



Helping you Improve

We help organisations improve their **efficiency,**
effectiveness and responsibility



CONSULTING • TRAINING • OUTSOURCING • AUDITING

www.stream-eu.com • +30-210 9620389 • info@stream-eu.com



USE LESS
ACHIEVE MORE
THAT'S OUR PHILOSOPHY





What we believe



Our Dream ►

To contribute to a more sustainable world

Our Focus ►

To help organisations improve their efficiency, effectiveness and responsibility

Our Strategy ►

To cultivate trust, by providing excellent consulting, training, outsourcing and auditing services

Our Values ►

- Over-delivering results
- Satisfying customers
- Being responsible
- Learning continuously

[More](#)



What we do

In today's business environment, improving your efficiency, effectiveness and responsibility, are not only "nice to have", but determine your future survival and potential development. Achieving your objectives, with less resources, while doing things the right way, is where we can help you, by offering **consulting, training, outsourcing** and **auditing** services in the following **Management areas**:



Corporate
Excellence



Corporate
Responsibility



Environmental
Management



People
Management



Process
Management



Reputation
Management

[More](#)



Corporate Excellence

We help organisations operate more effective and efficient, by assessing how excellent they operate in terms of management approaches, identifying value adding improvements and implementing strategic programs, such as coordinating change, facilitating innovation and developing leadership.

- Organizational Alignment
- Corporate Assessment
- Strategic Planning (Balanced Scorecard)
- EFQM Self-Assessment
- EFQM Award Applications
- Policy Deployment
- Agility Transformation
- Change Management
- Innovation Facilitation
- Workshop Facilitation
- Experiential Leadership



We are what we repeatedly **do**.
Therefore Excellence is not an
act, but a **habit**

Aristotle, 384-322 BC





Corporate Responsibility

We help organisations operate more responsibly, by assessing their maturity level, developing internal management systems (incl. materiality analysis, stakeholder engagement, data collection), coordinating implementation of sustainability programs, supporting external and internal awareness (e.g. training) and developing Corporate Responsibility Reports.

Gap Analysis

- Sustainability Assessment (on-line tool) [more](#)
- Benchmarking Studies

Internal Organization (GRI, AA1000, EFQM, ISO26000)

- Strategy Development
- Integration Management
- Materiality Assessment
- Stakeholder Engagement
- Definition Development
- Governance Structure
- Framework Development
- Performance Measurement
- Data Collection (on-line tool) [more](#)
- Data Management (design, assurance etc.)
- Sustainability e-Learning (on-line course) [more](#)

Program Development

- Environment (energy, recycling, IPPC, LCA/EPD, Carbon Neutral etc.)
- Marketplace (responsible procurement, responsible marketing etc.)
- Society (product & services, sponsoring, LBG etc.)
- Workplace (volunteering, diversity, internal communication etc.)

Communication

- CR Communication
- CR Below-the-line Communication

Reporting

- CR Report Development
- CR Report Coaching
- CR Report Assurance
- GC Communication on Progress
- Social Impact Study



Act as if every act will be a
universal act

Immanuel Kant, 1724-1804



Corporate Responsibility

Sustainability Assessment Tool



In today's business environment of scarce resources, streamlining decision making based on facts and figures, becomes imperative, in order to understand today's situation and plan tomorrow's actions.

- How do you know how Sustainable your organization really is?
- How do you know where your organization can improve?
- How do you know what exactly you should do to improve?

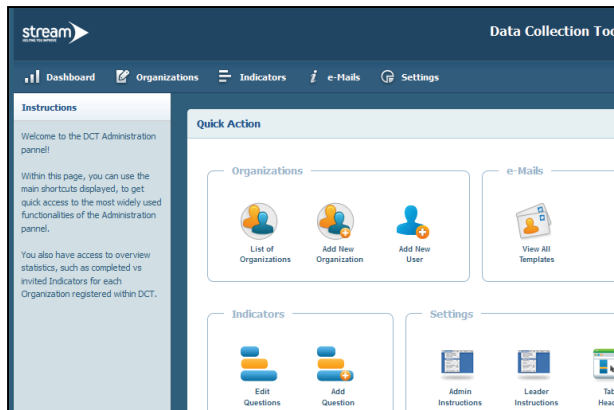
For this reason, we offer the on-line Sustainability Assessment Tool (SAT), which enables you to quantitatively assess and graphically represent how Sustainable and Responsible you are, in order to take strategic decisions on which areas to focus on, tactical decisions on which sub-areas to improve, as well as utilize a tailor made pool of suggested improvements to easily develop a 3-5 year action plan.

- Structured around 7 easily understandable Areas (Management, Owners, Suppliers, Employees, Customers, Communities, Environment), 40+ sub-Areas and 4 Layers (Policies, Processes, Performance, Perception)
- Includes all criteria from most widely used sustainability tools and rankings (including the GRI, BITC, EFQM, ISO26000, EMDI, CDP, ISSB, TCFD, CDP, CSRD, ESRS, DJSI, NASDAQ), good practices from leading organisations, as well as the functionality to add new, organization specific criteria
- Displays clear instructions on how to use the tool, answer the over 1,000 clearly stated potential questions without requiring expertise, enables easy review of pending questions, as well as revision of submitted answers at anytime
- Provides a quantitative overview of how Sustainable you are across 7 Areas and 4 Layers, in order to facilitate strategic decision making by choosing which Areas to focus on
- Enables further drill down of how Sustainable you are in 40+ sub-Areas, in order to identify tactical improvements in specific sub-Areas
- Provides a tailor made pool of Suggested Next Actions (across all 7 Areas and 40+ sub-Areas) on how to improve your sustainability level, in order to easily develop a 3-5 year Action Plan

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Corporate Responsibility

Data Collection Tool



In today's business environment of scarce resources, facilitating data gathering in a user friendly way, becomes imperative.

- How do you collect data to populate your Responsibility and Sustainability Report?
- How efficient and effective is the use of word documents, excel sheets etc. to collect data?
- How much time do you spend on following up?

