# Stine staffeldt

**Owner: UDVIKLINGSPARTNER, External lecturer, copenhagen business school, programme director, cbs executive   
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**Stine Staffeldt has the privilege of having both been HR Manager in one of Scandinavia’s largest service companies (ISS A/S) and from a position within academia and consultancy has worked with developing and executing executive education. She is the original initiator and now acts as programme director of CBS’ Service Excellence Management Academy (SECA), Customer Oriented Leadership programme and High Performance Leadership. She has conducted long-term management development courses for a number of private and public companies and she is in an ever ongoing process of finetuning the Action Learning approach.**

Profile  
Stine Staffeldt has developed and is currently the Programme Director of Service Excellence Management Academy (SECA), Customer Oriented Leadership Course, High Performance Leadership and High Performance Team Leadership. She has conducted long-term management development courses with, among others Falck, MAN, Rambøll, BDO and the Ministry of Education as well as various consultancy tasks including coaching and competence- and team development.

Stine is also an external lecturer at CBS (HA Psych and HD (O)), where she teaches and functions as thesis advisor (HRM, Cand. Merc.Psych).  
At ISS, Stine Staffeldt conducted the development and implementation of various development initiatives, including a corporate sales academy, leadership- and management training, as well as Service Breakthrough Programme for Director Level in collaboration with Harvard, and also functioning as facilitator in various strategy and change management processes.

**Positions**

1986-88 Personnel Development Consultant, ISS DK  
1988-90 Personnel Development Manager, ISS DK  
1990-93 HR Development Manager, ISS Scandinavia  
1993-97 Head of leadership development, ISS University, ISS A / S  
1997- Independent Consultant, Development Partner  
2005- External lecturer, CBS  
2011- Programme Director, CBS Executive

**Education and certifications**

- Bachelor - HA exam, 1983  
- MSc. 1986, Organization and HR Development, Copenhagen Business School (CBS)  
- Minor: Stategy and Psychology  
- Dispuk: 1 year education as a systemic process consultant

* Certification in JTI (Jungs Type Indicator), OPQ 4,2 personality test (SHL DK),  DISC profileanalysis. Hogan Assesor course (Assesmentcenter)  “Facilitator” course
* 3 weeks quality consultant course (PA consult)
* OPUS (1 year programme in HR- and organizational development ( “teach to teach”)
* Disney approach to quality service (Disney World, Florida)
* “Achieving Breakthrough Service” (Harvard Business School)

**Professional experience**

Stine has more than 25 years of experience within leadership and management development as a programme director, teacher, facilitator and coach. She was one of the first consultants in Denmark to implement action learning as an integrated part of leadership development and has documented the effect in several programmes. She has demonstrated how business- and leadership development can go hand in hand in an integrated approach with a deep anchoring in the participants organisations.

Certification in JTI (Jungs Type Indicator) and Hogans profile analysis.

She has participated in a big research project in 4 public institutions, where she facilitated change and competence development through intervention and reflection. (See publications). She has been facilitator on the Action Learning proces in the Ministry of Education on a leadership development programme.

**Publications**

Competencedevelopment and knowledge workers in the public sector, forlaget Valmuen 2006, Authors: Henrik Holt Larsen, Anders Bojesen, Tine Hansen, Steffen Løfvall, Stine Staffeldt and Steen Thomsen

Competencedevelopment in 4 public institutions, Nyt fra Samfundsvidenskaberne, 2006, Authors: Anders Bojesen, Tine Hansen, Steffen Løfvall, Stine Staffeldt, Steen Thomsen Anja Mie Weile

Action Learning in The Ministry of Education, 2002

Authors: Henrik Holt Larsen, Jan Molin, Stine Staffeldt, Steen Thomsen and Bente Øhrstrøm

**English skills**

Fluently in English both written and oral communication