



DANIELE PERCHIAZZI

CORPORATE TRAINING & EXECUTIVE COACHING

WHAT I OFFER

- ▶ Made to measure service
- ▶ High specialisation achieved on the field
- ▶ International service. Geography is not a limit
- ▶ Immediate applicability of the learning in the workplace
- ▶ Measurable increase of sales turnover, people engagement and talent retention
- ▶ Innovative content and background investigations with practical implementation in the training
- ▶ Full training package; from research, to creation of the bespoke program, to follow, measurement and gap closing

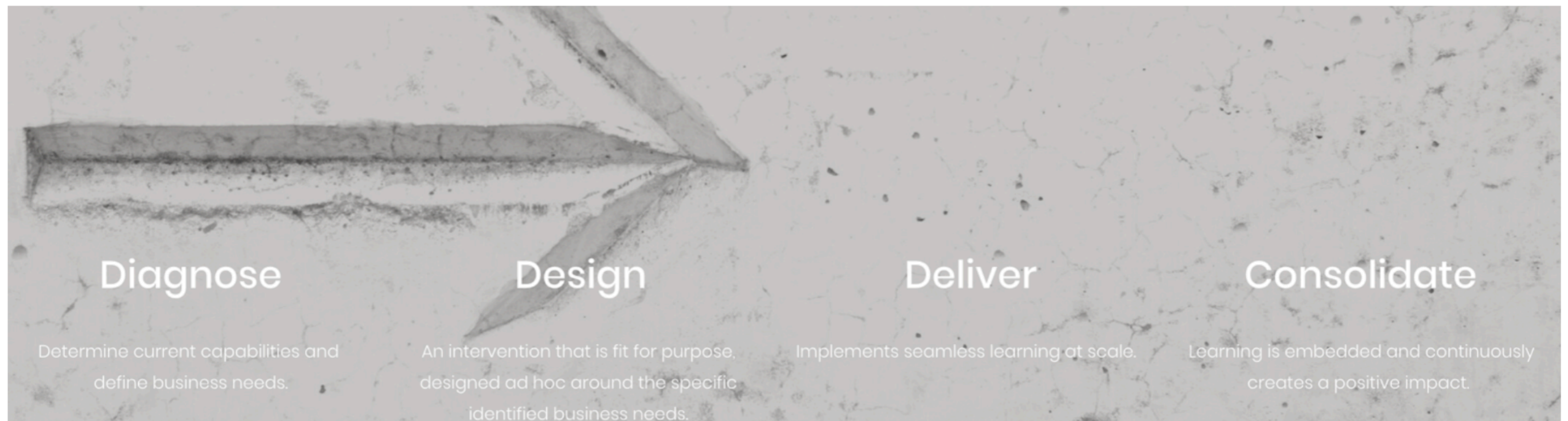
RESULTS

- ▶ 86 % of the participants has improved overall work performances
- ▶ 81 % of the participants improved specific business management skills
- ▶ 80 % of participants improved self-confidence in dealing with work tasks
- ▶ 83 % of the participants has improved work relationships and communication skills



THE PROCESS

1. "Diagnose" determines current capabilities and define business needs. A friendly but thorough set of interviews will take place to understand, together, the best way to tackle the business challenges.
2. "Design" means an intervention that is fit for purpose, designed ad hoc around the specific identified business needs.
3. "Deliver" implements seamless learning at scale. Using mixed techniques, from traditional business coaching to interactive tailor-made training, I support professionals with face to face, online or blended learning solutions.
4. "Consolidate" ensures that learning is embedded and continuously creates a positive impact. A follow-up activity is crucial for practical application back in the workplace, making people accountable and measuring impacts in the medium and long term.



RECENT ASSIGNMENTS - CASE 1

Global project with an online service company, acting as a web-based intermediary between independent takeaway food outlets and customers.

It is headquartered in the UK and operates in 13 countries.

