroad (incl: Development Aid Projects in Latin America)

#### 1996 – 1999

Setting up and freelance management of EU- promoted professional qualification courses in conjunction with training companies for professional rehabilitation in Munich

#### 1997 – 1999

External Business Consultant (IMAKA Institut für Managemententwicklung Ltd) for consulting, building and implementing Personnel Development at Süd-Chemie Inc., Munich

#### 1999 – 2002

Head of Personnel and Organisational Development in the service companies „Mercur and Mondial Assistance“, Project Manager in building up the service company „Mondial Assistance Deutschland Ltd“

#### 2002

Founding of Business Consultancy for Personnel- and Organisational Development: Vision + Support BCT Manola Kraus / since 01.12.2010 vision + support, Partner for Personnel- and Organisational Development, Munich



Your partner for Personnel and  
Organisational Development

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[www.vision-and-support.de](http://www.vision-and-support.de)