



DEVELOR



DEVELOP



GO, GO, GO!



DEVELOR



DEVELOR



THE TWO MINDSETS

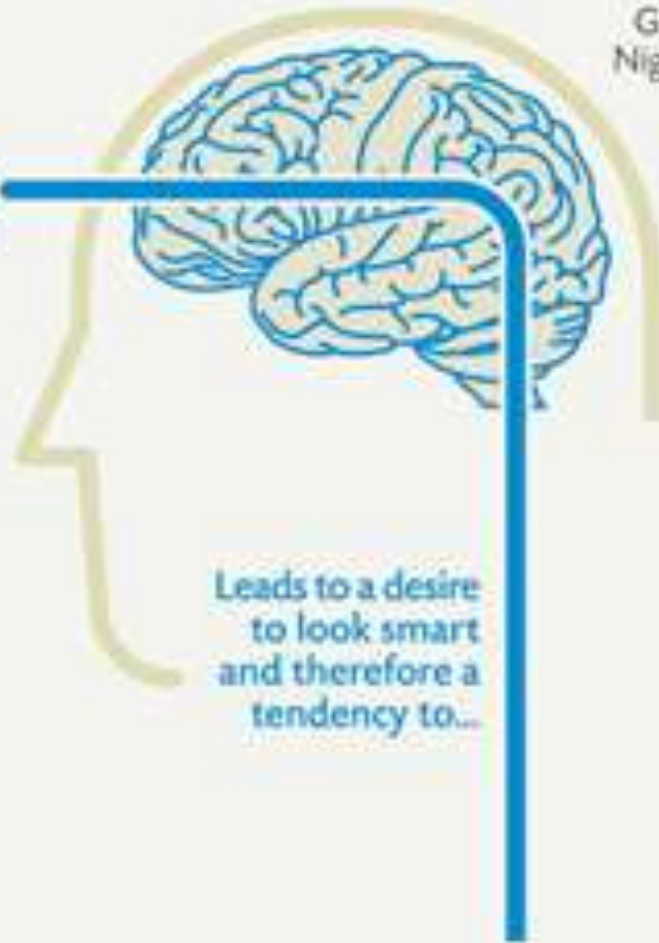
TWO MINDSETS

CAROL S. DWECK, Ph.D.

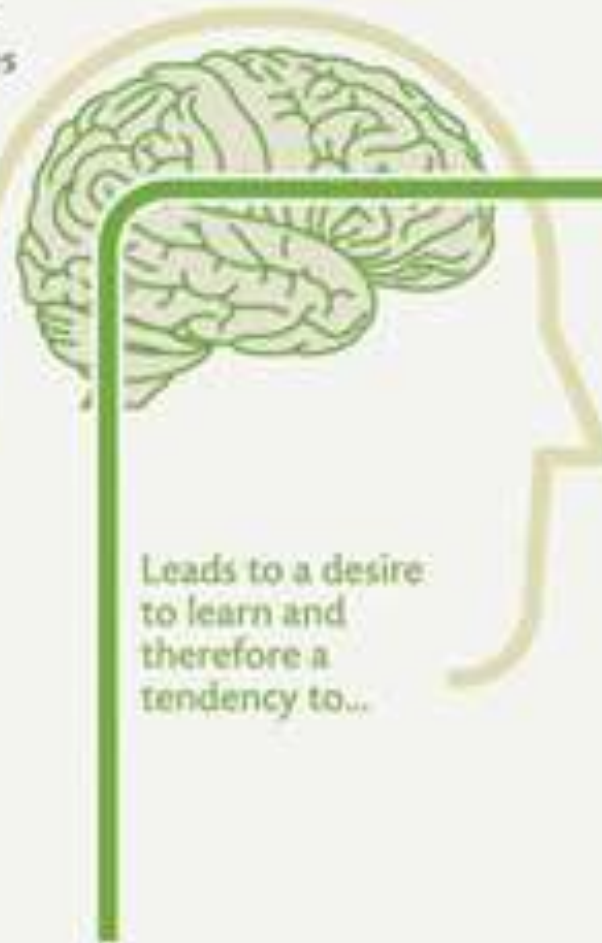
Graphic by
Nigel Holmes

Fixed Mindset

Intelligence is static



Leads to a desire
to look smart
and therefore a
tendency to...



Growth Mindset

Intelligence can be developed

Leads to a desire
to learn and
therefore a
tendency to...

