

Personal information

First name(s) / Surname(s) **Heike H. Thomsen, Master of Arts (M.A.)**
International Training and Capacity Building Expert and Consultant, Business Coach & Trainer

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Nationality German

Date of birth 1961

Work experience

Dates	Since 2013 freelance
Occupation or position held	hthomson – communicative solutions (Owner)
Main activities and responsibilities	<ul style="list-style-type: none"> ➤ Consultancy for organisations/ staff on capacity-building and training methodologies in projects ➤ Coaching and Consultation on organisational, staff and personal development ➤ Training on Training Methodology, (Team) Communication Skills, Management, Train the Trainer, Presentation, Facilitation, and Event Management ➤ Professional Writing (Concepts, Reports, Minutes, Project Proposals, Training Manuals, proof-reading/editing GE/EN) ➤ National Expert in EU-Project Consumer Classroom, www.consumerclassroom.eu
Name and address of employer (References)	<p>- Coach/Trainer at WWF European Policy Office, Avenue de Tervurenlaan 168, 1150 Brussels, www.wwf.eu</p> <p>- Capacity Building Consultant BEUC, the European Consumer Organisation, rue d'Arlon 80, B-1040 Brussels, www.beuc.eu</p> <p>- Training and Project work, institut für finanzdienstleistungen e.V., Rödingsmarkt 31/33, D-20459 Hamburg, www.iff-hamburg.de</p> <p>- Co-Coach/Co-Trainer, systargo, Kämpenstr. 6a D-24106 Kiel, Germany www.systargo.de</p> <p>- Trainer at Adult Education Academy Kiel, Muhliusstr. 29-31, D-24103 Kiel www.vhs.de</p> <p>- Co-Trainer at V.I.E.L® Coaching + Training Elbberg 1, D-22767 Hamburg www.viel-coaching.de</p> <p>- Expert/Trainer in TACSO Expert Roster, www.tacso.org</p> <p>- Expert/Coach in Transtec Expert Pool, www.transtec.be</p> <p>- External Consultant GIZ (German Technical Cooperation), Dag-Hammarskjöld-Weg 1-5 D-65760 Eschborn, www.giz.de</p> <p>Consultancy, Coaching, Capacity-Building www.thomsen-coaching.eu</p>
Dates	January 2014 – October 2014
Occupation or position held	Head of Capacity Building and Project Manager
Main activities and responsibilities	<ul style="list-style-type: none"> ➤ Managing of the EU Project “Capacity Building for European Consumer Professionals” (www.consumerchampion.eu) ➤ Coordinating collaboration of project partners and capacity building team in the consortium ➤ Supervising implementation of project activities including methodology and certification system ➤ Curricula development, content review, instructional design, management of e-learning courses ➤ Quality assurance of local training courses (Croatia, CZ Republic, Poland) ➤ Designing content and leading Train the Trainer/Multiplier workshops ➤ Coordinating the quality control of training activities, satisfaction surveys, and impact evaluations ➤ Liaising and collaborating with European Commission institutions CHAFEA (Consumers, Health and Food Executive Agency) and the General Directorate for Health and Consumer DG SANCO
Name and address of employer	BEUC-European Consumer Organisation, Rue d'Arlon 80, 1040 Brussels (Belgium), www.beuc.eu
Type of business or sector	Consumer Interests Representation at EU Level
Dates	September 2008 → January 2013
Occupation or position held	Head of Training Department
Main activities and responsibilities	<ul style="list-style-type: none"> ➤ Responsible management of BEUC training department and team ➤ Management, development, design, implementation, facilitation of training content incl. evaluation

