



Workshop

What makes a good advisor?

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Project „Consolidation of Enterprises NRW“**

Project related objectives

- Support of organisations and regional networks with the setting up of initial counselling offers for companies in financial difficulties
- Improvement of the counselling quality in the topics crisis intervention (initial counselling) and the start-up counselling (risk analysis; restart)
- Breaking the taboo of the topic “failure” / improvement of 2nd chance

Multistage concept for the development of consulting competence

Module 1: Telephone helpline for consultants

- Telephone support for the clarifying of technical questions

Module 2: Information material

- Creation of guidelines and checklists for crisis counselling and start-up counselling (risk analysis, restart), for example
 - Checklist and guideline for the documentation of the first contact with the client
 - Guideline how to prepare and start an initial crisis counselling
 - Guideline "How to restart"
- Development of an internet supported service for crisis counselling <http://gib.nrw.de/sanierungsberatung/>
- E-mail newsletter "Crisis Counselling"

Multistage concept for the development of counselling competence *(continued)*

Module 3: Training and workshops

- Four-day basic resp. advanced seminar “Initial Counselling of Crisis Enterprises”
- Seminars and (in-depth) workshops on problems of the counselling of enterprises respectively the counselling of start-ups/restarters, for example:
 - Restructuring strategies before bankruptcy
 - Advice SMEs on transfer of business in the light of financial difficulties or before bankruptcy
 - SMEs in financial difficulties: The role of the banking sector
 - How to deal with restarters (seminar for starting-up counsellors)
- Moderation of expert meetings and workshops

Multistage concept for the development of counselling competence *(continued)*

Module 4: Training of staff (“training on the job”)

- Personal support of the consultants with the preparation and performance of counselling (initial counselling) of crisis enterprises
- in particular for the development of crisis contact units
 - joint preparation of appointments (analysis of data and/or legal framework conditions of insolvency)
 - joint appointments (in the company)
 - support with the search of suitable persons for expert counselling or continuing counselling respectively (qualified referral)



Thank you very much for your attention!

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