Nomadic International Business Psychology

VIRTUAL CLASSROOM TRAINING OVERVIEW

OVERVIEW OF TRAINING TOPICS

NOMADIC IBP www.nomadicibp.com

THE VIRTUAL CLASSROOM

At Nomadic IBP, we are experts at virtual classroom training. The virtual classroom sessions are delivered in WebEx Training Center (or the client's preferred platform) in a highly interactive fashion.

This means that participants will practice extensively. At least half of each session is to gain handson experience and receive ample feedback from peers and the trainers.

To ensure that each session will be interactive and engaging, the number of participants in each group is limited to 12.

Since 2008, we have created a proven methodology for designing and facilitating virtual sessions that is based on interactivity and engagement

ENGAGING LEARNERS FOR IMPACT





AN OVERVIEW

For many, the virtual classroom is a way to save costs and increase efficiency in learning.

Although that is a clear benefit, we leverage the pedagogical benefits of the virtual classroom and create learning features that are even superior to some aspects of Face to face learning: simultaneous annotation, saving whiteboards and other documents, recording sessions for absent participants, break out rooms, video, private chat and enhanced listening skills.



Building the virtual community is a fundamental leadership challenge and you are equipped to do this.

Tony Russel, former director executive development at L'Oreal

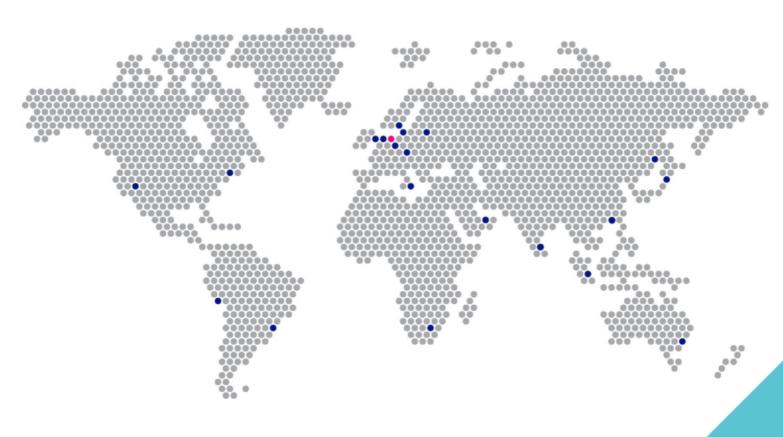
Our service: A Remote Team Simulation



Nomadic IBP's senior consultants are based across Europe, in South East Asia and North America. Nomadic consultants all have vast experience of working with major corporations internationally, across many cultures and working virtually. Through our global network of consultants we can offer our services in over 20 languages.

NOMADIC INTERNATIONAL BUSINESS PSYCHOLOGY

With clients across the globe, we work in many sectors of the economy, such as automotive, executive education, manufacturing, pharma, IT services, food industry as well as not for profit. We help them grow, sustain and transform in a global environment: whatever it takes to embrace their future.





Strong analysis from the coach combined with suggestions based on vast experience.

Manager at technical services company
Our service: Executive Coaching

VIRTUAL CLASSROOM TRAINING TOPIC OVERVIEW

- A VIRTUAL WORKING
- B CROSS CULTURAL MANAGEMENT
- C TEAMWORK
- D OTHER TOPICS
- F PSYCHOMETRIC TOOLS
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A1. Train the Online Trainer

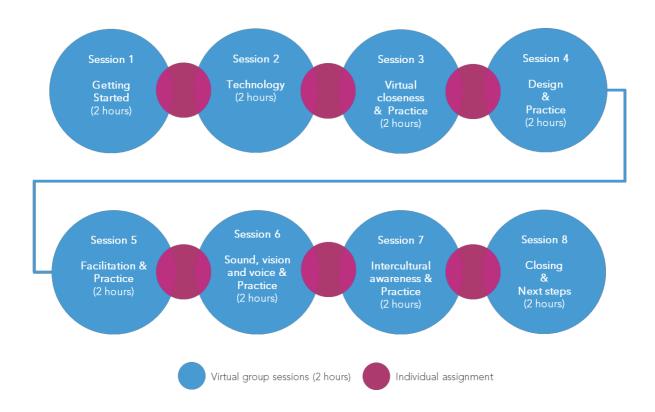
Target audience

Professional facilitators, trainers and internal consultants.

Description

This programme aims at preparing participants to design and deliver online training and facilitation in an interactive way. This means they will learn how to design online training sessions, team meetings, workshops and webinars that are just as impactful and engaging as those delivered in a face-to-face setting. Our vision is that virtual group work can be meaningful, inspiring, impactful and fun.

Programme overview





A1. Train the Online Trainer



Learning outcomes

Upon completion of this Train the Online Trainer programme, participants will be able to:

- Successfully facilitate online sessions in an interactive, spontaneous way.
- o Design interactive online sessions.
- Comfortably handle online training technology.
- Apply the tricks of the trade.

