

MIKE HOHNEN

Slow down, stop knowing, start learning...



Inspiring, Engaging and Energising

These are typically the words used by participants when describing an experience with Mike Hohnen as a coach, trainer or keynote speaker. Mike has his own unique style. He draws on more than 27 years of 'hands on' management experience and has worked in most positions in both large and small organisations.

Mike's philosophy

Mike looks at companies, people and situations from a holistic point of view. Everything is interconnected as a constantly moving organism. The challenge as a leader is to release and unite energy in order to develop creativity and sense of responsibility among the employees. It improves the internal quality in the company - and it has a great impact on the clients and on the guests. The programs and training Mike offers are all based on a firm belief that service products are marketed through the 'experience' that you give the guest. It is how well you deliver your service product that is the key to building traffic. And the key to deliver great experiences is more than ever linked to having the right team.

Methodology – tools and processes

Mike's training and development courseware is continuously updated and reflects the latest theories and trends within the field. He is able to turn complex theory into simple instruments in order to create a usable and practical toolbox for the participants - and as a result helps them develop into some of the very best service companies. He is as comfortable coaching one-to-one as he is addressing large audiences. However, closest to his heart is working with the Action Learning methodology as a vehicle for participants to achieve personal development and great results for the company as a whole. The method is unique in the way that it focuses on questions as the driver of change. Questions that help participants understand reality – with a good understanding of reality, solutions suddenly become obvious. Understanding why is much more important than throwing yourself at how from the start.

Theoretical framework

With the following subjects for inspiration, Mike creates his theoretical framework and an ever evolving toolbox:

High Performance Team Model · Empowerment Dynamics Integral Theory · Integral Service · Spiral Dynamics Mindset Model · OODA LOOPS · Team Building · Generation Y · Team Leadership · Cultural Diversity Core Qualities · Proactive: A Winning Mindset · Coaching

Mike believes thoroughly in the principle of The Service Profit Chain. In brief, the theory of The Service Profit Chain explains why profit and growth depend on the internal quality of the company and the creating of value as experienced from a customer perspective: In other words, employee enthusiasm and competent management. The equation is very simple: Satisfied and loyal employees create satisfied and loyal customers.

Tailor-made services and products

Besides the long-term training courses Mike offers a wide range of workshops and presentations focused on the various needs of the companies:

- Leadership training and development courses
- Workshop on understanding team roles
- Workshop in value based management
- Keynote presentations for larger companies and organisations dealing with change processes

The courses and training are all based on The Service Profit Chain, Action Learning and the latest theories and trends in Service Management.

Mike has a diverse background. Born in Madrid, a British subject raised in Scandinavia and currently living in Marseilles, France. On the road most of his time but easy to get in touch with Skype: mhohnen or LinkedIn – whether you are looking for a training course, a presentation or to simply develop your professional network.