



INTERNATIONAL SERVICE GROUP
INTERNATIONAL SERVICE GROUP

SERVICE PORTFOLIO
TRAINING AND DEVELOPMENT
& SEARCH AND SELECTION

ABOUT US

ISG was founded in 1999 and is one of the leading personnel consulting companies in Europe with 50 locations.

We consider ourselves as a complete service provider in all personnel matters and offer services in the areas of search and selection, quality temporary work and personnel training & development.

As an international company group we are able to support you in international and cross-border projects. Our flat company structure, homogenous mode of operations and uniform terms of payment at home and abroad guarantee you a smooth and fast cross-national execution of projects.

■ ISG headquarters:
Austria (Vienna)

■ ISG offices:
Albania, Bulgaria, Bosnia, Croatia,
Czech Republic, Finland, France,
Germany, Greece, Hungary, Italy,
Macedonia, Poland, Romania, Russia,
Serbia, Slovakia, Slovenia, Spain,
Switzerland, Tunesia, Turkey, Ukraine,
United Kingdom, UAE

■ ISG partners:
Belgium, Canada, China, Cyprus,
India, Ireland, Netherlands, Norway,
Portugal, South Africa, Sweden and
the USA



The dynamic development and success of our company result from the high quality of our services, the dedicated commitment of our highly motivated and customer-oriented staff as well as our excellent price-to-performance ratio.

Our business strategy aims at growth and we are constantly opening new international offices.

Our philosophy is characterized by our interest in your company. Your wishes and needs are the basis for a successful implementation of customised solutions. We perceive cooperation based on trust and openness as the foundation of a valuable and long-term partnership.

SEARCH & SELECTION

EXECUTIVE SEARCH

- Profile & market analysis
- Definition of search strategy and potential companies
- Regular reporting
- Research of prospective candidates
- Discrete contacting and personal interviews
- Reports and presentation
- Individual follow-up

SEARCH & SELECTION

- Profile analysis
- Definition of efficient search methods (database, online and/or print advertisement)
- Search & selection of the best fitting candidates
- Personal interviews
- Regular reporting
- Obtaining references
- Appraisal and presentation of candidates

EXECUTIVE SEARCH



SEARCH & SELECTION



SEARCH & SELECTION

MEDIASERVICES



OUTPLACEMENT



OUTPLACEMENT

- Orientation sessions
- Strengths and weaknesses analysis
- Coaching
- Optimizing application documents
- Human resource marketing
- Preparation for interview situations & application training

MEDIASERVICES

- Publication of job advertisements in all available print and online media covering Austria, the European Union and many other countries.
- Consultation on media selection
- Creation of advertisements
- Information about current promotions and campaigns
- Support with employer branding, including social media networks

WORKING TOGETHER WITH US OFFERS YOU THE FOLLOWING ADVANTAGES:

We guarantee you a high-quality implementation of training & staff development projects by:

- ☑ Providing instruments and tools that are customised to your company's objectives
- ☑ Placing absolute priority on praxis relevance and feasibility
- ☑ Securing sustainability through optimal involvement of all participants in each process stage
- ☑ Optimal development of individual employee skills based on your strategic objectives and the appropriate learning methods
- ☑ Highly qualified trainers with diverse industry experience and methods
- ☑ Many years experience in human resources development with well-known, national and international companies
- ☑ Uncomplicated procedures, cross-national as well

SPECIALS

- Cross-company intensive trainings (Leadership, sales, office management, etc.)
- Individual coaching
- Field monitoring & joint visits
- Business plan simulation
- Introduction to business management – the basics
- Mystery shopping & quality assurance calls
- Life balance, time & self-management
- Keynote speeches during annual meetings etc.
- Telephone skills training (communication, complaint, etc.)
- Happy at work (working with commitment and gaining fulfillment)
- Intercultural management
- Project- and process management
- Burnout prevention

DIAGNOSTICS

- Management audits
- Assessment, development & orientation center
- 360 ° feedback
- Psychological testing
- Hearing
- Individual potential analysis by coaching
- Employee attitude surveys, customer surveys
- Personality-, know-how and language tests (e.g. BIP, OPQ 32)
- Structured interviews

TEAMS

- Professional team development & team building
- Common goal definition
- Conflict resolution
- Building trust & promoting appreciation
- Common tasks & creating an understanding of roles
- Effective moderation of working groups and management meetings
- Large group moderation & open space events
- Outdoor experience & event organisation (incentives)

LEADERSHIP

- Intensifying the understanding of leadership & the leader's role-model function
- Sustainable staff development (effective management by objectives)
- Correct handling of group and team dynamics
- Holding effective staff meetings (goal, development and feedback discussions)
- Professional conflict management
- Successful motivation
- Leading without authority
- Dealing with different employee personality types
- Strategic training programs for (junior) managers, specialists, high-potentials, trainees, talents, apprentices, etc.
- Development of career & career models

SALES

- Effective self organisation & sales strategy
- Efficiently win over new customers & acquisition
- Targeted customer analysis and information gathering
- Successful & benefit-oriented reasoning & presentation
- Proper handling of objections
- Successful price negotiations and negotiation strategies
- Professional relationship management (Key Account)
- Successful up-selling & cross-selling

CONSULTING

- Development of vision, strategy and mission statement
- Strategic HR consulting and development
- Design & monitoring of change processes
- HR consulting e.g. implementation of annual performance reviews
- Development of performance-based remuneration systems
- Successful implementation and exposure to CRM-tools



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