Group size: up to 12 participants

Training approach

All the content of this virtual classroom programme is delivered in a highly interactive fashion. This means that you will practice extensively. At least half of each session is to gain hands-on experience and you will receive ample feedback from your peers and the trainers.

After practicing, participants will receive written feedback from the trainer. In addition to skills practice, the group itself serves as a learning group to experience in the here and now how trust is built virtually. We will reflect on group dynamics and team development as we move through the 8 sessions over the course of 2 months. To ensure that each session will be interactive and engaging, the number of participants in each group is limited to 12.

Topics

- o Differences between face-to-face and virtual learning.
- Designing for interactive online learning.
- o Facilitation in an interactive way.
- o Listening as the key communication channel in virtual space.
- Finding your authentic virtual facilitation style.
- Building virtual relationships and trust, without face-to-face contact.



A1. Train the Online Trainer

Included in this training programme

- Real time experience of a virtual team, as a member and as its temporary leader.
- State of the art research-based content from senior facilitators who have all worked and lived in multiple countries and are themselves members of a virtual global team.
- Opportunity to practice, learn from successes and mistakes in a safe environment.
- A highly interactive virtual classroom (not a webinar environment) with a delivery team of two: a senior facilitator and a technical producer.
- Specialist guest speakers for specific modules.
- Dedicated webpage for each group with all course information.
- Access to recorded sessions up to 1 month after the last session.
- Book 'live connections' for each participant.

Certification

The TTOT programme is certified by the International Coaching Federation (ICF) and participants can receive CEE credits.



"As a result of the Train the Online Trainer experience, I am definitely going to do more virtual facilitation with clients, as it was just as impactful as being face to face (and I never would have believed it could be possible). I was fascinated that my client mentioned my "executive presence" as part of the positive feedback as this was a real concern for me virtually. " (Executive coach, USA)



A2. Leading Virtual Meetings

Target audience

Team leaders, project managers and others who chair virtual meetings through any type of communication technology.

Description

Facilitating effective virtual meetings is a skill that can be learnt. Poorly run virtual meetings often result in lower quality decisions, less motivation, lower engagement and even frustration or conflict.

The skilled remote leader knows how to chair and create an engaging, pleasant setting for a meeting where participants contribute, feel engaged and the task is accomplished.

Managed well, you know that virtual meetings can be both effective and highly economical. You can meet and work at any time with colleagues globally, saving significantly in travel, time and accommodation costs.

Overcome your fear of virtual meetings

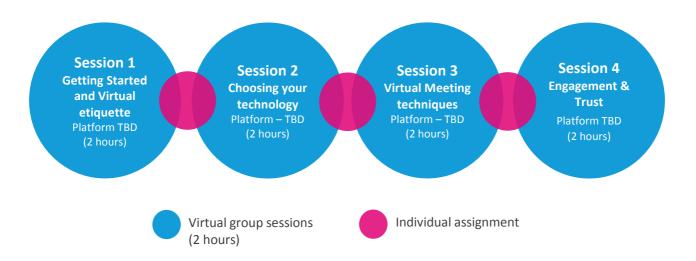
Executives everywhere fear virtual meetings. Managing the video conference suite with a mind of its own - or the crashing software platform – is not much fun. And no one wants to look technically inexpert in front of colleagues and clients.

So how can you be clear and engaging when you don't know if people are listening, or checking their emails? Indeed - are they even there? Fear of losing colleagues' attention is another common fear, alongside managing the participant who keeps on talking.



A2. Leading Virtual Meetings

Programme overview



Group size: up to 12 participants

Learning Outcome

Upon completion, participants will be able to:

- Create an engaging, friendly, and highly productive meeting environment.
- Chair virtual meetings with skill and confidence.
- o Cope with virtual 'etiquette'.
- Select the most suitable communication technology for the purpose of the meeting.
- o Handle the communication technology of their choice with ease.
- o Influence virtual group dynamics in a constructive way.
- Apply skills learned to other virtual meeting platforms, such as WebEx, GoToMeeting, Zoom and Skype for Business (formerly MS Lync).

In addition, participants will be aware of the benefits of remote meetings and enjoy it more than before.



A2. Leading Virtual Meetings

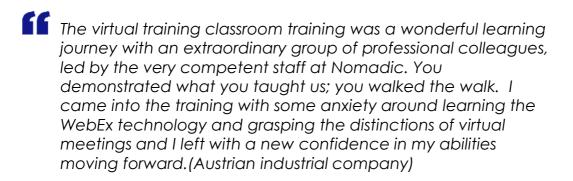
Included in this training programme

- Real time experience of a virtual team, as a member and as its temporary leader.
- State of the art research-based content from senior facilitators who have all worked and lived in multiple countries and are themselves members of a virtual global team.
- Opportunity to practice, learn from successes and mistakes in a safe environment.
- A highly interactive virtual classroom (not a webinar environment) with a delivery team of two: a senior facilitator and a technical producer.
- Dedicated webpage for each group with all course information.
- Access to recorded sessions up to 1 month after the last session.
- o Book 'live connections' for each participant.

