

Dr. Hans W. Hagemann

- Studies in psychology and business administration in Münster and Munich, Germany
- Ph.D. dissertation on “Information Overload”
- Professional experience at LINTAS:HAMBURG (customer service), Procter & Gamble (marketing) and two consulting firms in Munich
- Additional training in transactional analysis and NLP (Master Practitioner)
- 1994 – 2007: Managing Partner at SHS Business Consultants in Munich
- Since 2008: Managing Partner (CEO) at Munich Leadership Group

Focus of consulting and training work

- Leadership systems in organizations
- Change management (particularly dealing with objections and resistance)
- Coaching key players and high-performance teams
- Executive development systems and conczepts
- Feedback systems in organizations
- Quality management and process optimization
- “Train the trainer” concepts and seminars
- Comprehensive project support

My message

How you can be a hero

- Train your observation skills whenever you can. The ability to put yourself in another person’s shoes is becoming increasingly important.
- Support your employees, colleagues and superiors wherever possible. Build up strong and balanced networks within and outside your company. Always do so voluntarily in a friendly manner, without expecting any personal gain in return.
- Be a role model in any work situation. Remember that you are always on stage.
- Always think in a customer-oriented manner. Do everything that your internal and external customers want, and do it well, quickly and with passion. Think about what you could do to please and surprise your clients – and do it.
- Work on developing your ability to give people in your work environment precise and objective feedback. Always do this solely with the intention of providing others with valuable tips for improvement.
- Learn to live and deal with the contradictions and uncertainties in life. Consider that many options exist, rather than seeing things in black and white. Work on becoming more flexible, more adaptable and faster.
- Don’t hesitate to make a decision – a bad decision is almost always better than none at all.

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