Type of business or sector	<p>methodology and programme adaptation of EU-funded capacity building projects for consumer organisations & non-profit entities in all EU Member States, EEA, & (potential) candidate countries: www.trace-beuc.org* and www.confinad.eu.</p> <ul style="list-style-type: none"> ➤ Supervision of 2 EU evaluation studies on Consumer Movement in Central, Eastern and South-Eastern European countries (CESEE I and II). ➤ Supervision of BEUC in-house e-learning development project (Start December 2010) ➤ Liaison with European Commission (DG SANCO/DG COMP) on training programme content, financing and reporting of EU-training and capacity-building projects. ➤ Design of training content for and tutoring of subject matter experts. ➤ Content development and design, organisation, facilitation and evaluation of training courses for capacity building of external organisations and institutions: <ul style="list-style-type: none"> ○ EU-UNDP project <i>Consumer Society and Citizen Networks</i>, (Project No. 00052715) for consumer organisations in Kiev (Ukraine), Oct. 2008. ○ European Commission staff (DG Markt) on <i>Consumer Perspective of Single Market</i>, 2009. ○ Consumer organisations from Western Balkan and Turkey within the <i>TAIEX People 2 People</i> project in Belgrade (P2P 31895) March 2009, in Ankara (P2P 33420) October 2009, and in Skopje (P2P 41302) June 2011. ○ Policy staff and management of the German Verbraucherzentrale Bundesverband, 2011/12. ➤ BEUC internal staff training and support through coaching, in-house trainer for organisational development, group and team-building processes. <p>BEUC-European Consumer Organisation, Rue d'Arlon 80, 1040 Brussels (Belgium), www.beuc.eu</p>
Dates	October 2005 – August 2008
Occupation or position held	HR Training Consultant, Policy Advisor, Project Manager
Main activities and responsibilities	<ul style="list-style-type: none"> ➤ HR Consultant on Training & Qualification within the European Shipbuilding Industry ➤ Managing activities of sectoral Social Dialogue Committee on Shipbuilding and Ship repair on employers' side and monitoring maritime policies and developments in Europe ➤ Development of training & qualification measures in the European shipbuilding Industry ➤ Project Management of EU-funded projects <ul style="list-style-type: none"> ○ Project Leader of joint EU-funded project of the European social partners European Metalworkers' Federation (EMF) and the Community of European Shipyards' Associations (CESA) in the context of the sectoral Social Dialogue Committee on Shipbuilding (2007/08): HR Research Study and Workshop <i>Demographic Change & Skills Requirements in the European Shipbuilding Industry</i>. Event Management, including PR and promotion ○ CESA New Year's Reception 2006, 2007, 2008 ○ First European Shipyards' Week (March 2006) launched at <i>Shipbuilding Social Partners Conference</i> in the European Parliament with representatives of the European institutions and European Maritime Industry. ➤ Member of HR Research Study Working Group ➤ Liaison with European members and with European Metalworkers' Federation (trade union) ➤ Liaison with European Commission and European Parliament
Name and address of employer	CESA-Community of European Shipyards' Association, Rue Marie de Bourgogne 52, 1000 Brussels (Belgium), www.cesa.eu
Type of business or sector	Shipbuilding and Ship Repair Industry
Dates	April 2000 – September 2005
Occupation or position held	HR Training Manager
Main activities and responsibilities	<ul style="list-style-type: none"> ➤ Personnel development and staff succession planning: professional guidance of employees and executive staff in terms of systematic personnel development and qualification ➤ Implementation of management concepts and facilitation of meetings ➤ Management and organisation of educational training measures (annual needs analysis, planning and realisation of training measures, budgeting, evaluation) ➤ Capacity Development and Consultancy of management and staff on learning and development ➤ In-house training and facilitation of company presentations to colleges and universities ➤ Recruitment, selection and mentoring of students studying in dual system of studies
Name and address of employer	Howaldtswerke-Deutsche Werft GmbH (Thyssen Krupp Marine Systems AG) Werftstr. 112-114, 24143 Kiel (Germany) www.hdw.de
Type of business or sector	Shipbuilding
Dates	March 1996 – March 2000
Occupation or position held	PR-Manager (Proxy of Team Leader), Translator and Language Tutor
Main activities and responsibilities	<ul style="list-style-type: none"> ➤ Management and Organisation of international trade fairs in shipbuilding, international events and

