

To Whom It May Concern:

Amsterdam, 30 June 2010

Our Regional Due Diligence Management Europe Department was facing a big challenge: how to leverage the potential of a fresh, young, international team in Warsaw.

Fortunately we were able to benefit from the professionalism and expertise of aaa-Learning and their trainer Barbara Young-Maags.

Both the aaa-Learning consultants and Ms. Young-Maags worked closely with the responsible leaders in Poland and Amsterdam to develop a thorough needs analysis. Barbara Young-Maags then designed a tailor-made training to enable the participants to fulfil their important role in the bank:

- to deal confidently and proactively with business partners – especially the “difficult” ones
- to act constructively in a service and client oriented way
- to communicate convincingly to reach goals.
- To improve communication between remote and within virtual teams

The entire department of 80 team leaders and staff took part in the training. So we ensured that all the team was pulling in the right direction and speaking with one (convincing and effective) voice.

Barbara Young-Maags combines a profound knowledge and banking experience with empathy and a real feeling for people. This enabled her to deliver both a goal and participant oriented training. Typical feedbacks include:

“After this training I feel much more confident and empowered to do my job.”

“I had the feeling that the training was adjusted exactly to fit our needs.”

While working together with the team in Poland, I became convinced of the sustainability of the learnings. I noticed new confidence, proactivity and communication skills which smoothed the cooperation with internal customers.

These learnings were anchored with a follow-up workshop and a souvenir “Top 10 RDDM Europe Communication Techniques” laminated card for each staff member, a daily reminder of effective communication practices.



I highly recommend Barbara Young-Maags and aaa-Learning to anyone looking for a highly experienced and qualified training provider. We certainly look forward to working together with them for even more business success in the future.

Kind regards,



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