

CERTIFIED TRAINER

Andrea Klusendick

Andrea Klusendick brings more than ten years of experience in consulting, training, and coaching to the VitalSmarts Facilitator Faculty. Specializing in rolling out large and complex change development processes, Andrea helps individuals, teams, and organizations



increase organizational effectiveness and develop their potential through effective communication.

Certified Trainer

Andrea is a Certified Trainer in Crucial Conversations® Training. She has extensive experience introducing and teaching these crucial skills to audiences ranging from multinational teams and leaders as well as individuals from the shop floor to the boardroom. She also has experience introducing these skills to high-conflict families and sports professionals.

Clients continually praise Andrea for her ability to help them achieve hard-hitting results in the areas where they need them the most. She has developed trusting, long-term relationships with her clients and focuses on enabling them to develop a healthy culture of open dialogue.

Areas of Expertise

- *Organizational Change Management*
- *Personal Leadership Development*
- *Time and Stress Management*
- *Team and Individual Coaching*
- *Leadership Development*

Notable Clients

- *Bosch AG*
- *Chassis Brakes International, Drancy Paris*
- *Mars Chocolate GmbH*
- *Mars Petcare GmbH*
- *Degussa AG*
- *Thyssen Krupp Steel AG*
- *Eisenmann AG*
- *Abbott GmbH and Co.KG*
- *Noris Bank GmbH*

Fluent in the Following Languages

- *English*
- *German*

Dynamic Speaker

In addition to her experience as a consultant, coach, and trainer, Andrea is a skilled presenter, addressing audiences on the importance of improving communication and developing common goals in order to achieve success. Many clients praise Andrea for her open, respectful, and empathetic attitude that comes across in her delivery. Audiences range from small executive retreats to large international meetings to conference keynotes for organizations such as Mars GmbH.

Business Results Expert

Andrea has worked with different departments throughout the organization of Mars Chocolate and Mars Petcare GmbH. As part of a major culture change initiative occurring in both of these organizations, Mars Chocolate and Petcare GmbH implemented Crucial Conversations to help employees deal more effectively with challenging and dynamic situations and to enable employees to build trustful relationships, better working environments, and to take responsibility for business results. By using the skills found in Crucial Conversations, employees who once experienced critical issues which halted productivity, addressed and resolved their problems within their teams and experienced improved results.

Academic Experience

Andrea completed six years of systemic consulting and is a recognized active systemic consultant, supervisor, and coach. Andrea also has an assistant post at an Austrian university, Management Center Innsbruck (MCI), supporting students in the fields of communication and leadership skills.