



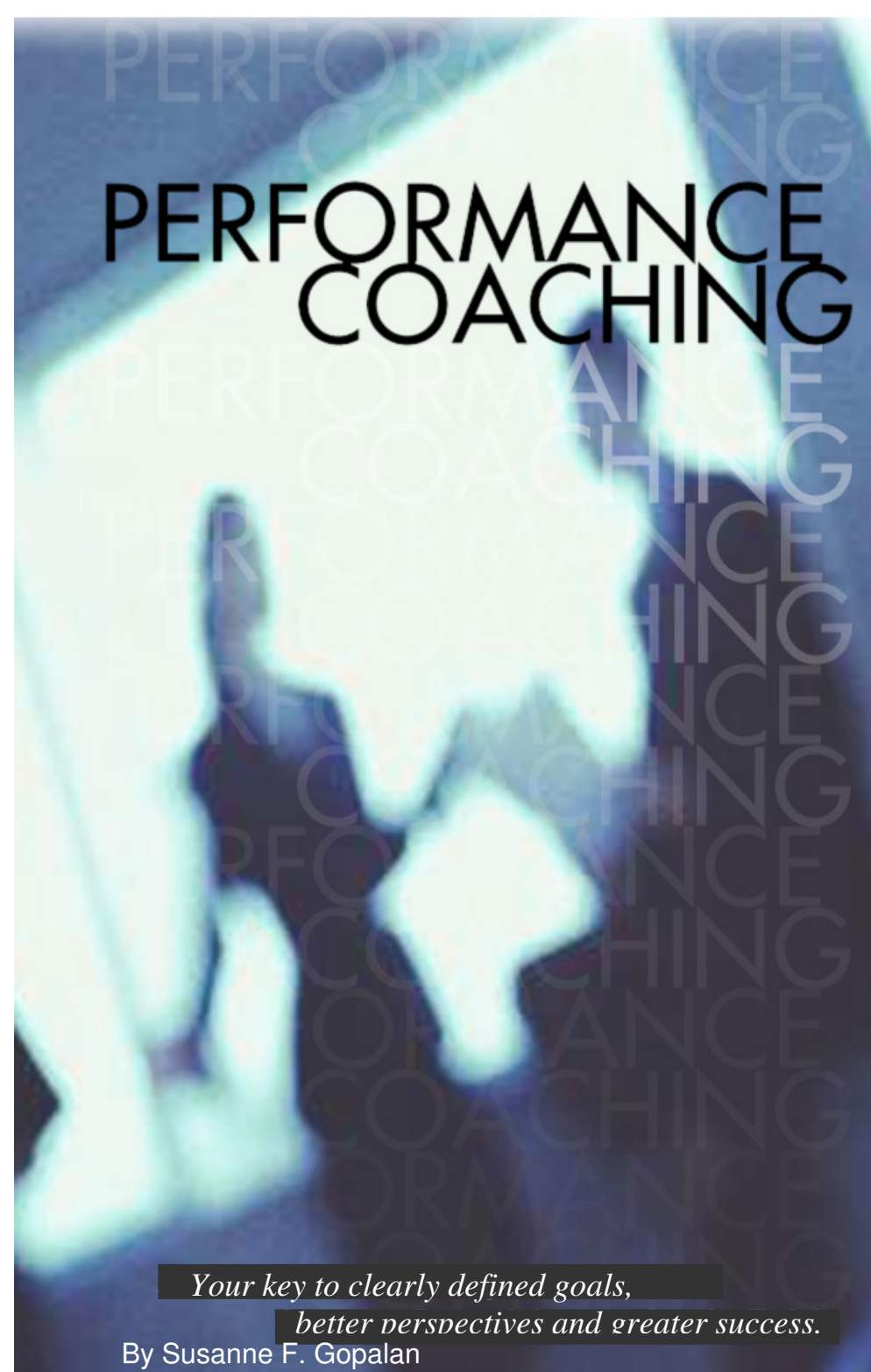
susanne f. gopalan

Training

Performance Coaching

Consulting

www.gopalan.de




PERFORMANCE COACHING

Your key to clearly defined goals,

better perspectives and greater success.

