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Трговско друштво за промет на големо и мало,
производство и услуги ДОО експорт-импорт

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СКОПЈЕ

Recommendation letter

Skopje on 01.09.2016

To whom it may concern:

I am writing to provide a recommendation for the services of EPPC.

We started using EPPC's services in March 2016 through a program named "Management Development Program" (MDP) which covered several aspects of business and people management. The program was intended for employees on high and middle management level and the objectives were multi-dimensional, but aimed at increasing the company's overall performance.

More specifically, MDP was consisted of the following modules and activities:

1. Module 1. This was an introductory 1 day session tackling communication including theory, analysis of own communication styles, effect on the environment, etc. The session ended with a task for the participants who were split into teams to later present their work at the beginning of the next module.
2. Module 2. The topic of this module was "Business finance" as an integral part of every manager's work. The topics were spread throughout a 2 days' workshop covering basic financial terminology, main financial documents, measurement of profit, controlling, planning, analysis, investments, etc.
The participants were again split into teams, but consisting of different team member then in Module 1, to deliver a different task related to financial management at the next module.

* Between Module 2 and Module 3 a process of 360 degree analysis was started in order to provide the participants with an in-depth insight of how their behavior is perceived from their co-workers (superior, same and lower level) compared to how they perceive themselves. This activity was undertaken to provide every participant with information on what they do well and right, but also with areas of improvement.

3. Module 3. This module was also delivered in a 2 day session and was intended to help participants with information and tools for successful management and leadership. The topics covered were: defining the role of a manager, consensus, leadership, coaching and feedback. Practical exercises also took place.
On this module every participant had the chance on a one-to-one session to go through their personal 360 degree feedback analysis with the consultants.

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