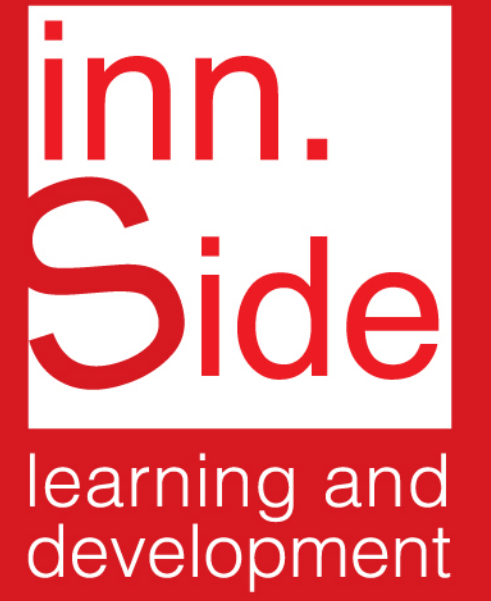



Training Coaching Consultancy



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About Inn.Side



Inn.Side – learning and development is an innovative consultancy company which assists leaders and organisations to recognise their potential for growth and excel their performance.

As change agents we are deeply committed to supporting culture of learning and development within organisations, and in society at large.

Darko Marković

Owner of Inn.Side

– learning and development

Leadership development



**Resonant
leadership**

2-day training programme focused on the role of emotional and social intelligence for outstanding leadership, inspirational leadership, coaching in leadership, etc. Suitable for senior to top level managers.

**Resonant
leadership
in practice**

2-day follow-up course focused on improving specific emotional and social leadership competences identified. Suitable for senior to top level managers.

Leadership development



Executive coaching

One-to-one coaching sessions focused on development of leadership competencies, strengthening one's leadership identity and dealing with challenges in leadership position.

Systemic intelligence for leaders

2-day training programme for leaders interested in developing their systemic intelligence, getting deeper insights about the systemic needs of their organisations and what kind of leadership is required for the emerging future.

Emotional and social competence inventory (ESCI)

insightful Hay Group's 360 degree assessment tool used as an excellent basis for leadership development coaching.