For this reason, we offer the on-line Data Collection Tool (DCT) to gather data required to populate your Report, which enables you to manage the whole process in a user friendly and secure way as it:

- Addresses all issues related to sustainability and responsibility, structured around 7 Areas (Management, Owners, Employees, Suppliers, Customers, Community, Environment) and 50 sub-Areas
- Provides a pool of over 1,000 indicators to choose from (exceeding those used in most guidelines, such as GRI, AA1000, ISO26000, EFQM), as well as the functionality to add new, organization specific indicators
- Enables you to easily assign each indicator to a single user and send an automated unique user name/password to each user
- Enables each user to register data, attach documents, add clarifications and easily monitor pending fields on a single screen
- Enables you to easily review not completed indicators to follow up through automated reminders
- Provides a combined real time report of all registered data, as well as the option to export data

[More](#)

Corporate Responsibility

Sustainability e-Learning Course



In today's business environment of scarce resources and time, training employees through in-class courses becomes of questionable efficiency and effectiveness.

- How do you increase awareness of your employees on Sustainability?
- How do you facilitate employees to become more competent to think about Sustainability?
- How do you change employees' behavior, rather than just provide knowledge on Sustainability?

For this reason, we offer the on-line e-learning awareness course "Let's Think...", which in 45-60 minutes helps your employees increase their awareness, facilitates their thinking process and changes their behavior related to corporate responsibility and sustainability, as it is:

- Structured around 7 easily understandable Areas (Management, Owners, Employees, Suppliers, Customers, Communities, Environment), to ensure awareness
- Based on advanced, yet simplified content, to improve understanding
- Uses characters, audios and animations, to ensure a user friendly experience
- Based on how correct answers are to given dilemmas (rather than right or wrong), to facilitate employees' thinking
- Includes 7 realistic, practical work related case studies, to drive change in behavior
- Provides feedback per overall results, question and correctness of answers, to facilitate learning
- Provides a customized experience per Industry path chosen, to facilitate usefulness

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Environmental Management

We help organisations operate more environmentally friendly, by assessing their performance (incl. benchmarking), supporting internal organisation (e.g. impact assessment, management systems), coordinating program development (e.g. energy modeling) and developing environmental reports.

Gap Analysis

- Assessment
- Benchmarking Studies

Internal Organization

- Strategy Development
- Management Systems (ISO14001, EMAS)
- Risk-Impact Assessment
- Stakeholder Engagement
- Integration Management
- Performance Measurement System
- Data Collection (design, collection, assurance etc.)

Program Development

- Energy reduction
- Energy modeling
- Recycling
- Carbon Neutral
- LCA/EPD

Communication-Reporting

- Environmental Report
- Environmental Communication
- Below-the-line Communication



Love **responsibility**, say: I myself
will save the world. If the world is
not **saved**, it will be my fault

Nikos Kazantzakis, 1883-1957





Process Management

We help organisations operate more effective and efficient, by defining clear business process models, developing quality management systems, identifying critical risks and conducting corporate audits (incl. internal operations and external suppliers).

- Quality Management (ISO9001, Lean, 6s, TPM)
- Corporate Auditing
- Risk Assessment
- Process Framework Design
- Business Process Modeling
- Supplier Evaluation
- Information Security Systems (ISO27001)



If you **always do**, what you always did, you'll **always get**, what you always got

Joseph Juran, 1904-2008





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Reputation Management

We help organisations improve their reputation, by assessing their reputational risks, conducting reputation surveys, supporting development of corporate identity, guiding strategic communication and facilitating transparent lobbying.

- Reputation Surveys
- Corporate Identity Development
- Strategic Communication
- Reputation Risk Assessment
- Transparent Lobbying



To achieve good reputation you must say what you want to become and become what you say

Socrates, 469-399 BC

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People Management

We help organisations utilize the full potential of their people, by coaching Leaders, providing management tools (incl. psychometric analysis), mapping and changing corporate culture, developing effective human resource systems (incl. performance appraisal) and organizing structured satisfaction surveys.

- Personal Coaching
- Hiring Support (on-line tool) [more](#)
- Self Awareness (on-line tool) [more](#)
- Team Management (on-line tool) [more](#)
- Culture Mapping (on-line tool) [more](#)
- Culture Change
- Performance Appraisal System
- 360° Feedback Evaluation
- Internal Communication
- Employee Satisfaction Surveys
- Health & Safety Systems (OHSAS18001)
- Social Accountability Systems (SA8000)



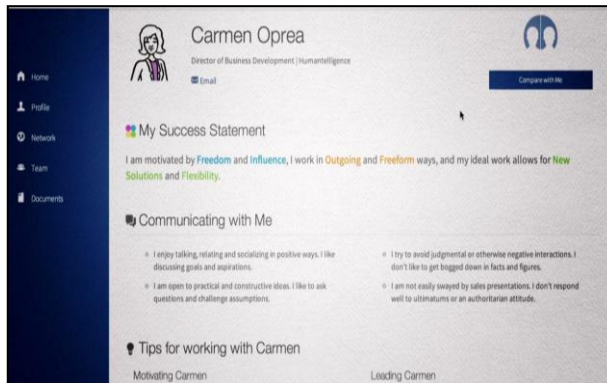
You can **lead** a horse to water,
but you can't make it **drink**

Oldest recorded English proverb



People Management

Self Awareness



An important professional competency for both employees and leaders is self-awareness (the conscious knowledge of one's own character, feelings, motives and desires). In the same manner that the height of a building cannot be more than the strength of its foundation, so too it is difficult for a person with a weak self-awareness to be a good professional, as it will lack the ability to manage effectively both oneself, as well as others.

