

PROFILE

COACH



Emil Salzeder (b. 1969)
[German/ English]

EXPERIENCE

Since 2006	Partner, CoachKontor, Munich.
Since 2005	Partner, essential, Esslingen.
Since 2004	Partner, Bankakademie, TUEV SUED, University of Salzburg.
1999 - 2006	CFO, com.cultur gmbh consulting firm, Munich.
1998 - 1999	Project Leader Training, Clientlogic Inc., several locations.
1997 - 1999	CFO (interim), Muehle St. Johann oHG, St. Johann.
1994 - 1997	Project Leader, HVB Direkt, Munich.
1990 - 1994	Training and apprenticeship (credit), HYPO BANK, Munich.

QUALIFICATION

- Banker, Master of Business Administration
- MTD Master in Training & Development
- NLP Practitioner
- Analyst and Auditor for Management Systems

FOCUS

- Consulting: Optimization of Service, Telemarketing, Complaint Management
- Training: Complaint-, Service- and Conflict Management
- Coaching: Side-by-Side-Coaching for Sales, Service and Telephony

REFERENCES

AUTOMOTIVE: BMW (nationwide), Neoplan and MAN Bus (nationwide), TUEV Automotive GmbH, (Garching).

FINANCE: BMW Bank (Munich), CiV Insurance (Hilden), Commerzbank (Frankfurt/ Main), PB Insurance (Hilden), Europ Assistance Insurance AG (Munich), HVB Direkt GmbH (Munich).

TOURISTIC: FTI (Munich) Hofbraeuhaus (Munich), L'TUR (Freiburg), STA Travel (Frankfurt/ Main), Travel Overland (Munich).

PUBLIC: Job Market Service Austria (Wien) FH Salzburg F&E (Salzburg), Austrian Federal Economic Chamber (Salzburg).

