

## **Claudia Müller**

Born in 1960

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### **Areas of expertise**

- International Organizational Development
- Accompanying culture change and cultural integration projects
- Improving processes of international collaboration in teams and groups
- Developing international leadership competence
- Counselling leaders in international roles
- Intercultural Collaboration with Chinese Partners
- Regular guest lecturer at ESCP Europe on intercultural management and leadership

### **Professional experience**

Since 2012 Owner and Managing Director of CIM Consulting

1999 - Working as a freelance trainer and consultant for several companies, amongst others intercultural training, Berlin.  
Emphasis: intercultural training, coaching, consulting for China, international leadership development and team development, consulting for internationalization projects with focus on China / India

1995 – 1998 Regional Director for Westasia, Middle East, Africa, South-Eastern Europe at Braun AG, subsidiary of Gillette (now P&G).  
Profit Center responsibility, building the Braun subsidiary in India.  
Leading a team of country managers, affiliates and distributors across 30 countries.

1994 – 1995 Project leader at Elizabeth Arden / Unilever Geneva.  
Transformation of European distributor markets into company owned subsidiaries.

1990 – 1994 Director of Sales at Elizabeth Arden Far East, Singapore (then Unilever).  
Responsibility for Sales and Marketing for the Greater China Region, South Korea, Japan Duty Free, South- and South East Asia. Leading a Pan-Asian team. Developing market entry strategies and organisational setups for several Asian markets.

- 1989 Sabbatical: 9 months study period of Chinese culture and language in Beijing, China; at the same time driving negotiations between a European and a Chinese university. 3 months working as a volunteer in Calcutta, India for the Missionaries of Charity (Mother Theresa).
- 1986 – 1989 Sales Manager Elizabeth Arden / Parfums Lagerfeld, European Regional Office, Geneva. Responsibility for Sales in European Duty Free and Eastern Europe.
- 1984 – 1986 Product Manager at Elizabeth Arden / Parfums Lagerfeld, Düsseldorf, Germany.

### **Education**

- Since 2000 Various licences and certifications, i.a. TIP™ International Profiler, Argonaut™ Cultural Assessments, VPA™ Virtual Performance Assessment, IDI™ Intercultural Development Inventory
- 2000 – 2003 Qualification Programme in Systemic and Gestalt Organisational Development Consulting (three year course, part time) at IGG, Berlin, with teaching staff from OSB systemic consultants, Vienna.
- 1999 / 2000 Trainer Development Programme (one year course, part-time) leading to BDVT Certificate; Specialisation in intercultural training and communication in “The Intercultural Communication Institute”, Portland, Oregon, US.
- Since 1989 Studying Chinese culture since spending 9 months in a study programm on Chinese language and culture in 1989.
- 1981 – 1984 Master in International Management, ESCP Europe, formerly EAP, European School of Management Studies, Paris, Oxford, Berlin.
- 1979 – 1981 Vocational training and studies in international commerce, Thyssen Handelsunion, Düsseldorf, Germany.
- 1979 A-levels, language orientation, Mülheim/Ruhr, Germany

### **Languages:**

- Working level: German, English, French, Italian
- Good knowledge of Spanish.
- Some knowledge of Mandarin Chinese.