For this reason, we offer MyProfile, an online psychometric self awareness tool (powered by [Humantelligence](#)), which provides detailed feedback on a person's:

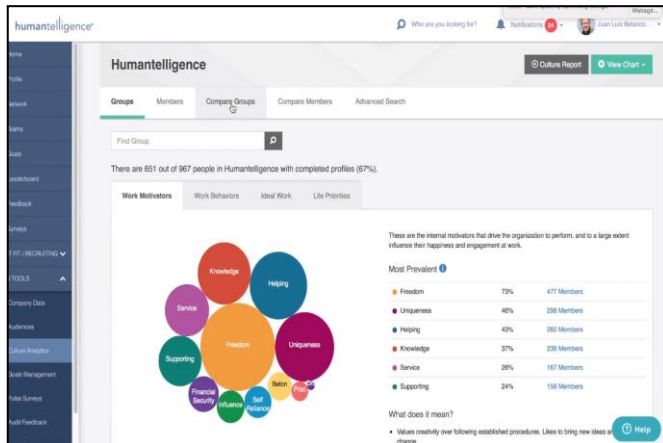
- Work Motivators, which informs on how a person is motivated and explains some of the root causes of a person's thoughts and behaviors
- Work Behavior, which explains how a person acts, reacts and responds to the demands of its work environment
- Ideal Work, which informs what job a person can potentially deliver its best at and explains how a person responds to issues involving problems, people, pace and procedures
- Life Priorities, which informs about priorities in the life of a person
- Communication style, which informs how a person prefers and is able to communicate with others
- Learning and Teaching style, which informs how a person consumes and shares information.

MyProfile can be used both as a self awareness tool in order for a person to self accelerate performance, as well as a management tool in order for managers to know precisely how to manage (motivate, communicate, reward) their team members.

[More](#)


People Management

Culture Mapping



For years, researchers, organizations, and leaders have been battling with the challenge of how best to create a motivating and engaging work environment that is inspiring and maximizing the work passion and performance of employees.

The reason that leaders are interested in what drives employees is because it leads to commitment, commitment leads to engagement, and engagement leads to high performance.

However, building a high performing organization requires better understanding not only of employees individually, but furthermore of an organization's combined culture.

For this reason we offer CultureMap, an online values based psychometric analysis tool (powered by [Humantelligence](#)), which measures and reports the organization's combined Motivators-Values, Behavior, Ideal Work, Communication Style and Learning & Teaching style.

CultureMap is a scientifically robust, cost effective and innovatively easy to use tool, which provides culture analytics and segmentation for a more complete picture about what initiates, drives and sustains the culture of an organization, in order to better understand strategic behavioral strengths and challenges, and take strategic human resource decisions which establish the work environment your employees need to deliver.

[More](#)

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People Management

Management Training Courses

We provide Training Courses in all areas we provide services, namely Corporate Excellence, Corporate Responsibility, Environmental Management, People Management, Process Management, Reputation Management, with indicative courses delivered being:

- Understanding Business Excellence [more](#)
- Becoming a High Performing Leader [more](#)
- Managing Change Effectively [more](#)
- Facilitating Creativity, Innovation & Change [more](#)
- Creating an Agile Organisation [more](#)
- Strategic Thinking & Planning [more](#)
- Improving Managerial Skills [more](#)
- Achieving Employee Happiness [more](#)
- Reaching Self-Awareness [more](#)
- Developing Effective Communication Skills [more](#)
- Mastering Corporate Responsibility & Sustainability [more](#)

Register



People Management

Online Management Training Courses

We provide e-learning Training Courses in all areas we provide services, namely Corporate Excellence, Corporate Responsibility, Environmental Management, People Management, Process Management, Reputation Management, with indicative courses delivered being:

- Handling Corporate Governance [more](#)
- Respecting Human Rights [more](#)
- Promoting Equal Treatment [more](#)
- Ensuring Responsible Communication [more](#)
- Understanding Environmental Impacts [more](#)
- Mastering Corporate Responsibility & Sustainability [more](#)



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Training Courses

Understanding Business Excellence (2 Days)

Still have questions on how to drive the concepts of the EFQM Model within your organization and become a role model of Excellence?

In today's rapidly changing environment, Excellence in management approaches followed and performance results achieved, is a key ingredient to success and long term success. As "Excellence is what we repeatedly do", it is imperative for line managers to understand that an excellent organisation is an organisation where line managers themselves operate in an excellent way.

Article



Course Objectives

Through this highly interactive practical course you will learn required high level information on the EFQM Excellence Model, in order to drive the concepts and become effective role model.

Benefits of Attending

By attending this course you will be able to:

- Understand the concept and principles of Excellence
- Master Excellence related management practices
- Become a more efficient Manager for your organisation
- Manage processes and teams more effective to achieve departmental and corporate objectives
- Enhance your corporate productivity

Training Style

The course uses a combination of techniques, such as presentations, case studies from leading organisations (such as Yell, Vodafone, Danfoss, Grundfos, British Telecom, Solve, DT, Infineon, Knorr-Bremse), as well as sharing of participants' experience. Furthermore, the course is strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: The Fundamentals Of Excellence
- Module 2: The EFQM Model
- Module 3: The RADAR Card
- Module 4: External Speech

Who has Attended - Executives from:

EFQM, Novartis, Unilever, Henkel, BMW, Worthington, Danfoss, WWF, TNT, Bosch, HSBC, Nestlé, Mercedes, Korres, FAB, EMAL, ALDAR, ADNEC, DED, SCAD etc.



We were impressed by the trainer's experience and in-depth knowledge of all issues relating to excellence and sustainability. The trainer's enthusiasm, entrepreneurial spirit, and extensive experience, make him a strong collaborator in the areas of excellence and sustainability.

EFQM



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Training Courses

Becoming a High Performing Leader (3 Days)

Still have questions on how to understand and master Leadership techniques and improve your respective skills and competencies?

Leaders are increasingly required to possess multiple skills, capabilities and competencies, in order to understand their organisation in depth, manage required change, communicate effectively with people, manage projects efficiently, while at the same time lead their teams, departments and organisations in the right directions in an engaging and inspiring way.

Article



Course Objectives

Through this highly interactive practical course you will learn how to understand and master your Leadership qualities and improve respective skills and techniques.

Benefits of Attending

By attending this course you will be able to:

- Recognise your own motivation factors, ideal workplace, work behaviors, life priorities, communication preferences
- Understand your personal leadership style
- Understand visible and hidden operations of your organisation
- Master emerging leadership qualities, such as managing innovation and change
- Become a more effective Leader for your organisation
- Become a more efficient Manager for your team
- Become a more enhanced Coach for your people
- Enhance your capacity to achieve your personal, departmental and corporate objectives

Training Style

The course uses a combination of techniques, such as presentations, case studies from leading organisations (such as Yell, Vodafone, BT, Apple, Worthington, TNT, Google, 3M), as well as sharing of participants' experience. Furthermore, the course is strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: Pre-Course Preparation
- Module 2: Introduction To Leadership
- Module 3: The Global Aspect of Leadership
- Module 4: The Corporate Aspect of Leadership
- Module 5: The Human Aspect of Leadership

Who has Attended - Executives from:

Carrefour, ABB, Novartis, Apple, Heineken, TNT, Bosch, HSBC, Worthington, Danish Centre for Leadership, WWF, Agthia, Aramex, FAB, Rotana, Senaat etc.



The course standard exceeded our expectations by far. Especially the trainer showed enormous knowledge and impressive ability to adjust to specific needs of participants.

Danish Centre for Leadership



One of the best Leadership courses that we have come across.

Agthia



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Training Courses

Managing Change Effectively (3 Days)

Still have questions on how to facilitate and manage effectively and efficiently
Change within your organization?

Seeking, accepting and furthermore managing Change effectively increasingly constitutes a precondition for survival for states, companies and organisations. However, organisations, although otherwise stated, usually avoid change initiatives, or in best cases do not have structured methodologies to manage Change. As a result, many Change initiatives, both related to people (such as restructurings) as well as systems (such as IT systems) fail entirely or are not delivered according to predefined time and budget. Furthermore, obstacles of Change are usually identified only in individual employees' personality characteristics, while underlying reasons frequently are corporate systemic structures, policies and processes.

Course Objectives

Through this highly interactive practical course you will learn how to effectively manage Change, provide guidance to organisations that are beginning to build a culture of Change and get acquainted with structured, step-by-step, methodologies to facilitate Change within an organisation, both at corporate, as well as people level.

Benefits of Attending

By attending this course you will be able to:

- Recognise areas Change can potentially be applied
- Identify your personal obstacles in Changing
- Identify other people's obstacles in Changing
- Identify your organisation's obstacles in Changing
- Provide guidance to your organisations in building a methodology to manage Change
- Learn how to apply a structured, step-by-step process to manage Change
- Communicate and assign Change programs to employees

Training Style

The course will use a combination of techniques, such as presentations, global studies, visual illustrations, case studies from leading organisations (such as Gore, Hyundai, Yell, NASA, Kraft, Unilever, Cemex, Virgin, Dyson, Skype, Google, 3M, HP, Tesco, Interface), as well as sharing of participants experience. Furthermore, the course is strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: The Concept of Change
- Module 2: The Global Aspect of Change
- Module 3: The Corporate Aspect of Change
- Module 4: The Human Aspect of Change

Who has Attended - Executives from:

Nestlé, Mercedes, IBM, Coca-Cola HBC, Henkel, Johnson & Johnson, TNT, Bosch, Aramex, ADNOC, Dolphin Energy, ZADCO etc.

Article



High quality services, fast, efficient and well qualified. Working with STREAM means collaborating with high level professionals who know their job well and are able to find the solution to satisfy specific needs of a company.

Nestlé

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Training Courses

Facilitating Creativity, Innovation & Change (2 Days)

Still have questions on how to become more Creative at your workplace, build a systemic approach to manage Innovation and handle effectively required Change?

Innovation increasingly constitutes not only a way to facilitate growth, but a precondition for survival for countries and organisations. However, organisations frequently focus their efforts to be more Innovative exclusively within the area of Products and Services. Even though this adds value, at the same time it neglects powerful indirect leverage areas, such as differentiating business models and internal organisation. Furthermore, obstacles of employees being creative should not only be attributed to employees' personalities, but also in underlying misalignments within corporate systemic structures, policies and procedures. Last but not least, creative ideas are frequently not transformed into innovative practices, as the required change is underestimated and not managed in an effective way.

Course Objectives

Through this highly interactive practical course you will learn how to become more creative, how you can facilitate innovation within an organization through a systemic approach, and how you can effectively manage the change required to transform creative ideas to value adding innovations.

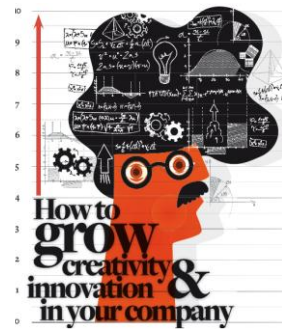
Benefits of Attending

By attending this course you will be able to:

- Identify your personal obstacles in becoming more creative as an employee
- Identify the obstacles in becoming more innovative as an organization
- Recognize areas where innovation can be applied
- Build a culture towards facilitating innovation
- Build a systemic approach towards managing innovation
- Develop and improve an effective and efficient idea generation system
- Handle effectively the required change to transform creative ideas into value adding innovative approaches



Article



Training Style

A pre-course, on-line profiling test will be used to understand participants' personal motivators, work behaviors, ideal workplace and communication style and therefore customize the content to each participant and help them understand their level of creativity. The course will use a combination of techniques, such as presentations, global studies, video illustrations, case studies from leading organisations (such as NASA, Gore, Kraft, Unilever, Cemex, Virgin, Dyson, Google, 3M, HP, Tesco, Interface, Vodafone), as well as sharing of participants' experience. Furthermore, the course will be strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: Pre-course Preparation
- Module 2: The Concept of Creativity & Innovation
- Module 3: The Human Aspect of Creativity
- Module 4: The Corporate Aspect of Innovation
- Module 5: Making Creativity & Innovation Systemic
- Module 6: Handling Required Change

Who has Attended - Executives from:

Deutsche Telekom, 3M, Nestlé, Worthington, Apple, Carrefour, Heineken, TNT, HSBC, Mercedes, Novartis, Henkel, ADNEC, EMAL etc.



Working with STREAM will challenge you to think bigger, to see business improvement opportunities with new eyes!

Worthington

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Training Courses

Creating an Agile Organisation (2 Days)

Still have questions on how to make your organization more Agile in a systematic way and handle the required Change to succeed?

In today's complex and changing business environment, the ability of an organisation to rapidly adapt to variables, opportunities and threats, when it needs to do so, in an effective and efficient way becomes imperative, in order to meet its objectives. Therefore, Agility increasingly constitutes not only a way for organisations to continuously evolve, but a precondition to survive. However, organisations frequently focus their efforts to be more Agile mainly within the sphere of philosophical discussions and verbal intentions, do not handle misalignments between identified threats and opportunities, systemic structures, organisational culture and employees' workplace, and do not manage required change to transform identified needs into practices in an effective way.

Course Objectives

Through this highly interactive practical course you will not only understand what Agility is, but more importantly how you can improve the ability of your organisation to rapidly adapt in 6 carefully selected Areas, 18 sub-Areas and over 60 Topics, as well as how you can effectively manage the change required to transform identified threats, opportunities and trends into value adding actions in a systematic way.

Benefits of Attending

By attending this course you will be able to:

- Identify your personal obstacles in being receptive to change
- Identify the obstacles in becoming more Agile as an organization
- Predict and evolve to current and future Variables, Opportunities and Threats
- Develop and align Systems which allows to rapidly adjust
- Create and nurture a Culture of behaving in an adaptive and empowered way
- Build and maintain an Employee workplace of cooperation and flexibility
- Choose and use a methodology to effectively and efficiently handle required Change
- Define and use appropriate Indicators to know how agile your organization performs



Article



Training Style

A pre-course, on-line profiling test will be used to understand participants' personal motivators, work behaviours, ideal workplace and communication style and therefore customize the content to each participant and help them understand their level of Agility. The course will use a combination of techniques, such as presentations, global studies, video illustrations, case studies from leading organisations (such as Tesco, Interface, Gore, Danfoss, Bt, TNT, Unilever, Cemex, Google, 3M, Vodafone), as well as sharing of participants' experience. Furthermore, the course will be strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: Pre-course Preparation
- Module 2: The Concept of Agility
- Module 3: EcoSystems - The external aspect of Agility
- Module 4: Systems - The structural aspect of Agility
- Module 5: Culture - The behavioral aspect of Agility
- Module 6: Employees - The human aspect of Agility
- Module 7: Change & Performance – The management aspects of Agility

Who has Attended - Executives from:

Executives from organisations such as Mercedes-Benz, TNT, HSBC, Henkel, Deutsche Telekom, Nestlé, Worthington, Carrefour, Heineken, etc.



STREAM is characterized by high quality professionalism, speed, result oriented way of thinking and high-end knowledge.

Mercedes-Benz

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Strategic Thinking & Planning (3 Days)

In today's information rich business environment, the challenge of executives is both to identify strategically important priorities, which ensure corporate success, but also to transform these priorities into deployable practices, through proper planning and appropriate approaches.



Through this highly interactive practical course you will learn how to identify Strategically important priorities (creativity techniques will enable you to expand the scope of your thinking, beyond product and services, to alternative areas such as organisational structure and even new business models), identify personal and corporate obstacles of “outside the box” strategic thinking, as well as transform Strategically important priorities into practice.

By attending this course you will be able to:

- Understand the concept of organisational Strategy in all its dimensions
- Recognise new areas Strategic priorities can potentially emerge from
- Identify personal obstacles and potential lethargy in “thinking outside the box”
- Identify organisational obstacles and potential lethargy in developing a clear Strategy
- Become a catalyst to systematise and build a culture of creativity and innovation
- Prioritise Strategic issues within your organisation (or department)
- Master the process to develop a Strategy and translate this Strategy into an Action Plan
- Understand and handle required Change within your organisation to implement your Strategy in a systematic way



The course will use a combination of techniques, such as presentations, global studies, visual illustrations, case studies from leading organisations (such as Vodafone, Yell, Google, Apple, Interface, DHL), as well as sharing of participants' experience. Furthermore, the course is strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

- Module 1: The Strategy Concept
- Module 2: Global Strategic Thinking
- Module 3: Corporate Strategic Thinking
- Module 4: Human Strategic Thinking
- Module 5: Developing a Strategy
- Module 6: Implementing a Strategy

Who has Attended - Executives from:
Coca-Cola HBC, Johnson & Johnson, Citibank, Bosch,
Carrefour, Heineken, TNT, Nestlé, Mercedes, Novartis,
Henkel, Exus, WWF, Etisalat, ADNOC, FAB, SCAD etc.

STREAM's facilitation of our yearly self-assessment workshop was especially important this year, combining the principles of Excellence with review of our strategy. STREAM's work on this innovative combination, as well as its overall support in the whole procedure, turned out to be extremely fruitful for our company.

Exus

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Training Courses

Improving Managerial Skills (4 Days)

Still have questions how to improve your management skills and competencies by mastering respective management techniques?

In today's rapidly changing environment, employees and managers are increasingly requested to possess multiple skills, capabilities and competencies. From Directors to Administrators, all are expected to understand an organisation, know how to handle change, be able to manage teams, communicate effectively, handle projects, lead teams, support as coaches and be effective presenters, in order to add value to an organisation.

Course Objectives

Through this highly interactive practical course you will learn how to understand corporate operations and achieve your personal improvement by mastering fundamental management techniques, such as people management, team management, effective communication, change management, innovation facilitation, situational leadership and people coaching.

Benefits of Attending

By attending this course you will be able to:

- Understand your personal management style, improving self-awareness level
- Recognise your own motivation factors, ideal workplace, work behaviors, life priorities, communication preferences
- Understand visible and hidden dynamics of your organisation
- Master emerging management qualities, such as managing innovation and change
- Become a more efficient Manager for your team
- Become a more enhanced Coach for your people
- Manage teams more effectively to achieve your personal, departmental and organisation objectives
- Enhance your capacity to achieve your personal, departmental and corporate objectives



Article



Training Style

The course will use a combination of techniques, such as presentations, global studies, visual illustrations, case studies from leading organisations (such as Tesco, Cisco, DHL, Yell, TNT, Vodafone, Google, Apple, Solve), as well as sharing of participants' experience. Furthermore, the course is strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: Pre-Course Preparation
- Module 2: The Future Aspect of Management
- Module 3: The Organisational Aspect of Management
- Module 4: The Human Aspect of Management
- Module 5: Leading & Managing Values
- Module 6: Leading & Managing Strategy
- Module 7: Leading & Managing Innovation
- Module 8: Leading & Managing Change
- Module 9: Leading & Managing People
- Module 10: Leading & Managing Teams

Who has Attended - Executives from:

Coca-Cola HBC, Adidas, TNT, Bosch, Grundfos, Deutsche Telekom, Heineken, Carrefour, Mercedes, Henkel, WWF, Etihad, ADNOC, Senaat, Qatar Airlines etc.



Very satisfied with the trainer's knowledge and ability to readjust the course following queries and discussion. It was a very professional and spiritual course that combined both theory and practical case-studies on excellence, inspiring all management team.

Coca-Cola HBC

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Training Courses

Achieving Employee Happiness (3 Days)

Still have questions on how to understand and act upon what makes your employees happy and develop a culture which enhances workplace happiness?

In today's business environment frequently employees are frustrated, disengaged and confused, while to perform their best they should be happy. Happiness at the workplace refers to how satisfied people are with their work and is related to an individual's subjective well-being. Happy people are productive people while those people who are unhappy may not pay full attention to any task, therefore happiness at the workplace is crucial for improving productivity in any organization. In order to achieve this stage of work happiness, employees should be at a stage of happiness self-awareness, managers should understand what drives their employees' happiness and organisations should develop a culture which is consistent between what is said, what is done and what is thought.

Article



Course Objectives

Through this highly interactive practical course you will learn how to develop clarity and self-awareness on the professional aspects that make you happy at work, how to improve as a manager in facilitating the critical manager-employee relationship by understanding and acting upon what makes your employees happy, as well as how to build a culture which helps employees perceive their work more positively and enhance workplace happiness.

Benefits of Attending

By attending this course you will be able to:

- Understand the professional aspects which make you happy at work
- Recognise your own motivation factors, ideal workplace, work behaviours, life priorities, communication preferences
- Become a more efficient Manager for your team, by understating what drives your subordinates' work happiness
- Understand how an organisation can build a culture which facilitates employees work effectiveness and happiness

Training Style

The course will use a combination of techniques, such as presentations, global studies, visual illustrations, case studies from leading organisations (such as Yell, Gore, TNT, Tesco, Vodafone), as well as sharing of participants' experience. Furthermore, the course is strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: Pre-Course Preparation
- Module 2: Introduction to Happiness
- Module 3: The Personal aspect of Happiness
- Module 4: The Management aspect of Happiness
- Module 5: The Corporate aspect of Happiness

Who has Attended - Executives from:

Henkel, SGA, Bosch, Carrefour, Mercedes, TNT, Novartis, FAB, Emirates Foundation, Musanada, EAD, ADWEA, ADNOC, AlHosn Gas etc.



Provocative topics and discussion in a good and positive constructive manner. The trainer delivers complex ideas in a simple and easy manner.

ADNOC



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Training Courses

Reaching Self-Awareness (2 Days)

Still have questions on how to achieve clear self-awareness on your personal motivators, work behaviors, ideal workplace and life priorities?

In today's business environment of overwhelming information and increasingly demanding skills, people frequently neglect understanding themselves, although being able to manage oneself is a requirement to be able to manage another person, a team, a department and an organisation.



Course Objectives

Through this highly interactive practical course you will learn how to achieve a stage of clear self-awareness on your personal motivators, work behaviours, ideal workplace and life priorities, in order to be able to become a better manager and leader.

Benefits of Attending

By attending this course you will be able to:

- Understand your personal management style
- Achieve a clear self-awareness level
- Recognise your own motivation factors, ideal workplace, work behaviors, life priorities, communication preferences
- Become a more efficient Manager for your team
- Become a more enhanced Coach for your people
- Enhance your capacity to achieve your personal objectives

Training Style

The course will use a combination of techniques, such as presentations, global studies, visual illustrations, case studies from leading organisations (such as Yell, Gore, TNT, Tesco, Vodafone), as well as sharing of participants' experience. Furthermore, the course is strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: Pre-Course Preparation
- Module 2: Introduction to Self-Awareness
- Module 3: The Corporate Aspect of Self-Awareness
- Module 4: The Human Aspect of Self-Awareness
- Module 5: Managing Oneself
- Module 6: Managing People
- Module 7: Managing Teams

Who has Attended - Executives from:

Heineken, Carrefour, Nestlé, Bosch, Grundfos, Nike, Mercedes, Henkel, Worthington, Johnson & Johnson, Environment Agency Abu Dhabi, Aramex, Etihad, Musanada, Agthia etc.



“

It was a pleasure that the trainer is so knowledgeable.

Grundfos

“

The course helped me understand something, that I thought was beyond my capacity to grasp.

Environment Agency Abu Dhabi

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Training Courses

Developing Effective Communication Skills (2 Days)

Still have questions on how to achieve clear self-awareness on your communication style and improve your personal communication skills to become a better manager?

In today's rapidly changing environment, effective communication, both at one-to-one level, as well as one-to-many level is becoming increasingly important for personal and corporate success.



Course Objectives

Through this highly interactive practical course you will learn how to achieve a stage of clear self-awareness on your communication style (as well as your personal motivators and work behaviours), improve both your personal communication skills, as well as your ability to use communication methodologies, in order to become a better employee, manager and leader.

Benefits of Attending

By attending this course you will be able to:

- Understand your personal communication style
- Improve your personal communication skills (verbal, written, one-to-one, meetings, presentations)
- Utilise communication methodologies effectively

Training Style

A pre-course, on-line profiling test, with participants receiving before the course 2 reports on their communication style, personal motivators, work behaviours, ideal workplace. The course will use a combination of techniques, such as presentations, visual illustrations, case studies from leading organisations (such as Yell, Gore, TNT, Tesco, Vodafone), as well as sharing of participants' experience. Furthermore, the course is strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: Pre-Course Preparation
- Module 2: Introduction
- Module 3: Personal Communication
- Module 4: Corporate Communication

Who has Attended - Executives from:

Heineken, Telefonica, TNT, Bosch, Mercedes, Nike, Grundfos, HSBC, Nestlé, Henkel, ALDAR, Emirates Foundation, FDF, Musanada, EAD, ADWEA, AlHosn Gas, Presidential Flights etc.



It truly has been a mind shifting exercise.

Musanada



It was very, very good. It opened my eyes and thinking in a lot of new ways especially in how to deal with people.

Presidential Flights



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Training Courses

Mastering Corporate Responsibility & Sustainability (3 Days)

Still have questions on how to systematically manage Corporate Responsibility & Sustainability within your organization in 14 practical steps?

Organisations today are facing increased expectations to address not only the economic, but also social, environmental and ethical impacts of their activity. Therefore, more and more organisations are developing strategies to mainstream Corporate Responsibility & Sustainability into their day-to-day business practices. Consequently, in today's business world, improving your responsibility, is not only "nice to have", but influences your future survival and potential growth. However, effective handling of Corporate Responsibility & Sustainability, especially in cases of scarce resources, has to be facilitated by modern management practices and techniques which ensure effectiveness and efficiency.

Course Objectives

Through this highly interactive practical course you will learn how to manage Corporate Responsibility & Sustainability in a systematic way and handle the required change, in order to become an effective Manager and achieve Excellence in managing Sustainability.

Benefits of Attending

By attending this course you will be able to:

- Understand what Corporate Responsibility & Sustainability really is
- Understand how to view CR&S, as a way of doing business, rather than a predefined set of independent programs or a PR activity
- Familiarize with global and local CR&S trends
- Learn how to manage CR&S in a systematic way
- Learn how to handle the required internal changes within your organisation to integrate CR&S in existing processes
- Learn how to master fundamental CR&S practices (such as stakeholder engagement, develop a strategy & plan, conduct a materiality analysis)
- Familiarize how to develop a CR&S Report
- Familiarize how to communicate internally and externally CR&S results



Article



Training Style

The course uses a combination of techniques, such as presentations, case studies from leading organisations (such as Yell, Vodafone, BT, Apple, Worthington, TNT, Google, 3M), as well as sharing of participants' experience. Furthermore, the course is strengthened by individual and team workshops, in order for participants to embed managerial techniques taught and receive coaching and feedback on their performance.

Content Modules [more](#)

- Module 1: Pre-Course Preparation
- Module 2: Introduction & Background
- Module 3: Development & Management
- Module 4: Communication & Reporting
- Module 5: Review & Assessment

Who has Attended - Executives from:

Coca-Cola, Deutsche Telekom, Interface, WWF, Carrefour, European Investment Bank, Bosch, Grundfos, Novartis, Henkel, Aramex, Etihad, EAD, FAB, EMAL, Rotana, ALDAR, ADNEC, ADCB etc.



STREAM delivered our in-house Corporate Responsibility training in a very practical and participative manner, engaging our senior managers and debating the key social and environmental issues and opportunities we are facing.

Interface

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Who we support



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What they say

‘Services received by STREAM are characterized by professionalism, on time delivery and excellent quality’

Coca-Cola HBC

‘High quality services, fast, efficient and well qualified. Working with STREAM means collaborating with high level professionals who know their job well and find solutions’

CSR Europe

‘STREAM makes your job easier! We were impressed by the level of first-hand experience in our sector, by their finest direction and very practical advice’

Deutsche Telekom

‘Excellence, high-end knowledge, valuable and constructive cooperation, STREAM acts as part of the customer's organization and delivers above expectations’

Mercedes-Benz

‘We can recommend STREAM for the professionalism they demonstrate and the added value delivered in every project we have worked together’

Carrefour

‘A high quality professional service: very professional approach, very good quality of delivered work, always very responsive and constructive in solutions’

Nestlé

[More](#)

Emmanuel Perakis

Managing Partner - STREAM



Emmanuel has over twenty five years experience of results delivering, executive roles, driving positive change in multinational corporations (such as Vodafone Group, Henkel AG), in a broad range of functions (Corporate Responsibility, Corporate Communications, Business Excellence, Process Management, People Management, Innovation Facilitation, Change Management, Agility Management). Moreover, Emmanuel has served as:

- Jury Committee Member and Senior Assessor for the European Excellence Award (in the category of Large Organizations) in Brussels.
- Board Member of Vodafone's Global Sustainability Council in the UK.
- Lead Auditor for Quality, Environment and Health & Safety management systems.
- Member of the Global ISO26000 development Working Group.
- Master Coach for the Behavioural Institute (accredited by the ICC).
- Training Faculty Member for the EFQM in Brussels.
- Training Quality Control Consultant for the Global Reporting Initiative in Amsterdam.
- Professional Speaker for Speaker Associates in the UK.
- Innovation, Human Capital & Core Assessor for Sheikh Khalifa, Dubai & Abu Dhabi Government Excellence Programs in the UAE.
- Trainer on Excellence and Sustainability for the DGEP in the UAE.
- Member of ISO Technical Committee 279 for Innovation Management.

He has provided numerous speeches, moderations and over 2,000 hours of training courses on management topics (such as Leadership, Strategy, Excellence, Change, Innovation, People, Responsibility, Environment) around the world (such as Austria, Belgium, Denmark, Netherlands, Romania, Serbia, Turkey, UK, UAE).

He holds an MBA (Highest Honours), an MSc in Biotechnology and a BSc in Chemical Engineering (Honours), while speaks fluently English, Greek and German. In 2003 he was honoured with the annual European Leadership Award by the European Foundation for Quality Management, for his 'contribution in the Excellence movement in Europe'.

Since 2007 Emmanuel is Managing Partner of STREAM, having delivered complex projects across the value chain (from Culture Change to Agility Management and from Leadership Development to Corporate Responsibility), both for corporations (such as Coca-Cola, Carrefour, Deutsche Telekom, Heineken, Henkel, Mercedes-Benz, Nestlé, Novartis, FAB, ADNOC, Banka Intesa, Interface), as well as institutions (such as CSR Europe, EFQM, Danish Center for Leadership, GRI, WWF, Abu Dhabi Sustainability Group).



