

Transa Spedition GmbH. The corporate take-over:

Situation:

Transa is a very successful logistics provider which was acquired by DB Schenker. The company language switched to English and all Transa staff, especially management, were expected to attend meetings in English, and, above all, to become active on the international freight market.

On-The-Job training approach for executive level:

In-Situ met with nearly all the board members and held a week's intensive course followed by weekly lessons with each, strictly tailored to their needs. All brought specific examples of their work to class (emails they had written, presentations they had been to) and in some cases the trainer sat in on teleconferences, transcribed them and gave feedback. In-situ also went to warehouses and other on-site facilities and acquainted herself with the company.

Corporate training for the staff:

After In-Situ had met with the board member for every business area we were jointly able to compile an exact training model for each section (dispatch, back office and sales) and the concept was rolled out to 11 branches nationwide.

Results:

The managers reported that they felt more confident in their job and in meeting with the holding. The sales team felt more confident in conversing with English speaking clients and potential clients. The dispatchers felt more comfortable with speaking to English-speaking forwarders. In-Situ currently has ongoing courses in several different departments and branches and also does translations for Transa.

Quote: Bryony has revolutionised our understanding of English here at Transa. Together with her team of excellent trainers, we all feel much more comfortable in our English-speaking environment. I now have the confidence to say whatever I need to in meetings and for that I am grateful.

Volker Steigerwald – CFO Transa