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My name is Walter Nyffeler, I have been responsible for looking after corporate clients. We started to work with Siegel negotiation trainings in the year 2000. In our bank we train with several external trainer and internal co-trainers from the bank, which have been trained and accredited by Siegel Human Resource.

My role is head of the co-trainers and I am as well part of the training.

One of the main reasons for choosing Siegel Human Resource Ltd. was that the concept of internal co-trainers gives us a direct contact with the delegates and an insight on how our people are being trained, all this right from the beginning.

We can motivate our own people together with the external trainers during the training session and we have a clear view of their abilities and where to focus on when back in real life.

These co-trainers are typically managers, so being accredited for negotiation skills enables them to directly work with the employees and make the learning transfer happen (mentoring and coaching on-the-job).

Another reason for working with Siegel was their flexibility for changes in the concept, right up to this day. For example, we were forced to cut down on trainings and asked them to adapt the training from a 3-day to a 2-day block. They easily agreed and helped us to add a follow-up workshop where necessary.

The setup of the trainings helped us decide in favour of Siegel as well. Should we logistically be unable to provide a session with internal co-trainers, Siegel always managed to solve the problem with one of their own trainers.

The easy access to the important people of Siegel helped make all this happen, and has helped to create a continuous learning system. We are planning to go ahead for hopefully more years to come especially because we are very satisfied with the Siegel® methodology, a fact that shows in all the positive feedbacks.

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