

# Our Customers

## Feedback Transforms Industries

The new organisation — a “network of teams” with a high degree of empowerment, strong communication, and rapid information flow — is changing the game for businesses and governments around the world.

Our feedback and error management projects cover many areas of the organisation such as Performance Management, Project Management, Compliance & Ethical Behaviour, Quality Assurance, Change Flexibility, Safety and Innovation.

Examples of our clients include industry leaders Amadeus IT Group, Banco Santander, Randstad, ASML, and Leiden University Hospital.

# Our Solutions:

## High-Tech & High Touch

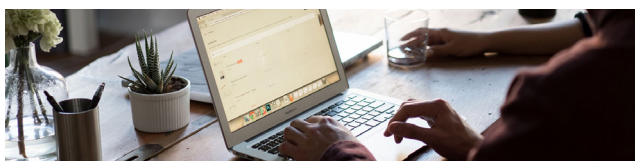
The combination of our trainers, data analysis, and technology allow us to transform learning into action.

Our proprietary CLEAR + CALM<sup>®</sup> method and SAFE leadership model empower everybody in the organisation to give AND receive feedback, across cultures and hierarchies to performance in rapidly changing world of work.



### 1 Feedback Ready?

The Feedback Readiness Test measures how organisations deal with feedback and confront mistakes: a snapshot of the culture. By analysing the results, we can build a highly tailored learning experience. This assessment based on the scientific Feedback Environment Scale by Steelman & Levy and the Error Orientation Questionnaire by Rybowskiak & Garst.



### 2 Custom-made Training

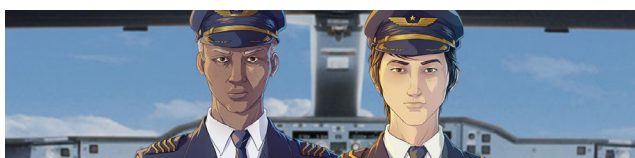
Face-to-face learning and continuous practice over time are the most effective way to build a culture of feedback. Therefore, we provide engaging workshops and team-building events, followed up with online learning modules.

**So be ready to discuss and play!**



### 3 Play & Practice

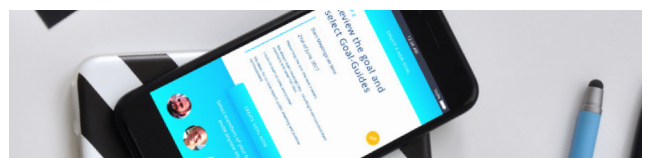
Innovative organisations need new ways to learn. In the online CREW game, you will be playing the roles of different crewmembers who have to navigate challenging – and sometimes conflicting – conversations.



### 4 Action!

Only when the organisation is trained and confident, we introduce activities and technology that puts continuous feedback to work! We have our feedback tools or work with in-company or external feedback apps like TruQue or Impraise).

**Warning: introducing technology without training and in a psychologically unsafe environment does not work!**



## Our Team: Experience & Knowledge

### Huibert Evekink



Huibert spent more than twenty years managing sales, marketing and human resources teams in multinational corporations. He recently completed the Executive Master in Consulting and Coaching for Change degree program at the INSEAD Business School in Paris.

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### Steven Becker



Steven is Captain on the Airbus A330. For over twenty years Steven has been training and evaluating flight crews for KLM Royal Dutch Airlines. Today - using Crew Resource Management - he trains organisations to perform better using feedback and error management.

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### Hugo Cózar



Hugo is a high-altitude mountain guide and manages the CLEAR + CALM Summit Programme: our outdoor learning experience. Member of the AEGM (Spanish Association of Mountain Guides), Hugo is the founder, the general manager of Muntania an adventure company with a presence on all continents.

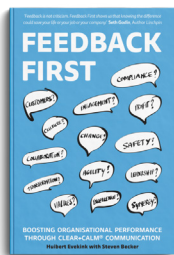
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### Marisa Vara



Marisa Vara is an expert in human relationships and talent development, with over 15 years of experience working in the technology sector for multinational companies, where she held different global HR roles mainly related to talent management and leadership development.

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In the award-winning book **Feedback First: Boosting Organisational Performance through CLEAR+CALM Communication** the Futureteaming founders – Huibert Evekink and Steven Becker – outline their approach to giving AND receiving feedback, across cultures and hierarchies.

## Contact Us

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