



ALEXANDRU POPA
learning & development consultant. coach.

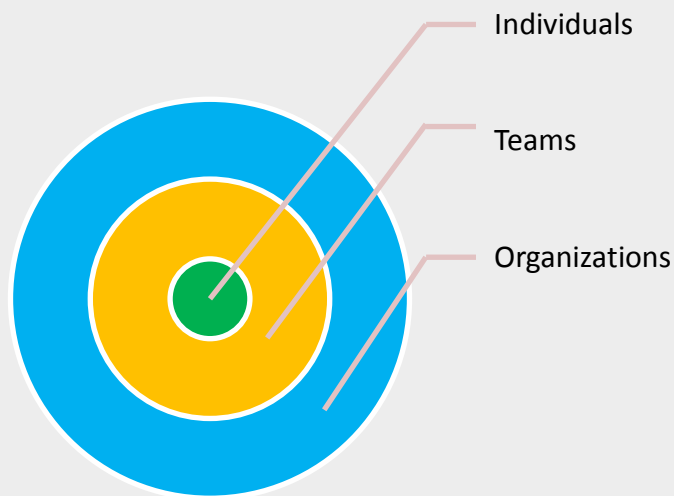
Professional Presentation

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Introduction

My name is Alexandru Popa and I am a Learning & Development Consultant and a Certified Coach.

I am specialized in helping people and organizations learn and develop. My academic and practical knowledge and experience gave me a unique skillset with which I can work on all levels of organizations to help produce excellent results.



My key differentiator is my ability to implement complex projects in organizations that need facilitators with expertise in training, coaching and consulting at the same time. I am specialized in facilitating end-to-end projects where organizations learn how to learn, handle team challenges and get individuals moving towards results, thereby increasing overall performance.

I currently develop and apply my work in The Netherlands and I am experienced in delivering these programs both in Romanian and English.

This booklet contains my activities described on all three levels:

Organizations	Teams	Individuals
<ul style="list-style-type: none">- Assisting organizations in designing and implementing learning systems- Assisting training teams in connecting people to operational processes- Delivering tailor-made training programs on soft skills	<ul style="list-style-type: none">- Facilitating change management projects for teams- Applying individual and group profiling tools for development- Coaching teams from organizations	<ul style="list-style-type: none">- Coaching individuals in times of change- Performing business and life-coaching with individuals on performance, wellness or lifestyle topics

What recommends me for Learning & Development?

- 5 years+ of experience in designing and delivering training programs as a certified trainer.
- More than 2700 hours (450 days) of training delivery.
- Practical experience in managing training teams and implementing learning systems.
- Participated in numerous national and international Train the Trainers programs.
- Experience in working with both small and big teams and organizations.
- Extensive intercultural experience.

What recommends me for Coaching?

- International certifications as a Licensed Associate Coach by: International Coaching Institutes, The Society of NLP (USA), The International Association of NLP (IANLP - Switzerland), the International Association of NLP Institutes (Germany).
- 4 years rigorous certification program as a Coach with Competent Consulting Romania (Master Trainer Coach – Daniel Bichis).
- Certified member of ARC – The Romanian Association of Coaching.
- Member of APRO-NLP – Romanian Association of NLP Professionals.
- Highly ethical and client-centric approach.

For details about myself and my experience, check out my LinkedIn profile at:

<http://www.linkedin.com/in/popic>.

I also invite you to check out my services on my website: www.alexandrupopa.com.

Activities for Organizations

1. Assist organizations in designing and implementing learning systems.

In my experience, many organizations today consider learning to be a top priority, yet they do not have a coherent strategy set in place for the learning systems they use. Employees usually participate at in-house or external training programs that are being set-up by the Training Teams (if they exist). Unfortunately, training teams alone don't have sufficient overview, expertise and influence to design and connect a full set of learning systems that help the organization become a learning organization.

This is how I help organizations with this issue:

- Audit current learning systems in organizations;
- Build or revise learning systems: training, training on-the-job, mentoring, coaching, off-line library, learning communities, cross-functional experiences, job rotation, job shadowing;
- Help position learning systems to become strategic in the organization;

2. Assist training teams in connecting people to operational processes.

The main purpose of a training function should be to connect people to operational processes. One way to do this could be to have a talk with managers and customize of-the-shelf trainings and adapt them to various audiences. The way I am challenging clients to do it is by developing and implementing a training team identity and strategy with processes and performance standards. This way, they can assure the highest quality possible for the training programs being delivered, both by internal and external suppliers.

This is how I help training teams with this issue:

- Audit the training team strategy, processes and tools;
- Build or revise the planning, monitoring, evaluation and reporting processes;
- Build or revise the analysis process: Training Needs Analysis, Training Needs Investigation, and Training Needs Assessment;
- Build or revise the instructional design process: manuals, workbooks, hand-outs, tests, checklists, action plans;
- Build or revise internal training tools: Training Feedback Form, Development Maps;
- Help choose and implement e-learning solutions;
- Build or revise development plans for trainers.

3. Deliver tailor-made training programs on soft-skills.

I have great respect for training, both as a profession and as a vocation. This is why I deliver training when it's needed and how it's needed. For that, I perform an end-to-end process, always starting out with an analysis, helping clients clearly define what knowledge and abilities need to be developed. The trainings I develop are always tailor-made for a particular client, taking into account the job-roles, best practices, culture and specifications. In my delivery methods, I prefer using case studies, simulations, exercises, personal reflection.

This is how I help my participants and clients:

- TNA: Training Needs Analysis, Training Needs Investigation, Training Needs Assessment;
- Instructional design: manuals, workbooks, hand-outs, tests, checklist, action plans;
- Training delivery;
- Post-training activities: feedback, testing, reporting;
- Follow-up programs: training, workshop, training on-the-job, e-learning;
- Coaching and support for revising and implementing action plans;

Trainings I deliver:

- Coaching Skills for managers;
- Sales programs for salespeople from B2C and B2B channels;
- Customer Care & Telesales for call-center agents and team-leaders;
- Customer Experience programs for managers and employees;
- Other favorite trainings: Teamwork; Volunteering; Personal Values; Personal Effectiveness.

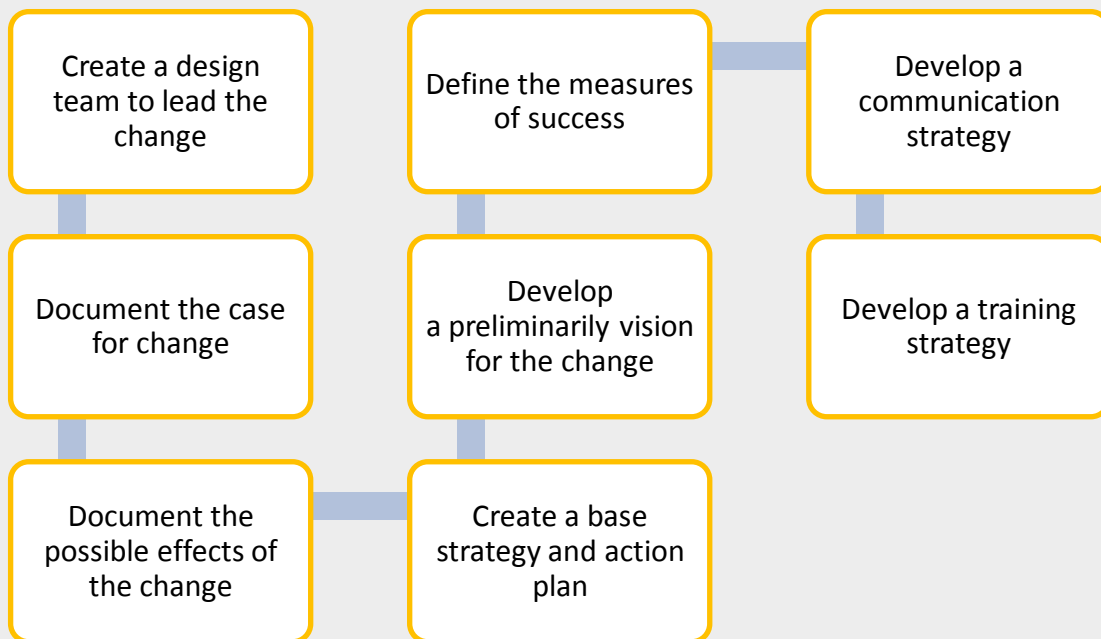
Activities for Teams

4. Facilitate change management projects for teams.

I designed this program for teams that plan to make big changes in order to become better at what they do. Usually, team-members are *informed* about the change that is imminent and irreversible and don't feel they are part of the change project. The purpose of this program is to help managers shape their desired outcome when planning change, and finding a way to get there with all resources and minimum costs. It also helps individuals affiliate to the team, as they are *part of the process*.