By Susanne F. Gopalan



**“ We choose to go to the moon.
Not because it’s easy.
Because it’s hard.”**

John F. Kennedy

Performance Coaching

John F. Kennedy’s famous words apply to all of us.

We don’t commit ourselves to a goal just in order to achieve the already possible. Rather we commit ourselves to goals in order to achieve the impossible.

Even you managers do not have it so easy: You must be self-motivated. And you must also be able to motivate your colleagues.

It is thereby presumed that you will overcome all traces of uncertainty, fear and doubt, quickly and without hesitation.

No matter how great your actual needs, and despite whether or not you yourself are in the middle of a stressful situation. At the end, steady composure and clear thinking are what are expected of you.

Without the right external motivational push from outside, these demands are not feasible. Therefore: get your motivation from me, in order to improve your ability to motivate yourself and the others around you.

Susanne Gopalan’s Performance Coaching offers you the best qualifications: together we will analyze your actual situations and push those obstacles to your success out of the way. Subsequent to that, I will coach you in the ascertainment of your career and private goals, and accompany you the entire way until your successful implementation.

What you will get from me:



Experience. Creativity. And a great deal of incentive to achieve maximum output.



No pain, no gain, as the saying goes.

From your own career experience you know that there's some truth to that. Our journey together, therefore, will not be a walk in the park. However, by the end you will have achieved what you most desire: the realization of your personal goals. And in this era of globalization, this takes you a huge step ahead of the competition.

For this reason you will receive foremost from me my comprehensive international experience: For 11 years I was a trainer of and consultant to top executives at renown European and American financial institutes and consulting firms.

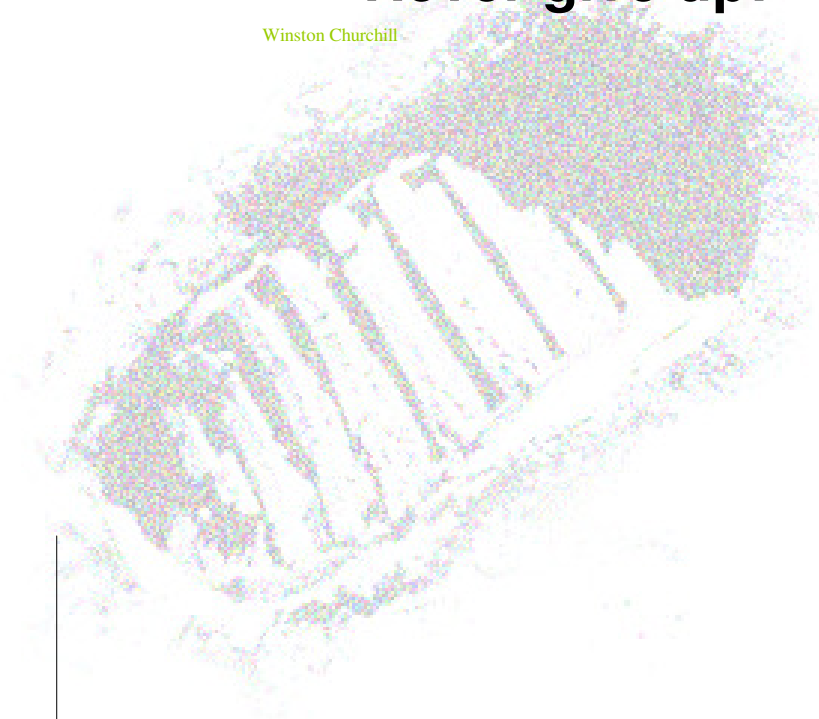
Above all, my creativity is at your disposal. These days we must find our own way to leave our mark. You will profit from my intuition in identifying and resolving blockages to your personal success erected by your employees, colleagues and clients.

Not last of all, I will motivate you to achieve your maximum output, which will sometimes amaze you. The success of my personally developed method – the synthesis of Performance Coaching and experience-based oriented training - was rewarded by the receipt of the 1998 German Training Award gold medal.

So reward yourself and book today. You will find all the necessary information on the last page of this brochure.

Young fellows: Never give up!