Name and address of employer	annual conferences; study visits of international guests & professional experts ➤ PR & Marketing, Specialist translations, Proof-reading (GE, EN, SP); In-house language tutoring Howaldtswerke-Deutsche Werft AG, Werftstrasse 112-114, 24143 Kiel (Germany) www.hdw.de
Type of business or sector	Shipbuilding
Dates	April 1992 – May 1994
Occupation or position held	Technical Translator and Editor
Main activities and responsibilities	➤ Technical translations and documentation for international clients (GE, EN, SP, DT)
Name and address of employer	Schönau & Danielsen, Hollesenstr. 2-10, 24768 Rendsburg (Germany)
Type of business or sector	Technical Translations and Documentation
Dates	November 1991 – March 1992 and January 1991 – March 1992
Occupation or position held	Teacher "German as a foreign language" /Tutor for English and German
Main activities and responsibilities	German as a foreign language for young Turkish men in team teaching. Tutoring in GE&EN.
Name and address of employer	VHS der Landeshauptstadt Kiel, Muhliusstr. 29/31, 24103 Kiel (Germany) www.vhs-kiel.de / Freie Schule Kiel NAFO, Feldstr. 76/96, 2300 Kiel (Germany) www.nafo.de
Type of business or sector	Adult Education Academy of the City of Kiel/ Private tuition school
Dates	October 1981 – March 1982 and April 1991-July 1991
Occupation or position held	Public service employee
Main activities and responsibilities	➤ Administration government publications/Support internationally renowned Kiel Week Festival
Name and address of employer	> Federal Motor Traffic Authority, Fördestr. 16, D-24944 Flensburg www.kba.de and > Landeshauptstadt Kiel, Postfach 1152, D-24099 Kiel www.kieler-woche.de
Type of business or sector	Federal Office for Motor Traffic/Town Hall Administration, Press and PR of the Capital of Kiel
Qualification	
Dates	November 2010 – May 2014
Title of qualification awarded	Certified NLP-Practitioner and NLP Master (Neuro-Linguistic Programming) acc. to DVNLP
Principal subjects / occupational skills	➤ Neuro-Linguistic programming methods and competences for professional communication
Name and type of organisation	V.I.E.L® Coaching + Training, Elbberg 1, 22767 Hamburg (Germany) www.viel-coaching.de and NLP- Professional, Klausenerstr. 8, 48151 Münster (Germany), www.nlp-professional.de
Dates	June 2013 – October 2013
Title of qualification awarded	Qualified Team and Conflict Coach (CCC Professional)
Principal subjects / occupational skills	➤ Team conflict coaching > Supplementary training for certified coaches (10 days incl. certification)
Name and type of organisation	CCC-Professional, Klausenerstr. 8, 48151 Münster (Germany), ccc-professional.de
Dates	November 2010 – November 2011
Title of qualification awarded	Certified Business Coach
Principal subjects / occupational skills	➤ Qualified and competent support & guidance in constructive change processes (280 hrs)
Name and type of organisation	V.I.E.L® Coaching + Training, Elbberg 1, 22767 Hamburg (Germany) www.viel-coaching.de
Dates	March 2009
Principal subjects / occupational skills	Update Course for professional trainers and facilitators
Name and type of organisation	Eureka (Training Institute), London (United Kingdom) www.eureka-tp.com
Dates	February 2006 – November 2007
Principal subjects / occupational skills	Advanced Trainer Certificate 'Qualified Trainer' (280 hrs)
Name and type of organisation	➤ In-depth training for professional trainers. Systargo Wolfgang Hamm, Kämpenstrasse 6a, 24106 Kiel (Germany), www.systargo.de
Dates	March 2004 – August 2004
Title of qualification awarded	Trainer eLearning and Online Teaching
Principal subjects / occupational skills	➤ Training on course development and online teaching.
Name and type of organisation	University of Applied Sciences, Mönkhofer Weg 239, 23562 Lübeck (Germany) www.fh-luebeck.de
Dates	October 2003 – November 2004

Title of qualification awarded	Teacher for Creative Writing
Principal subjects / occupational skills	➤ Design, realisation and guidance of writing workshops and projects.
Name and type of organisation	IKS e.V., Bamberger Str. 52, 10777 Berlin (Germany) www.iks-berlin.de
Dates	January 2003 – April 2003
Title of qualification awarded	Consultant and Facilitator
Principal subjects / occupational skills	➤ Training course for professional consultants and facilitators
Name and type of organisation providing education and training	Frauennetzwerk zur Arbeitssituation e.V., Bildungs- und Beratungszentrum, Bergstr. 5, 24103 Kiel (Germany) http://www.frauennetzwerk-sh.de
Dates	October 2001 – January 2002
Title of qualification awarded	Trainer certificate
Principal subjects / occupational skills	➤ Training course "Train the Trainer I and II"
Name and type of organisation	my_choice, my_time, Wilhelminenstr. 29, 24103 Kiel (Germany) http://www.my-time-training.de/
Dates	November 1994 – December 1995
Title of qualification awarded	Business Administration for Academics
Principal subjects / occupational skills	➤ Advanced vocational training course in Business Administration for Academics
Name and type of organisation providing education and training	Centre for Professional Continuing Education and Training, Kieler Strasse 53, 24768 Rendsburg, GE http://www.gefas-uv.de/
Dates	02/1992
Title of qualification awarded	Authorised Translator for EN, SP, DT for the District of the Higher Regional Court of the State of Schleswig-Holstein, Germany
Principal subjects / occupational skills	➤ Qualified Translations and Proof-Reading.
Name and type of organisation	Higher Regional Court of the State of Schleswig-Holstein, Gottorfstraße 2, 24837 Schleswig, GE
Dates	09/1982 – 11/1990
Title of qualification awarded	Master of Arts (Magistra Artium)
Principal subjects / occupational skills	➤ English, Romance, Dutch Philology (Language/Linguistics and Literature)
Name and type of organisation	Christian-Albrechts-Universität zu Kiel, Christian-Albrechts-Platz 4, 24118 Kiel (Germany)

Personal skills and competences

Mother tongue(s)	German									
Other language(s)										
Self-assessment	Understanding			Speaking				Writing		
European level (*)	Listening		Reading		Spoken interaction		Spoken production			
English	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user
Spanish / Castilian	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user
Dutch	C2	Proficient user	C2	Proficient user	C1	Proficient user	C2	Proficient user	C1	Proficient user
French	B1	Independent user	C1	Proficient user	B1	Independent user	B1	Independent user	B1	Independent user
Italian	A2	Independent user	B1	Independent user	A2	Basic User	A2	Independent user	A1	Basic User

(*) [Common European Framework of Reference \(CEF\) level](#)