This is how I help teams with this issue:

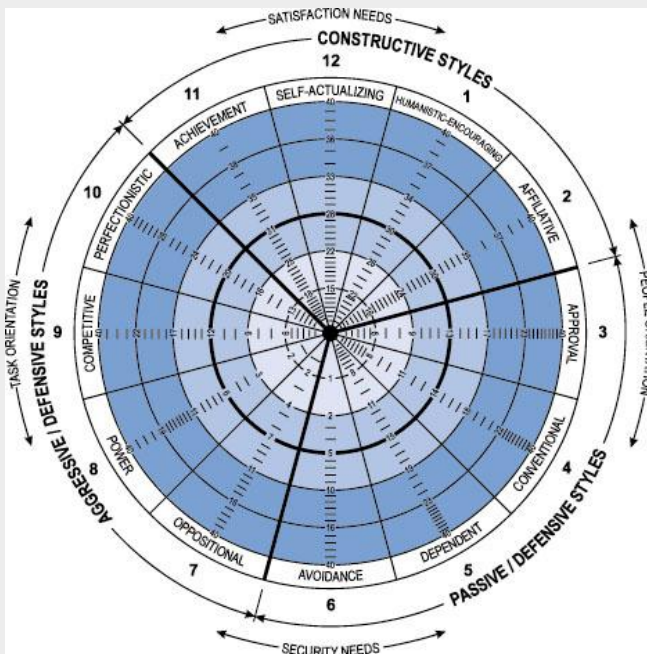
- Document change and plan implementation:



- Design and deliver Executive Briefing on Change;
- Design and deliver Workshop for Managers;
- Design and deliver Workshop for Employees;
- Support change.

5. Apply individual and group profiling tools for development.

I am a Life Styles Inventory™ and Group Styles Inventory™ Certified Consultant with Human Synergistics. The Circumplex is an evidence-based product of extensive research into the behavioral effects of thinking patterns and self-concept. It describes 12 thinking styles and groups them as being **constructive**, **defensive** or **offensive**. The instrument is used both at individual level and at team level. There are three levels of commitment that go abroad when working with these instruments: awareness, acceptance and action.



Individual process (Life Styles Inventory™):

- Self-evaluation
- Other's evaluation (optional)
- Generating the report (approximately 50 pages)
- Interpreting the report (individual discussion)
- Action Planning
- Coaching for support

Group process (Group Styles Inventory™):

- Design the workshop with the managers
- Deliver the workshop with the entire team
- Facilitate problem solving and action planning
- Coach and offer support for implementation

6. Coach teams from organizations.

I coach teams that need to produce cutting-edge results and need an external facilitator to help them overcome current challenges.

I coach teams from organizations that:

- Were recently restructured and are allocated new tasks;
- Need to improve team structure;
- Are stuck in conflict and need to cultivate effective relationships;
- Need to increase personal and team effectiveness;
- Need to implement performance management systems;
- Need to implement succession planning;
- Need to build new strategies and goals.

Activities for Individuals

7. Coach teams and individuals from organizations in times of change.

I coach individuals from organizations that currently need support in order to overcome current challenges and produce excellent results.

I coach individuals from organizations who:

- Just got a promotion for a new role with challenging perspectives;
- Got demoted to another role and need to get back on track;
- Are taking part in a change project within the team;
- Need to design a new strategy and find it challenging;
- Need different approaches for current problems;
- Work in highly transversal positions and need to produce results.

8. Perform life-coaching with individuals on performance, wellness and lifestyle topics.

The following coaching programs can be applied to a wide variety of areas, including business, sports and education.

The sessions are performed in face-to-face meetings in various contexts that the client and the coach agree upon.

I coach individuals on performance topics who want to:

- Optimize their individual actions and strategies;
- Get to the next level of individual performance;
- Get to know and to develop their personal motivational strategies.

I coach individual on wellness and lifestyle topics who want to:

- Generate balance between personal and professional life;
- Manage stress in their life;
- Revise and optimize their relationship with material goods derived from adopting a particular lifestyle and the effort to sustain the necessary resources;
- Generate high-quality life standards they can aspire to;
- Generate new habits that support their wanted lifestyle.