It was ranked number 31 in The Sunday Times Tech Track 100 and won the Best Brand Award. It is listed on the London Stock Exchange and is a constituent of the FTSE 250 Index.

- ▶ Two levels of leadership programme based on neuroscience findings applied to leadership, which are aligned to the business strategy and the people strategy:
- ▶ Advanced Leadership Programme (ALP)
- ▶ Senior Leadership Programme (SLP)

Advanced Leadership Programme

The organisation has recognised the importance of talent development and fostering high potentials at a senior management level to sustain the need, drive, and commitment to creating a culture of exceptional leadership, high performance, and embracing cultural change. The ALP has been designed as a multi-modular programme running over 10 months.

- ▶ The programme begins with a development centre, which helps to identify individuals' strengths and areas for development, enabling participants to become significantly more self-aware, gain a better understanding of others, and learn how best to develop themselves while maximising the benefits of the ALP.
- ▶ The subsequent modules cover topics such as Leading Self & Others, Leadership Dialogue, and Leading Change.

RECENT ASSIGNMENTS - CASE 2

- ▶ Both the ALP and SLP include coaching sessions throughout their duration for all participants. The coaching sessions serve to connect each module, enabling one-to-one discussions about the learning content and its practical application. These sessions also provide a safe, non-judgemental space for confidential discussions.
- ▶ Both programmes were designed to complement each other, delivering consistent messages and expectations to participants while supporting the organisation's business strategy through its people. Cutting-edge learning concepts have been incorporated into both programmes, yielding excellent results and fostering a strong desire for continued development within the organisation.

RECENT ASSIGNMENTS - CASE 3

Senior Leadership Programme

Due to the rapid growth of the organisation, there is a need to increase the number of board members to align with the business strategy and the demand for exceptional leadership at the top.

The SLP has been designed for directors and managing directors of functions within the organisation, facilitating their development to be highly effective at board level. Participants are required to engage in a process that fosters a new culture, fresh leadership approaches, and innovative ways of thinking.

This culture must be driven from the top down, establishing the right ethos, promoting business innovation, and fostering agility to adapt to ever-changing markets. This approach enables the organisation to navigate ambiguity and meet leadership expectations throughout.

The SLP employs a multi-modular approach, covering topics such as Leadership Agility, People Agility, Business Agility, and Cultural Agility.

- ▶ Both the ALP and SLP include coaching sessions throughout their duration for all participants. The benefit for participants is that these coaching sessions connect the modules, providing one-to-one conversations about the content of learning, its application, and enabling confidential, non-judgemental discussions.
- ▶ Both programmes were designed to complement one another, delivering consistent messages and expectations to participants, thereby enabling the delivery of the business strategy through its people. Leading concepts of learning have been integrated into both programmes, yielding remarkable results and creating a desire for further development within the organisation.

RECENT ASSIGNMENTS - CASE 4

Global project on managing with Emotional Intelligence, leading Italian luxury brand.

Target of the Project: SMs, ASMs of the brand.

By the end of the training programme, the participants will have been able to:

- ▶ Understand the true essence of "Customer Engagement"
- ▶ Identify key elements leading to effective customer relations
- ▶ Understand the dynamics of conflict management

To achieve the desired outcome, particular focus has been placed on the aspects of:

- ▶ Discovery
- ▶ Active listening
- ▶ Managing difficult conversations

RECENT ASSIGNMENTS - CASE 5

Global TTT to Training Managers of a leading Italian luxury brand on coaching and feedback skills for implementation at a regional scale.

By the end of the training programme, participants were able to:

- ▶ Learn how to use practical tools to train the “In-Store Training Ambassadors”.
- ▶ Understand how to use feedback and a coaching attitude to improve “In-Store Performance”.
- ▶ Integrate coaching and feedback skills with the brand’s selling ceremony.
- ▶ Focus on conducting efficient role-plays at the store level to ensure sustainable implementation.
- ▶ Practise applying the new skills in a safe environment while receiving feedback from colleagues.