Leadership development

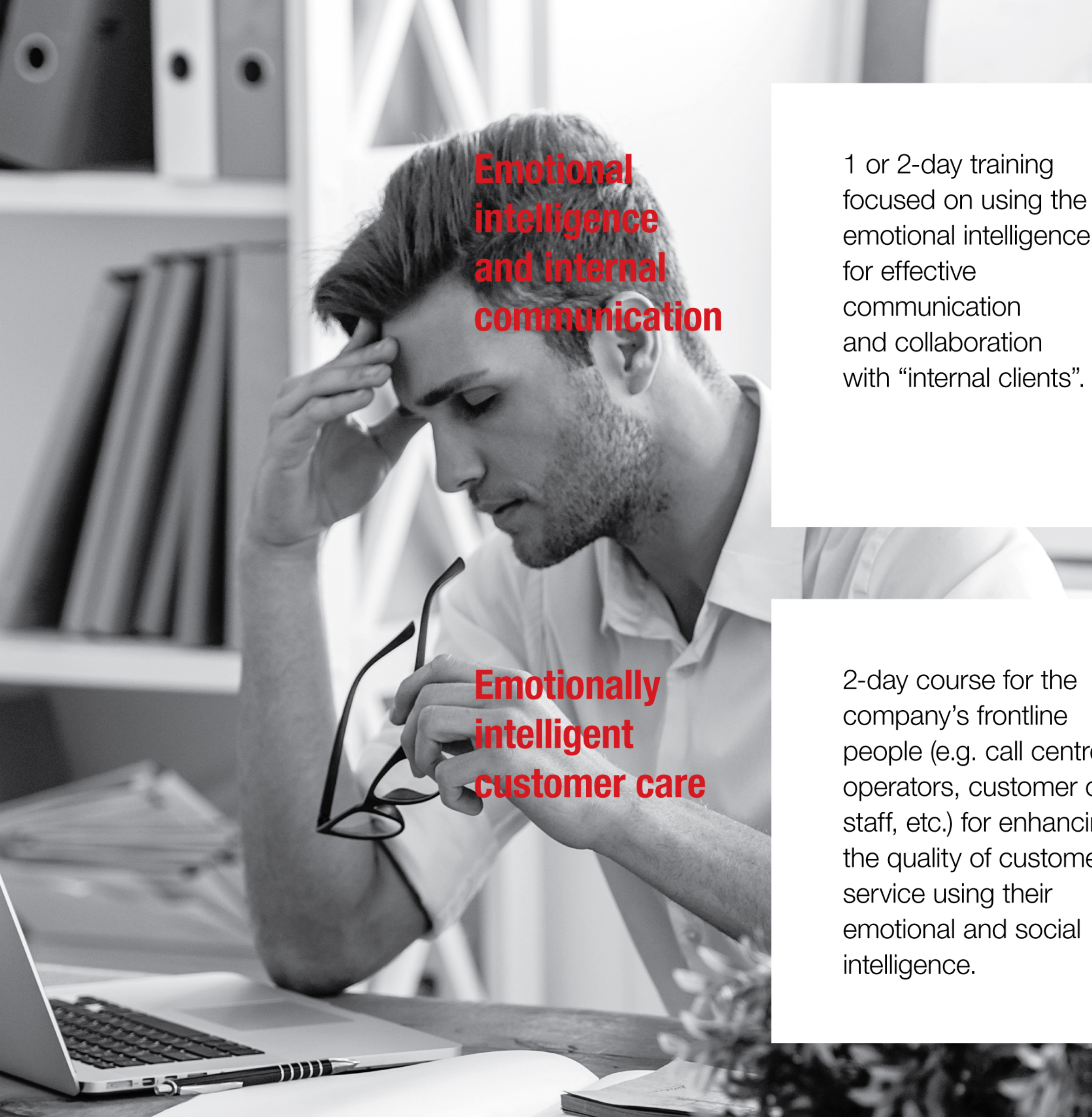


Stepping into leadership

2-day training programme for freshly promoted experts into managerial positions, focused on better understanding of leader's role and competencies needed, with the specific focus on developing others.

Leadership renewal weekend

2-day retreat programme for experienced senior to top level leaders, focused on regaining passion and motivation for leadership, handling power stress in leadership role, further personal development and inspiration.



