

PROFILE CONSULTANT / TRAINER

Thorsten Penno

Trainer and Consultant
 Network partner of CONTUR GmbH

Year of birth: 1972

Nationality: German



Key activities	<ul style="list-style-type: none"> ▪ Communication & customer service training ▪ Conflict management ▪ Team work, team development
Employment history	<ul style="list-style-type: none"> ▪ Freelance trainer and consultant ▪ Managing Director, tp training & consulting GmbH ▪ Junior consultant in a business consultancy ▪ Trainer, Citibank Privatkunden AG ▪ Bank clerk, Citibank Privatkunden AG ▪ Commercial apprentice, Citibank Privatkunden AG
Certificates	<ul style="list-style-type: none"> ▪ Certification as systemic coach ▪ Trainer qualification, Pollack, Böhme & Partner ▪ Certificate as visual facilitator ▪ Chamber of Commerce trainer qualification
References	<ul style="list-style-type: none"> ▪ Practical sales training for technical service staff, Windmüller & Hölscher ▪ Client management, LPKF ▪ Introduction of an annual employee dialogue, FH für Wirtschaft Berlin ▪ How to set up and optimise team work successfully, Benecke-Kaliko AG ▪ Successful conflict management, Regional Verband Ruhr
Level of hierarchy	<ul style="list-style-type: none"> <input type="checkbox"/> Top-Management <input checked="" type="checkbox"/> Middle-Management <input checked="" type="checkbox"/> Project Manager <input checked="" type="checkbox"/> Junior High Potentials <input type="checkbox"/> Shopfloor Employees
Working languages	<ul style="list-style-type: none"> ▪ German ▪ English
Experience	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Germany <input type="checkbox"/> International: