

Organisationsberatung

Restrukturierungen

Strategieprozesse

Teamentwicklung

Workshop Moderation

Grossgruppenverfahren

Open Space

Strategie

Zukunftskonferenzen

Systemische

Organisationsentwicklung

Interaktive Konferenzen

Moderation

Change Management

Leitbildentwicklung

Future Search

World Café

# Bettina Lobenberg

## Overview

Name	<b>Bettina Lobenberg</b>
Year of birth	1959
Occupation	<b>ProcessConsultant</b>
Academic Degree	Master in Intercultural Administration (Vermont, USA)
Nationality	German
Working languages	German, English

### Core competencies

Process support, design of participation processes  
Corporate culture, change-management  
Strategy processes  
Human resources development  
Facilitation of workshops, strategy and team meetings  
Supervision, Coaching  
Team development, qualification  
Conflict management, mediation  
Diversity management, transcultural communication  
Integration and inclusion

### Professional education and continued professional development

- Certified Process Consultant "UnternehmensWert:Mensch"
- Mediator; Office for Ecclesiastical Services, Berlin
- Coach and Supervisor, Deutsche Gesellschaft für Supervision und Coaching, Cologne
- Process-oriented Change-management and Process-oriented Management, Max Schuppbach, Milton Erickson Institute, Berlin
- Psychodrama Coach, Moreno Institute Stuttgart
- Process Designer, ComTeam, Gmund
- Open Space Facilitator, BOS COP / Harrison Owen, Berlin
- Multiplier for Betzavta, Respect (+) Tolerance, A World of Diversity, Bertelsmann Foundation & Centre for Applied Political Science, Munich
- Anti-Bias Trainer, Stiftung Nord Süd Brücken (Foundation North South Bridges), Berlin and Trainer Team, South Africa
- Carer for people with limited everyday skills, Lazarus Schools, Berlin
- Master in Intercultural Administration, Vermont / USA

## In more detail

# Professional Experience

Strengthen organizations,  
empower people

### Selected Projects

- Development of corporate and organizational models as well as value development for family businesses, public and charitable organizations
- Strategy developments - including the sustainable stabilization of mission statements and the revitalization of organizational cultures
- Advice on the introduction of a cross-foundation feedback culture
- Human resources and executive training in small and medium-sized companies
- Introduction of guiding principles in an IT company (start-up)
- Coaching of executives and support of their teams in the introduction of management tools (target agreements, employee appraisals, 360° feedback) in member organizations and SMEs
- Consulting and coaching of municipal and statewide projects in the context of federal programs of the Federal Ministry of Family Affairs, Senior Citizens, Women and Youth
- Supporting processes in team development, team mediation and conflict management
- Restructuring of planning processes and instruments
- Introduction of continuous, cross-company optimization processes in an international branch enterprise
- Advice on the development of a municipal integration concept as a municipal conflict consultant
- Consulting on quality assurance in six nationwide consulting networks in the development and implementation of a self-directed quality assurance process
- Concept and strategy development for intercultural sensitization, intercultural openness, as well as against discrimination and racism
- Consultation and coaching to optimize cooperation between public service, administration and civil society
- Responsible collaboration in 12 EU projects to promote intercultural coexistence in Berlin and Brandenburg administrations

Turning affected persons  
into stakeholders

### Projects in human resources and organizational development:

Internal organizational developer at Berliner

Stadtreinigungsbetriebe BSR

- Establishment of the Department of Key Account Management: Definition and survey of the sales process, establishing transparency regarding the goals and interests of all involved business units and departments. Process support in the clarification of areas of responsibility as well as the associated communication and work processes
- Supporting the strategy development in the top-down process of the highest-revenue business unit; supporting the business unit manager in clarifying the goals and the procedure; facilitation of the strategy workshops
- Realignment of the Department of Recycling Facilities: design and management of workshops on vision and strategy development; team development measures
- Conducting workshops to explore new fields of application or to expand existing areas of application with a view to improving the image of the BSR and to promoting the motivation and involvement of managers and employees
- Reorientation of the BSR orchestra: responsible project management for the development and acceptance of draft concepts for a business orientation of the orchestra

For the Kochlöffel **GmbH**, a company of the system gastronomy with approx. 1500 coworkers and 120 branches, I developed and directed the department for human resources development. My responsibilities included:

- Human resources management and budget responsibility
- Design and introduction of human resources development - focussed on sales;
- Design and development of human resources management; demand analysis for standardization and systematization of firstly, processes of human resources administration and secondly, procedures and workflows at local, regional, branch and company level
- Support of organizational development measures; establishment of restructuring and reorientation projects such as, for instance, the reorganization of branches, for the optimization of procedures and the development of the "Kochlöffel" brand
- Implementation of knowledge management; process-oriented development of a company-wide information and communication system.

- Integration of external consulting firms and internal coordination of the results, the objectives and the enforcement of compliance with the targets.

## Additional references

- gsub-Projektgesellschaft mbH
- German Red Cross Regional Association Saxony-Anhalt
- Forum Ziviler Friedensdienst
- Friedrich-Schiller-Universität Jena
- Vocational college of the police in Brandenburg,
- Europäische Akademie Berlin
- proventis GmbH
- PSI Aktiengesellschaft,
- Mercedes Benz branch in Berlin,
- Museumsstiftung Post und Telekommunikation,
- STATTAU Berlin GmbH,
- National Network of Migrant Self-Organizations Saxony-Anhalt,
- Municipality of Ludwigslust,
- Volunteer Agency Halle Saalkreis,
- Thuringian Fire Brigade Association
- Bayerischer Jugendring,
- Annedore-Leber-Berufsbildungswerk Berlin,
- A-Z Hilfen Berlin gGmbH,
- Stephanus gGmbH,
- Regional Activity and Learning Agency,
- Lazarus Schools, Hoffnungstaler Stiftung Lobetal,
- Federal Employment Agency SGB III and SGB II,
- Central Immigration Office Brandenburg,
- Federation for Anti-discrimination and Education,
- The Police Commissioner of Berlin,
- Ministry of Labour, Social Affairs, Health and Family in Brandenburg,
- Stadtwerke Halle,

Up close and personal



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