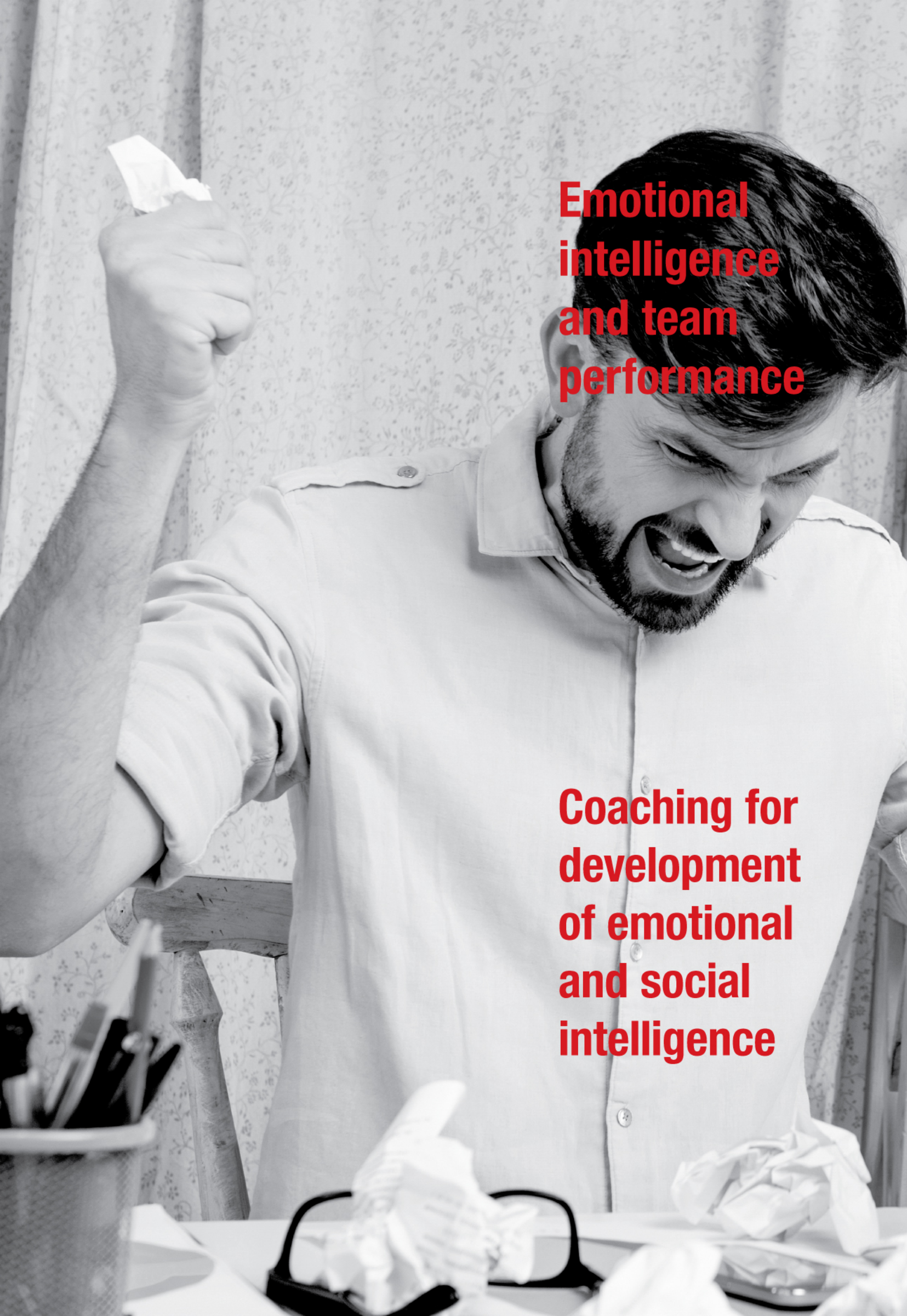
**Emotional
intelligence
and internal
communication**

1 or 2-day training
focused on using the
emotional intelligence
for effective
communication
and collaboration
with “internal clients”.

**Emotionally
intelligent
customer care**

2-day course for the
company’s frontline
people (e.g. call centre
operators, customer care
staff, etc.) for enhancing
the quality of customer
service using their
emotional and social
intelligence.

Emotional and social intelligence at work



**Emotional
intelligence
and team
performance**

**Coaching for
development
of emotional
and social
intelligence**

1 or 2-day training for team leaders and team members about using the emotional intelligence to enhance the team performance.

Individual coaching sessions for development of emotional and social competencies in the work context.

Emotional and social intelligence at work

Intercultural competence for global business



**Living
and
working
in Serbia**

Special 1 or 2-day programme for expatriate managers (and their families) arriving to Serbia; it could be delivered as individual, couple or group training.

**Intercultural
leadership
competencies**

2-day training programme focused on development of essential intercultural skills and attitudes for leaders in the global business.

Intercultural competence for global business



Intercultural communication and team work

2-day training programme aimed at improvement of communication and collaboration in multicultural teams.

Diversity management

2-day training programme for all company levels, aimed at handling better the diversity within the organisation and using a resource for growth and innovation.

Coaching for intercultural competence

Individual coaching sessions aiming at helping international managers to improve their intercultural competencies and lead more effectively across cultures.



Team building events

One or two-day long team building events for the whole team to meet, reconnect, reflect, learn and enjoy having a good time together.

Team building workshops

A series of workshops for all management levels or departments, with the same overall theme, leading to a joint product.

