

TACK – the world of difference ...

Developing your people is key to your success. At TACK we develop and deliver world-class training programmes in a variety of key business skills. For these programmes to deliver long lasting results they must be followed up when the delegate returns to work. So we've developed a **total support package** to ensure you **maximum return on investment** in training and to help you and your team to make **the world of difference**.

Who are we ?

TACK Training International has been one of the leading UK training consultancies for nearly 60 years. With a presence in over 40 countries, operating in more than 30 languages and a network of several hundreds of highly qualified trainers with outstanding achievements in the field, we offer a huge pool of professional and training experience.

We offer a comprehensive range of training, mentoring and coaching programmes in Management, Communication, Sales and Sales Management, Marketing, Finance, Customer Service and Telephone Skills - all designed to provide relevant and practical solutions to your organisation's development needs.

Our vision is to help delegates reach the very highest levels of their ability through practical, results-driven training.

Our ethos is to work very closely with our clients to ensure that the training, mentoring and coaching selected will deliver the results desired. We are able to achieve this with our trainers, qualified coaches and our Key Account Managers, who work with you, before, during and after training. Additional services include a Virtual Learning Centre for certain courses, the TACK Achieve programme, Personal Development Plans and Manager Briefing/Debriefing, which are excellent management tools to achieve **optimum return on investment in training**.

AMP Training & Coaching Solutions S.A. (AMP SA) is the Swiss partner of TACK Training International specialising in bespoke training, consulting and coaching for major international and local Swiss clients.

Who are our clients ?

Thousands of large national and international customers worldwide use TACK for training and coaching in Management, Communication, Interpersonal Skills, Key Account Management, Relationship Management, Sales Management, Basic Sales skills, Advanced Selling skills, Telephone Customer Service, Negotiation skills, Finance & Marketing. A number of them have chosen **TACK as their exclusive provider** for a whole range of areas or selected areas to train and coach their staff across the globe.

TACK's experience with nearly 60 years in the training industry started with sales and sales relating training as its core business. In this area, TACK has achieved outstanding results with long-standing partnerships with major blue-chip companies across the world.

TACK INTERNATIONAL is represented exclusively in Switzerland by

AMP Training & Coaching Solutions S.A - your partner for training throughout Switzerland

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As testament to our practical, results oriented training programmes, TACK is the **only training company to have won two UK National Training Awards**. Both were won for exceptional results achieved in partnerships with clients for major sales initiatives.

- **DHL** has worked with TACK since 1985 and has chosen TACK as exclusive provider for a portfolio of customised courses ranging from telephone sales to global account management for its offices throughout Europe, the Americas and Asia Pacific regions.

Following the delivery of TACK sales training to DHL UK, their **market share grew by 2%, profit margin rose by 7% and customer satisfaction grew by 8 %** over the nearest competitor. These results were mostly due to the application of new principles and techniques learnt in TACK's account management training courses.

In the Asia Pacific region, **a 40% increase in annual sales was achieved** after our sales and negotiation skills courses were delivered.

- **DuPont de Nemours** has worked with TACK since 1975 and has used TACK exclusively to provide over 30 courses, ranging from Management, Personal Development, Communication, Negotiation, Problem Solving, Interpersonal skills, Marketing, as well as Sales and Sales Management to all its European business units for decades. In addition, for many years, all administrative services relating to training, including set-up of training websites on the client's Intranet system, venue sourcing and billing, were outsourced to TACK.
- **Philip Morris International** and the Altria Group have outsourced the administration of training services for about 200 courses to TACK and have chosen TACK as exclusive provider for the design and delivery of most of its training programs delivered externally. In addition, TACK has been chosen as one of the preferred suppliers for Executive Coaching, Competencies Coaching and Performance Coaching.
- In addition to large national and multinational companies, we also work with internationally recognised business schools, such as the prestigious **London Business School**, training MBA students on specific sales and negotiation techniques and strategies.
- **Nestlé Nespresso S.A.** TACK Training Switzerland's work with Nestlé Nespresso S.A. started with the organization and delivery of an International Sales Convention for about 300 people. Based on its success, we were entrusted with the design and delivery of a long term international training program using traditional classroom training and e-learning for some 25 different countries mostly in local languages.
- Based on a long-standing experience in **Banking**, we, TACK Training Switzerland, count numerous international banks among our long-standing customers, such as Credit Suisse, HSBC, ING Bank, Institut Supérieur de Formation Bancaire, Lombard Odier, etc. In view of our special experience in banking clients asked us to develop bespoke solutions, such as '**The Private Bank**', a PC based simulation programme and **KnowBasel2**, an e-learning package to ensure banks' staff's awareness of the essentials of Basel II.
- There are many other industry sectors where TACK Training Switzerland created very close and long standing partnerships with its clients, such as Pharma, HR Consultancy and Recruitment, United Nations with its affiliations, etc.
- A sister company was entrusted with the design and delivery of **ALL** training programs for the various job functions for the **2004 Olympic Games in Athens**. In all, we wrote and delivered over 1'600 training programs for the 2004 Olympics.

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