



Ups and Downs of Applied Psychology in the Elevator Industry

STAUFEN.

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Executive Summary

Organizations around the world are beginning to appreciate and desire the knowledge of students and employees with a background in psychology (especially industrial/organizational psychology). I recently secured a position as a junior consultant with an international lean management consulting firm (STAUFEN.) through networking with my advisor/professor. As a junior consultant, I was placed in an elevator company that required assistance of consultants to reverse the internal status of the company. I, along with other consultants were responsible for training employees on lean management, implementing office daily management, coaching employees up to executives on leadership behaviors and traits, and executing training workshops. Implementing office daily management consisted of compiling data from each department of the company, and creating visibility and transparency with the data during a daily meeting with team members. The data was utilized in decision making, proactive planning, and problem solving. Coaching leaders of the company consisted of self-reflection from leaders, and assisting them on increasing self-awareness. My main focus with most leaders was on improving and developing leadership behaviors for themselves and their team members. I've gained a further understanding of leadership behaviors, and especially how to visibly convey data in an easier way for it to be analyzed and comprehended by team members of a company.

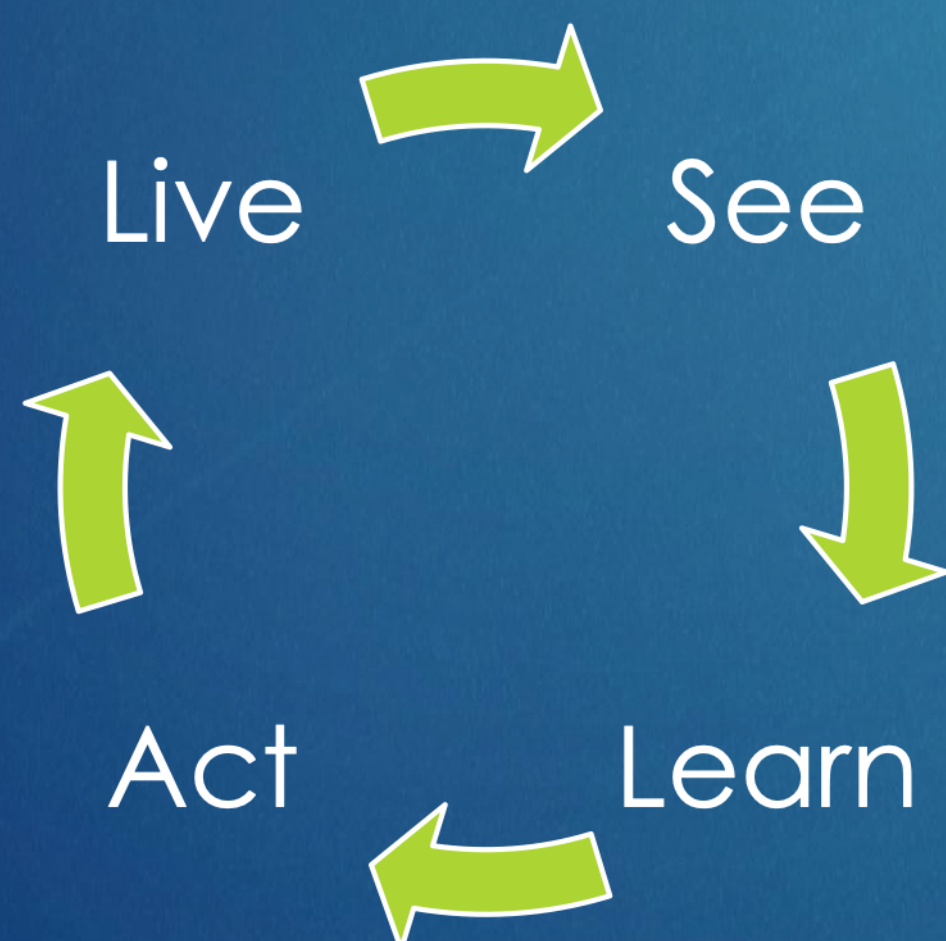
Company Profile

- International lean management consulting company
- Helping clients in a holistic + sustainable way
- Empowering clients to greater achievements
- See → Learn → Act → Live
- Systemic approach (consulting, training + coaching)

Duties + Responsibilities

Roles of a Jr. Consultant

- Identify issues
- Once issues identified → implement action plan (ODM) to improve state of corporation
- Coach employees to increase self-awareness and leadership behaviors
- Lead training workshops to train multipliers to increase sustainability of project
- Decide on KPIs and visualize the data for employees



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Skills + Competencies Required

- Attention to detail
- Communication skills
- Completed degree
- Initial experience as a consultant, trainer, or organizational developer
- Shared belief that inside every company, there is an even better one
- Passion to continuously improve daily
- Commitment
- Analytical skills
- Comfortable with interacting with different cultures



Skills + Competencies Gained

- Improved communication skills
- Consulting and coaching experience at the executive and management levels
- Adaptive decision making
- Increased confidence in communication
- Practical experience in the industry
- Increased knowledge of systemic approaches to process development
- Increased analytical skills

Learning Outcomes

As a psychology graduate and grad student:

- Psychology in the business world is just as crucial as psychology anywhere else
- Research methods is important in applied fields as well
- Complemented undergraduate and graduate classes e.g., i/o psych, org. behavior, etc.

As a jr. consultant after experience in the field:

- Corporate offices need to track data and KPIs as much as manufacturing centers
- Communication + transparency are key to trust and a safe work environment
- Must be flexible and able to adapt within short notice