Overall training evaluation by in-house Training Managers: 9.05 out of 10.

MY TRAINING PROGRAMMES

- ▶ Coaching and feedback skills in the workplace
- ▶ Change and Conflict management
- ▶ Creating loyalty through CRM
- ▶ Effective communication skills
- ▶ Leadership programme - Driving high performances
- ▶ Multicultural communication
- ▶ Mystery shopping, NPS and customer's brain audit
- ▶ Negotiation
- ▶ NLP at work
- ▶ Personality types in the work environment
- ▶ Remote working - Managing remote meetings/employees - Virtual presentations skills
- ▶ Selling ceremonies with Emotional Intelligence

MY TOOLS

Take a look at a few of my favourite tools I've been successfully using during the course of my career

▶ **Neuro-Linguistic Programming (NLP)**

A multi-dimensional process that involves the development of behavioural competence and flexibility, but also involves strategic thinking and an understanding of the mental and cognitive processes behind behaviour.

▶ **Myers Briggs Type Indicator**

Best known and most trusted personality assessment on the market.

▶ **DiSC**

A personal assessment tool used to improve work productivity, teamwork and communication. DiSC is non-judgmental and helps people discuss their behavioural differences.

▶ **The Leading Dimensions Profile (LDP)**

A 95-item survey of psychometric constructs, specifically designed for personal and professional development applications, such as training, coaching, professional development, career guidance, talent management and personal improvement.

▶ **REACH Ecosystem**

A unique evidence-based solution that improves the way organisations achieve higher-performing teams, leaders and culture. It measures people's current personal agility by using psychometric tests, 360 surveys, culture surveys, coaching tools, and professional development training materials.

▶ **Hogan Assessment**

A variety of assessments offering the range of measurement required to understand people's strengths, weaknesses, values, and approach to problem solving.



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- ▶ Ernesto Nathan Rogers promoted an architecture that starts from the micro to get to the macro: “From the spoon to the town” was his motto. During my education and professional development, I have reversed the view and I’ve started from the study of the behaviours in large-scale human settlements (as I’m a Town Planner) to study, fascinated, the smaller behaviours processing unit: the human brain.
- ▶ The common denominator of my studies has always been, regardless the macro or micro scale, the regeneration factor. The possibility to manage personnel during my career as a manager has fomented my passion for people, their empowerment, their release from limiting beliefs aimed to achieve their professional goals.
- ▶ Hence the decision to fully devote myself to the profession of coaching and training for the beauty of regeneration, for the beauty of the Phoenix which shines again from its ashes.



ABOUT ME

- ▶ **My values:** Excellence, high performance and integrity emanated in everything I do.
- ▶ **My approach:** I listen hard, talk straight and think clearly. I am interested in helping clients make sustainable change.
- ▶ **My design:** I blend experiential learning with leading edge theory in a way that challenges participants, improves performance and gets results using a blend of horizontal and vertical development.
- ▶ **My starting point:** I work at a values, beliefs and mindsets level because I feel, and my results show, this is where transformational sustainable change starts.
- ▶ **My delivery style:** I always approach my training and coaching relationships in a professional and conscientious manner. I'm recognised as highly enthusiastic, emphatic and skilled, while my coaching sessions are underpinned by a sense of calm that facilitates a deep introspection. My passion is to bring out my course participants' or coachees' real motivations as well as hidden fears and limiting beliefs.

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- ▶ Member of the ICF (International Coach Federation) and Solutions Academy Certified Coach
 - ▶ Licensed Hogan Assessment, DiSC, LDP, REACH, Spotlight and MBTI Practitioner
 - ▶ Licensed Neuro-Linguistic Programming Trainer
 - ▶ Level 3 Award in Education and Training (QCF).

SOME OF THE CLIENTS



ACCOMPLISHMENTS



CONTACT ME

Get in touch with me if you would like to do business together, share an idea or just say hello.

**WORKING WITH PEOPLE,
FOR PEOPLE.**

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