

Jeffrey Frankel

International Management Training



I create an interactive environment in which the participants want to deal with their issues, share information and learn from their peers.

These issues may be about presenting ideas, getting a team to work effectively, managing people, or knowledge sharing.

A Partner in a consulting firm said to me “Jeffrey, I like the way people come back to work after they’ve been on one of your courses. They are excited and enthusiastic about the work”. On this same five day course one of the participants told me “I’m learning something new everyday.”

“I used to go to meetings and sit down. I just took notes and hardly participated. After going on one of Jeffrey’s courses, I move around, go to the board and write my ideas down and fully participate in discussions.” Logistics manager in an engineering business.

“I wanted to shake up my sales team, and decided to do something really crazy. So I sent them on Jeffrey’s Sales Skills Course. Six months later sales had increased by 22%.” Managing Director in a freight forwarding firm.

My methodology is based around a mix of discussion, role-play and discovery. Participants can try out new skills, improve old ones and discover what works for them. I develop course material and set up business situations that apply to their daily working life. They role-play with other participants, the trainers, or actors. They learn how to handle the situations in a success-oriented way. Although I have specific learning points in mind for the courses, I allow time and space for other issues to be talked about and dealt with. Participants can use their new skills and ideas immediately in their daily work.

Over the last ten years I have worked with those whose first language is not English and need to work effectively with others - clients, suppliers, head office, or other group members - in an English speaking multi-cultural environment. I design and run courses which develop skills and awareness to enable business people to deal with difficult situations, build and manage teams as well as avoid costly misunderstandings.

I have developed and run courses for a wide range of participants including personnel and management in sales, IT, engineering, finance, audit, public relations, legal departments and consulting. I welcome the opportunity to custom design courses starting from a needs analysis for specific groups of people.

Clients and participants have come from the following organisations:

Agência Marítima Transatlântica, Lisbon
Amavel Calhau Ribeiro da Cunha SROC, Lisbon
ATEC S.A., Portugal
British Embassy, Lisbon
Brisa, Portugal
CESO-CI, Lisbon
CENTROP, Portugal
Decorespaço, Portugal
EDP, Portugal
KPMG, UK, Germany, Egypt, Angola
Italian Motor Village S.A. (Fiat), Portugal
IPAD, Portugal
LNEC, Portugal
Lisbon Marriott Hotel

Marsh MMC, Portugal
Mercer, Portugal
Millenium BCP, Portugal
Ministério da Agricultura, Portugal
Ogimatech, Lisbon
Pinto Basto Commercial, Portugal
Pinto Basto Gest, Portugal
Proudfoot Consulting, UK
SonaeDistribuição, Portugal
Siemens S.A., Portugal
Starshipping Portugal Lda
Sun Microsystems, Portugal
UNICRE, S.A, Portugal

Courses

I have designed, developed and delivered the following courses. In some cases I have delivered them alone, in others I have led a team of trainers, either associates or client staff.

- **Business Communications Skills Workshop** – helps business people to significantly improve the expression of their ideas on a one-to-one or one-to-many basis and create impact.
- **Team Building Workshop** – improves the effectiveness of those working in teams, by giving them the opportunity to acquire team building skills and experience the excitement of achieving team objectives.
- **Practical Management Skills Workshop** - built around a wide range of specific management situations that are common to the day-to-day work of most managers; designed to develop their capacity to lead, motivate, and organise individuals and teams who report to them.
- **Sales Skills Workshop** - an innovative practical workshop on sales skills specifically for those directly involved in sales.
- **Top Team Workshop** - provides the environment for a company's senior executives to learn how to increase their productivity and efficiency by improving the way they work together, to discover the unique role they have in the organisation, and to clarify how they develop the company's strategy.
- **Sales Performance Improvement Seminar** - improves the performance of sales personnel by focussing on attitudes and sales skills.
- **International Consulting Skills Workshop** - an overview of the steps in selling and executing management consulting and advisory services in an international environment, with an emphasis on practising the skills needed for each step.
- **Sales Skills Seminar** - improves sales performance by introducing innovative techniques and ideas for those who sell internationally or nationally

Brief biographical details

British citizen, married, resident in Portugal since 1985

Previous academic activity

Visiting Associate Professor of Strategy, Moderna University, Lisbon (2005 - 2007)
Professor of Finance (1999 -2004) European University Lisbon and Oporto
Course Director and Senior lecturer in Finance, University of the South Bank, London (1981 -1985)
Research Fellow, University of Minnesota, USA
NATO Research Fellow, École National Supérieure de Chimie de Paris, France
B.Sc (Chemistry) Southampton University
Ph.D (Chemistry) Southampton University
MBA (Finance) City University, London

Previous industrial and commercial activity

I have been chief chemist in a chemical factory manufacturing vitamin D in West London, life insurance salesman and trainer.

Specialised activity

Graduate Dale Carnegie Public Speaking Course and Dale Carnegie Sales Course (London)
Instructor, Dale Carnegie Sales Course (London)

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