Winston Churchill



Perhaps you know the famous speech that Churchill gave to the students at Cambridge. Churchill arrived, stood at the podium, delivered this single line, drank a glass of water and left, to return to his duties.

Admittedly, things don't usually happen that fast for us. But getting to the point of the story: never give up! During my seminar I will impart to you the self-confidence necessary to achieve this - step by step:

- A. Development of a coaching and feedback culture.**
Together we leave the path of justification/apologies and accusation. We develop new opportunities through change.
- B. Direct Motivation „ Face to Face“.**
Things stay between us. Thus we are able to quickly recognize your personal demotivators and development opportunities. Your individual input will be individually respected.
- C. Individualized training instead of the watering can principle.**
We generate exactly and succinctly what is important and desired for you and your workplace.
- D. Fast reaction**
With Performance Coaching you experience the shortest paths and quickest response time. Erroneous trends are immediately corrected.
- E. Successful training control.**
Your experience is planned. Each discussion leads to concrete qualitative and quantitative results. Performance evaluations, together with supportive measures, take place. Thus, through your feedback the coaching process is adapted to your individual needs.

Performance Coaching

Lightening can't aim

Farmers Saying

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This old German saying is true.

My **Performance Coaching** is tailored precisely to your personal needs. You can benefit from using my One-on-One coaching as a guide to the next goal or simply make use of the constant support.

Often only a single hour is needed to isolate and solve a problem.

As a result, you will quickly break through your barriers and enlarge your scope of action.

My range of services:

- Leadership and motivational training
- Time and priority management
- Leadership style analysis
- Communication style analysis with integration of new styles of thinking and behavior
- Development of an innovations culture and learning organization
- Emotional Intelligence for dealing with resistance and conflict
- Creative problem solving
- Dealing with excuses and accusation
- Performance Management – Focus building and goal formulation
- Management strengthening and coping with mental stress

Visionscoaching / Aspiration based Coaching

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Not all goals are ultimate goals

When Aristotle coined this phrase, he had something in mind which today we call **Vision**, or **Aspirations**, or **Coaching**.

The point therefore is not to formulate an end goal, but to work towards a midterm vision. Because these visions develop a kind of magnetism that largely, and unknowingly guides us and sets free a new physical energy.

With Susanne Gopalan's **Vision Coaching** you quickly recognize and use your personal development opportunities .

You improve your endurance, activate your learning energy, discover your inner harmony and, as a result, greater purpose of life.

My range of services:

- Personal Profile Analysis
- Concept of creative tension – reality and vision
- Discover and use your inner resources
- Meta-dialog competency
- Design your vision
- Goal and Mission management
- Vocalize life plans - integration of your lifestyle and life phases.

Communication Coaching

**Talk is silver,
communication is gold.**

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There's a lot of talking going on in the workplace. But are you really saying what you intend? Are you in a position to relay your thoughts and ideas using the right words?

With Susanne Gopalan's **Communication Coaching** you will learn to successfully present yourself. Presentation practices and intensive video sequencing analysis, as well as working with integrated communication models, lead you quickly and professionally to your goal.

My range of services:

- Tips and tricks to deal with stage-fright
- Self confidence training
- Rhetorical tools
- Body language and language
- Presentation skills
- Audience analysis
- Idea development and idea processing
- Method of visualization
- Negotiation techniques
- Dealing with difficult listeners
- Dealing with emotions
- Conference and discussion techniques
- Integrated communication planning

Team-Performance Coaching

One for all and all for one

① ② ③ ④ ⑤ ⑥

In the world of sports, what distinguish top sport teams from others are not outstanding individual performances, but rather superb team work. Susanne Gopalan's **Team Performance Coaching** brings your team, project groups and networks to their optimal performance. At the same time, integrated internal communication and cooperation are at the center. In this vein longer term change is cleverly managed and Team Coaching takes place directly at the workplace.

My range of services:

- Team culture and team role analysis
- Presentation of Team meetings
- Augmentation of team motivation
- Personal responsibility and independence of team members
- Development of team identity and team vision
- Optimization of team communication
- Resolution of sources of irritation
- Leading to Win-Win strategies
- Idea creation through reflecting teams
- Team learning – learning from mistakes

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Sales

Coaching

**Personality is not formed by speech,
but rather by work**

Albert Einstein

So said someone who should have known: Albert Einstein.