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Emmanuel Perakis

Public Speaker - Sustainability & Ethics, Innovation & Change, Leadership & Management

Emmanuel Perakis was born in Germany and holds an **MBA (Highest Honours)**, an **MSc in Biotechnology (Honours)** and a **BSc in Chemical Engineering**.

Recipient of the 2003 **'European Leadership Award'** for his 'contribution to the Excellence movement in Europe'

He has over **twenty five years experience** of results delivering, executive roles, driving positive change in multinational corporations (such as Vodafone Group, Henkel AG), in a broad range of functions (Corporate Responsibility, Corporate Communications, Business Excellence, Process Management, People Management, Innovation Facilitation, Change Management, Agility Management).

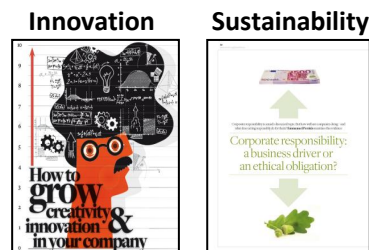
Since 2007 he is Managing Partner of **STREAM**, a boutique advisory company 'helping organisations improve their efficiency, effectiveness and responsibility', having delivered complex projects across the value chain (from Culture Change to Agility Management and from Leadership Development to Corporate Responsibility) for corporations and institutions (such as **Coca-Cola, Carrefour, Deutsche Telekom, Heineken, Henkel, Mercedes-Benz, Nestle, Novartis, Banka Intesa, Interface, CSR Europe, EFQM, GRI, WWF, Abu Dhabi Sustainability Group**).

How does he present?

Having in-depth and practical experience on the topics he presents, Emmanuel speaks in a challenging, inspirational and amusing way, combines complex theories, future perspectives and corporate case studies to present even sophisticated topics in a simplified way.

What does he present?

To read what Emmanuel talks about visit



Example of Speeches

EFQM Business Excellence Forum, France
1,500 participants
Keynote Speaker on **'Leadership'**

PWC Global Conference, Greece
400 participants
Keynote Speaker on **'Innovation & Creativity'**

Heineken Supply Chain Conference, Greece
250 participants
Keynote Speaker on **'Motivating People'**

European Union SME Forum, Germany
400 participants
Keynote Speaker on **'Innovation'**

Bursagaz Sustainability Conference, Turkey
600 participants
Keynote Speaker on **'Sustainability'**

GRI Global Conference, Netherlands
100 participants
Speaker on **'Sustainability Techniques'**

Dubai Quality Group Annual Forum, UAE
200 participants
Speaker on **'Corporate Responsibility'**

EFQM Best Practice Forum, Norway
500 participants
Keynote Speaker on **'Excellence & Risk'**

JCI Global Conference, Estonia
2,000 participants
Keynote Speaker on **'Sustainability'**

Boussias Executive Conference, Greece
500 participants
Speaker on **'Managing Change'**

DEWA World Excellence Summit, UAE
400 participants
Keynote Speaker on **'Sustainability'**

Examples

To see what others say about Emmanuel's presentation skills visit
<https://www.stream-eu.com/index.php/customers/testimonials>

Positions Held

- **Jury Committee Member** and **Senior Assessor** for the EFQM European Excellence Award (in the category of Large Organizations) in Brussels
- **Corporate Excellence & Responsibility Director** for Vodafone
- **Board Member** of Vodafone's Global Sustainability Council in the UK
- **Lead Auditor** for Quality, Environment and Health & Safety Management Systems
- **Member** of the Global ISO26000 development Working Group
- **Master Coach** for the Behavioural Institute (accredited by the ICC)
- **Training Faculty Member** for the EFQM in Brussels
- **Training Quality Control Consultant** for the GRI in Amsterdam
- **Professional Speaker** for Speaker Associates in the UK
- **Innovation, Human Capital, Core Assessor** for SKGEP, DGEP, ADAEP in the UAE



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Training Courses

Registration Form

- Please complete one form per participant.
- To secure your seat, please complete, save and send the below registration form to info@stream-eu.com.
- *Required field

Course Title:			
*First Name:		*Last Name:	
*Email:		*Phone:	
*Organization:		*Job Title:	
Dates: (select one)	☐ 15-18 January 2018, 09:00-17:00		☐ 19-22 February 2018, 09:00-17:00
Billing Details:	*Company Name:	*Address:	
	*City/Country:	*VAT/TRN:	
Fees (incl.VAT): (tick your choice)*	☐ 1 participant (€1,000)	☐ 2 participants (€900)	☐ 3 participants (€800)
Content Request:	If you have a specific topic you would like to be addressed in the content please note below:		
Confirmation:	☐ I have read and agree to the terms and conditions of the Registration Policies		

Registration Policies

Deliverables: Fees include (a) Pre-course preparation , (b) course material, (c) lunches & coffee, (d) Certificate of Completion.

Eligibility: Participation is on a first come-first serve basis, till maximum number of participants is reached.

Registration: Your registration is confirmed after registration form is completed and send to info@stream-eu.com.

Payment: Your seat is confirmed after bank transfer payment is made within 5 working days of registration. A copy of the transfer receipt should be sent to info@stream-eu.com (please indicate as reference on payment slip your Name, Organisation and Course Title).

Discount: – Discount for 2, 3 or more participants is applicable only for participants from the same organisation.

Invoice: Upon receipt of your payment, a registration email and invoice will be sent to you.

Presence: You are required to be present during the full duration of the course.

Cancellation: If unable to attend, you can define a substitute participant and notify us at least 5 calendar days prior to the course. If no substitute is nominated:

- 80% will be refunded, if cancellation is done in more than 30 calendar days prior to the course.
- 50% will be refunded, if cancellation is done between 7-30 calendar days prior to the course.
- 10% will be refunded, if cancellation is done in less than 7 calendar days prior to the course.

Signature: _____



STREAM delivered our in-house Corporate Responsibility training in a very practical and participative manner, engaging our senior managers and debating the key social and environmental issues and opportunities we are facing. Our participants learned a great and feel inspired by the training.

Interface



It has been one of the best training courses that I attended. Although I came with very little information on the topic, I am leaving with very big charge and confidence that I can add value within my organization.

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