EXAMPLES / SALES & CUSTOMER EXPERIENCE

LEADS TO AVERAGE SALES & CUSTOMER EXPERIENCE

P
A
S
T

See it as a
problem or
difficulty

Use it
as an excuse
for not being
able to serve

Take the
minimum effort
to manage
customer
request

Ignore or take
the negative
feedback
personal

See it as a
threat, or
something to
be envy of

CHALLENGES



OBSTACLES



EFFORT



CRITICISM



SUCCESS OF OTHERS



F
U
T
U
R
E

See it as a
great
opportunity

See it as
a call for
action

Take the extra
mile to satisfy
customer
beyond
request

Learn from
it to do an
even better
job

Congratulate,
celebrate and
learn from it

LEADS TO GROWTH AND UNMATCHED CUSTOMER EXPERIENCE

CRITICAL BEHAVIORS

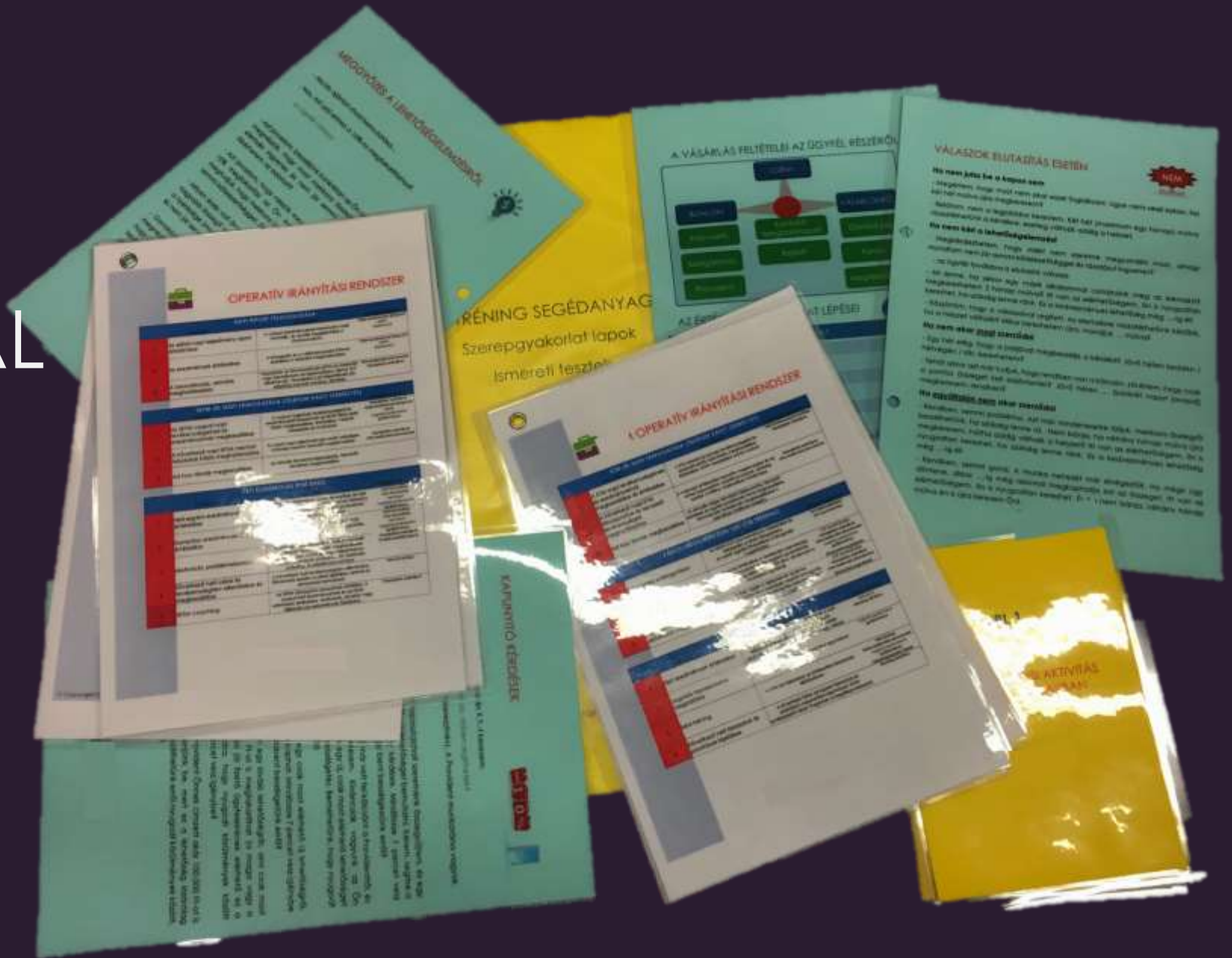
in the
NEW WORLD



LEADERSHIP OPERATIONAL MODEL

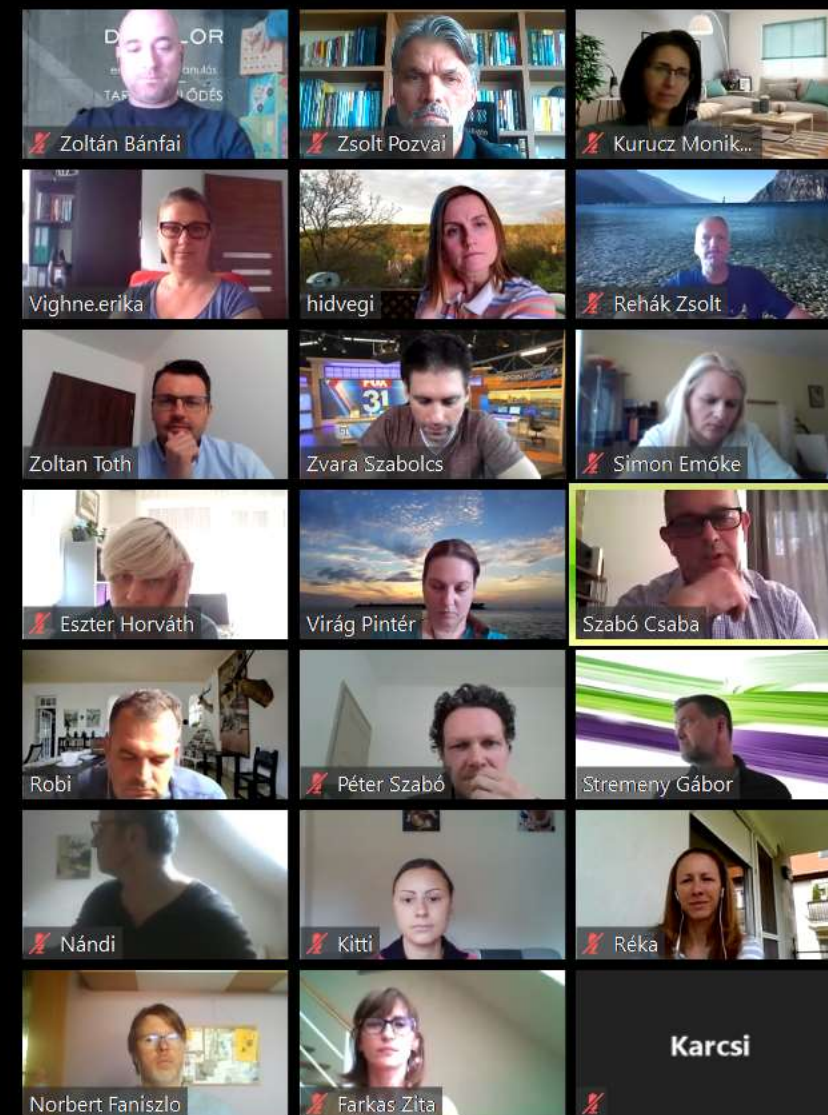


LEADERSHIP OPERATIONAL MODEL



LEADERSHIP OPERATIONAL MODEL





courage

noun

['kər-ij]

TAKING CONSCIOUS RISK AND BEING
ACCOUNTABLE FOR OUR ACTIONS.

THE DEVELOR JOURNEY

THE FASTEST GROWING KNOWLEDGE NETWORK

2017

116 000

PARTICIPANTS

2015

35170

ENTERTRAINING*

X-LEARNING

2010

22310

KIRKPATRICK CERTIFICATION

DEVELOR VALUE CHAIN

2009

7450

DIAGNOSTICS

COACHING

2000

2240

CONSULTING

LEADERSHIP TRAINING

1995

620

SALES TRAINING

START

1992

Number of Training, Coaching & Consulting Days

LEARNING MEMORABLE
CHANGE MANAGEABLE
RESULTS MEASURABLE

OFFICES&PROJECTS