So how can we transform goal-oriented actions into results and thus into success? Very easily: he who regains his thrill of the performance increases his thrill of the transaction, and success inevitably occurs.

With Susanne Gopalan's **Sales Coaching** you'll experience on-the-job-training at its best: with live coaching on site at the client.

Because the sale depends on everything and everything depends on the sale.

My range of services:

Your factors for the successful sale

Attitude and outer workings of the sale

Feedback on individual buyer personalities

Going from wish to goal

Sales pitch methods

The ideal customer strategy

The relationship square

Developing made-to-order integrated consulting concepts

Sales signals and cross-selling

Tips and tricks for telemarketing

Selling product benefits

Handling objections

Pricing strategies

Closing techniques

Coach the Coach – The Executive as Coach

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**The secret of success is the
constancy of purpose**

Benjamin Disraeli

Susanne Gopalan's two day seminar **Coach the Coach – The Executive as Coach** is especially indebted to the words of Benjamin Disraeli. Because the curriculum vitae of the most successful people always show an astonishing constancy. For you, as executives, it is therefore very important to always remain on the ball. Through the addition of coaching instruments you can improve your competency, strengthen your potential and reach your goals more quickly.

My range of services:

- Relevant knowledge of Coaching
- The individual role of the coach
- Your personal coaching profile
- Development of coaching competence
- Sequence of a typical ideal coaching
- Systematic levers: personal responsibility and confidence
- Develop your GROW goals
- Overcome coaching obstacles
- Use your coaching tools and intervention strategies for your personal success.



GROW-concept The **GROW**-concept

No matter which coaching program you choose, the GROW concept provides the basics for your new personal growth.

For this reason I want to introduce you to the four phases of GROW.

G

The G-Phase: We define your goals

In our goal declaration discussion we clarify both expectations and tasks, activity focal points, and clarify the form of our collaboration as well as the necessary general frame-work.

R

The R-Phase: We determine your realities

You receive Ad-hoc-Feedback as direct/immediate feedback on specific events. Then we conduct additional motivation, problem and conflict discussions tailored to your individual development themes.

O

The O-Phase: We develop your options

Now, in only 8 steps we get your development to flow: from the identification of your personality by way of a strength analysis, to a training success control.

W

The W-Phase: We develop your four W's.

We lay out the priority plan for further development of the 4 W's: What, when, who, why? By doing so you have the option afterwards to follow-up on the internet.

Trainerprofil

Susanne F. Gopalan



Susanne F. Gopalan runs courses in Personality Development and Coaching for employees and top management. In Germany she studied Management with focus on Advertising Economics, and in the USA she studied Speech and Communication (MSBA) at San Francisco State University.

She gained experience with a training vacancy at the Baden-Württembergische Bank AG and a periode of working for Zeitgeist Film Ltd in New York and IBM Stuttgart. From 1990 until 1997 she worked as an consultant and coach for the Sparkassenakademie and the Genossenschaftsverband.

Susanne Gopalan won the "German Training Award" in 1997. As a specialist in coaching and training she has devolped and evaluated a Performance-Coaching-Course for McKinsey & Company, Inc. Düsseldorf.

Since 1998 she is self-employed and has her own training organisation. She conducts talks, courses and trainings specifically tailored to suit clients needs in terms of content and duration.

The decision is made by success



After the coaching I was focused on my work-life balance.

Daniel O. Bachmann, Salz & Pfeffer, Stuttgart



Susanne Gopalan is one of the best. Her concept enriches organisations.

Thomas Rüdell, McKinsey & Company Inc., Düsseldorf



My selfesteem increased.

Sara Cardella, SCR Communication, San Francisco



Motivation for all managers.

Werner Kliesch, Sparkasse Zollernalb, Balingen

Your next step to success

Performance Coaching

Yes, I am interested in

- ① Performance-Coaching
- ② Vision-Coaching
- ③ Communication-Coaching
- ④ Team-Performance-Coaching
- ⑤ Sales Coaching
- ⑥ Coach-the-Coach

Please contact me.

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Position

Company

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Signature

Date