Team coaching sessions

A number of team coaching sessions for smaller teams, ready to engage in their team development process.

Team building solutions

A grayscale background image showing a hand pointing at a document with a bar chart. The hand is in the foreground, and the document is slightly out of focus. The title text is overlaid on the left side of the image.

Systemic organisational development consulting

These are 100% tailor-made **systemic interventions aimed at supporting growth and development of organisations, struggling with 'blocking issues' in their daily work and functioning.**

This service includes: 'systemic diagnosis' aimed at identifying the systemic reasons for the organisational challenges and 'systemic intervention' in order to respond to the identified needs and patterns.

The systemic intervention may include various types of activities and processes.

The end-goal of the systemic consulting is enhancing organisational vitality, productivity and future development.

Train - the - trainer

Inn.Side train-the-trainer programme – a path to professional training qualification for adult training



It is equivalent to Swiss adult training qualification (SVEB1) and a prerequisite for obtaining professional training certificate in line with the regional qualification standard in adult education (Serto).

This comprehensive train-the-trainer programme includes 90 hours of training (distributed over 6 training modules), 165 hours of self-study time, e-learning, mentoring and individual coaching.

Introduction to training

2-day training programme for internal company trainers, to master basic training knowledge and skills.

Specific advance trainer development workshops

Specific workshops for experienced trainers, focused on further competence development linked to an issue identified by the client.

Retreats for trainers' teams and pools

Special tailor-made events for training pools and internal company trainer teams, aimed at sharing of experiences and improving the pool's functioning.

Individual coaching for trainers

Coaching sessions with elements of supervision and mentoring, aiming at reaching the higher level of professional trainer competence.

Train - the - trainer

Inspiring conferences

A black and white photograph of a conference. In the foreground, the backs of several audience members' heads are visible as they sit and face towards the front. In the background, a person stands at a podium, presenting to the audience. The room appears to be a large hall or auditorium with a screen or whiteboard behind the presenter.

Designing the conference methodology

To maximize interactivity, participants' engagement and the impact of the conference programme.

Moderation of conferences

By skilful professional moderators with international experience in working with large groups.

Engaging additional facilitators

If needed, for additional workshops or discussion groups.

Providing additional impactful features

e.g. graphic recording or entertainment element, provided by our partners.



Darko Marković

Professional leadership coach, trainer and consultant.

His expertise lays in his competence to unleash the power for learning and development in his clients. In his work he aims at integral and long-lasting solutions, effectively combining assessment, training and coaching, thus helping leaders and organizations grow.

He has more than 15 years of training, coaching and consultancy experience with corporate, public and non-profit clients, and has been providing his services in more than 25 different countries.

His background in psychology and systemic thinking brings additional insightful dimension to his approach.

Darko Marković



In 2007 Darko has established Inn.Side – learning and development, innovative consultancy company committed to providing top-quality learning and development services.

Up to date Inn.Side has been working with a large number of multinational companies and international organisations.

It is particularly proud of its growing international network of highly skilled and professional consultants, trainers and coaches coming from more than 20 European countries.

Clients

VIP Mobile, Banca Intesa, Grundfos, Leoni, Tarkett, JCMM, Norma Group, Bambi, P&G, Delhaize, Japan Tobacco International, Philip Morris International, Telenor/ProMonte, US Steel Serbia, Schneider Electric, Michelin/Tigar Tyres, Dunav osiguranje, NIS - Gazprom Neft, ERSTE Schtiftung, GfK, ZIS, EU Delegation in Serbia, Council of Europe, European Commission, UNDP, UNICEF, UN Women, British Council, Swiss Development Cooperation Office (SDC), USAID/Chemonics International, SALTO Training and Cooperation etc.

Accredited and certified by

HayGroup®

 Bert Hellinger
Instituut Nederland




ERICKSON
INTERNATIONAL
Leading since 1980

 WEATHERHEAD
SCHOOL OF MANAGEMENT
CASE WESTERN RESERVE
UNIVERSITY

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