



# DEALING PROFESSIONALLY WITH CRITICAL SITUATIONS

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## ABOUT SOFTWARE PARTNER

Software Partner is a full-service distributor with a client base of over 4,000 customers, including all leading retailers.

The product portfolio is based on premium brands in all relevant categories of digital lifestyle. The services range from logistics, press and marketing support to warranty processing, technical infrastructure and connectivity services.

- Year of foundation: 1995
- Number of employees: 80
- Sector: distribution

## CHALLENGES OF SOFTWARE PARTNER

Software Partner's young lead is looking for a way to gain more confidence in the leadership context, even in critical situations. There is no one solution or one leadership style. So how can you ensure an effective and confident leadership development?

**This leads to the following goals for Software Partner:**

- ✓ Gaining security, sovereignty and routine
- ✓ Knowing and applying tools and concepts for leadership in specific situations

## THIS IS HOW TROODI CAN HELP

The learning program “Good Boss – Confident and Successful People Leadership” is specially tailored to the challenges of Software Partner. In this training, participants learn how to deal with employees as well as different leadership styles in certain situations.

It was particularly important for Software Partner to complete a training that not only provides “standard answers” or theories, but also gives room for communication. Our product [troodi Hybrid](#) offers the perfect solution: (virtual) face-to-face coaching and customized online learning programs regularly rotate.

Our trainers were in constant contact with Software Partner and were readily available for further questions and personal feedback – which was perceived as a great addition to the digital learning programs. Independent of time, autonomous online learning, and individual coaching – a perfect combination for Software Partner.

“As a relatively young executive, it gives me enormous security knowing that in critical situations I can refer back to theoretical models and experiences from the exchange with my coach. I especially like the way troodi communicates this with videos and various tools for reflection and strengthens it in sparring with the coaches.”



Julian Sieverding  
Business Unit Manager,  
Software Partner

How do you deal with real-life situations from your everyday working life? Such questions and others were discussed in the personal workshops that took place between the independent online learning sessions. The numerous self-reflection exercises helped the executive of Software Partner to gain more confidence in critical situations of everyday leadership development.

## WHAT SOFTWARE PARTNER LIKES MOST ABOUT TROODI

- ✓ By rotating between the theoretical parts, reflection and exchange with the coach, the topics could be dealt with at different levels.
- ✓ The length of the individual sections – not too short, not too long
- ✓ Competent and likeable trainers who motivate to discuss the contents
- ✓ The mix of methods from videos, text and worksheets
- ✓ The intuitive user guidance within the learning programs

## CONCLUSION

troodi has convinced the young lead of Software Partner to the effect that he would like to use troodi again in order to learn about other interesting approaches and to gain security. He would also like to continue working with troodi to refresh his theoretical knowledge in leadership development.

- ✓ Security has been gained in terms of being able to deal better with critical situations in everyday leadership life
- ✓ It is now possible to draw on theoretical models and experiences from the exchange with the coach in critical situations

**You are now curious about our hybrid trainings?  
Then please contact us! Together we will find a suitable  
solution that will help you and your organization grow.**



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