



What do we do?

We work with an array of companies in different sectors to improve their customer experience. Whether that means making shopping more fun, hotel visits more rewarding, hospital stays less awkward or flying more comfortable.

Why do we do what we do?

Our mission is to spread delight: that means that our goal is to make sure that the experience is consistently exceeding the customer's expectations. Experience is not a trend, but rather the condition for development, success and sustainability. We guide organizations on their journey to turning experiences into memorable moments and customers into raving fans!



Are you our new Experience Engineer? Then come and join our team as a

Trainer Leadership / Change Management (m/f)

Are you a people person with a focus on facilitating? Do you have experience in the field of change management and/or leadership programs? Do you believe that strong people leaders are key to creating memorable customer experiences? Then we might have an interesting job for you!

What is the role of a trainer/facilitator at Performance Solutions?

- You (co-)create, facilitate and support the deployment of training programs around leadership development and customer experience.
- You facilitate and coach from a change management perspective and you constantly challenge the status quo.
- You are the strategic consultant able to advise, keep track and oversee the approach to meet the client's needs and exceed their expectations.
- You are involved in the design and the fine-tuning of (international) programs based on a Train-the-Trainer approach.
- Your focus is to make the difference for our clients and to create Raving Fans.

What do we expect from you?

As part of the Performance Solutions team, you are a 'key player' and can completely identify with our desired customer experience and team culture: Free to have Fun, Energized to Engage, Encouraged to Empower and Dedicated to make a Difference (FEED). As a leadership/change management facilitator, developing Customer Experience is second nature to you. You know how to close the gap between the brand promise and the customer experience. You like a fast pace environment and are socially smart. You easily connect, are open to change, to new experiences and love to delight others and will be a natural fit within our team!

Who would be our perfect match?

- You have a Bachelor or Masters Degree
- You have 5+ years of experience in the field of consulting and facilitation/training
- You have relevant experience in designing and deploying leadership and / or organizational change processes for large, international companies
- You have excellent commercial skills
- You adapt your analytical or pragmatic skills to the situation
- You are an empathic team player, with an open mindset
- You are self-confident and you have experience in with c-level negotiations
- You have experience in working within different sectors (hospitality, retail, automotive is a big plus)
- You are looking forward to travelling and working with great clients and people all around the globe
- You are fluent in English and German

Is this you?

Did all of this make your heart jump a little and are you dreaming of what this new challenge would look like? Simply use the following [link](#) to apply – upload your CV, add your salary expectations and indicate us in 5-10 sentences why you are the perfect candidate. We look forward to seeing you in action!



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