16

DEVELOR offices

30

COUNTRIES partners & projects



AREAS OF EXPERTISE

LEADERSHIP IMPACT

SALES BOOSTER

CUSTOMER EXPERIENCE

EMPLOYEE ENGAGEMENT

TALENT SPRINGBOARD

ORGANIZATIONAL EXCELLENCE

KNOWLEDGE PARTNERS



CLIENT SEGMENTS



47% Training

33% Consulting

20% Coaching

DEVELOR

CONTACT US

www.develor.hr
www.develor.com

Pozvai Zsolt
zsolt.pozvai@develor.com
romeo.jercic@develor.com



 **15:00 - 16:00**

RADIONICA 1

VUCA PROMJENE U MARKETINGU&PRODAJI KOJE VODE DO REZULTATA

Da bi se postigle promjene koje su neophodne za dostizanje očekivanih prodajnih ciljeva, prvi korak je razmisliti o tome koje poslovne učinke (KPI) želite vidjeti demonstrirane od članova timova Marketinga&Prodaje. Dakle, očekivani ishod je na prvom mjestu, a dizajn sadržaja neophodnih koraka da se to dogodi slijedi nakon toga. Radionica također polazi i od poslovnih ciljeva organizacije, međutim na radionici ćemo se fokusirati na "kritična ponašanja" koja će do njih dovesti. Želimo odgovoriti na pitanje koja je to aktivnost, ponašanje i stav koji je neophodan za postizanje cilja! Pokazati ćemo kako se odvija proces planiranja u kojem sudjeluju polivalentni timovi sastavljeni od rukovoditelja tvrtke, odabranih zaposlenika različitih odjela i eventualno vanjski stručnjaci.



Romeo Jerčić, DEVELOR HRVATSKA, DIREKTOR

How to do it in practice?

Visit our workshop at 15:00

DEVELOR