Resources:

Train The Online Trainer website information – click link.

The Nomadic IBP team – click link.





A3. High Impact Presentations with a virtual audience

Target audience

Leaders and individual contributors who are expected to deliver professional, engaging presentations in virtual space.

Group size: up to 12 participants

Learning outcomes

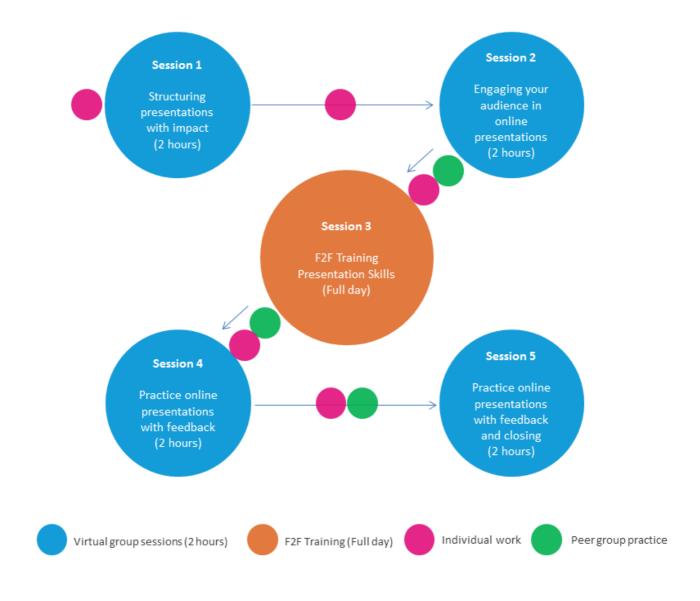
Upon completion of this training programme, participants will:

- Know how to prepare and structure high impact online presentations.
- Know the key differences between F2F and online presentations and how to leverage those.
- Be able to facilitate interactive and engaging online sessions (meetings and webinars), getting their point across in an interactive and engaging manner.



A3. High Impact Presentations with a virtual audience

High Impact Presentations - Blended option





A3. High Impact Presentations with a virtual audience

Face to face training session content

- Nonverbal behavior.
- Videotaped presentation practice with feedback.
- o Connecting with your live audience.
- Using your nerves to good effect.
- Dealing with 'difficult' questions.
- Experimenting with text and pronounciation

Individual work

- o Reading.
- Watching video clips.
- Preparing short presentations for practice.
- o Peer group learning.
- Participants meet virtually in groups of 3 to prepare and practice short presentations.

Included in this training programme

- o Real time experience of a dispersed team.
- State of the art research-based content from senior facilitators who have all worked and lived in multiple countries and are themselves members of a virtual global team.
- Opportunity to practice, learn from successes and mistakes in a safe environment, both F2F and virtual.
- A highly interactive virtual classroom (not a webinar environment) with a delivery team of two: a senior facilitator and a technical producer.
- Specialist guest speakers for specific modules.
- o Dedicated webpage for each group with all course information.
- o Access to recorded sessions up to 1 month after the last session.
- Book 'live connections' for each participant.



A3. High Impact Presentations with a virtual audience

High Impact Presentations - 'Virtual classroom only' option



Included in this training programme:

- o Real time experience of a virtual team.
- State of the art research-based content from senior facilitators who have all worked and lived in multiple countries and are themselves members of a virtual global team.
- Opportunity to practice, learn from successes and mistakes in a safe environment.
- A highly interactive virtual classroom (not a webinar environment) with a delivery team of two: a senior facilitator and a technical producer.
- Specialist guest speakers for specific modules.
- Dedicated webpage for each group with all course information.
- o Access to recorded sessions up to 1 month after the last session.
- o Book 'live connections' for each participant.



Very interactive –different from normal webinars- learned a lot about how to involve the audience. They did a good job in involving the class in discussion. The program was interactive and the time flew by. It was training but didn't feel like it (regional sales manager Austrian food company)



A4. Virtual meeting skills for individual contributors

Target audience

Professional facilitators, trainers and internal consultants and employees who participate in virtual meetings through any technology.

Learning outcomes

- Contribute to an engaging, friendly, and highly productive meeting environment.
- Apply the rules of virtual 'etiquette'.
- Use the annotation tools in an effective way.
- Handle the communication technology with ease.
- Apply skills learned to other virtual meeting platforms, such as WebEx, GoToMeeting, Zoom and Skype for Business (formerly MS Lync).

In addition, participants will be aware of the benefits of remote meetings and enjoy it more than before.

Programme overview



"Both facilitators were extremely well prepared and organised in presenting the topic in an effective manner." (Engineering company Switzerland)



A5. Virtual classroom producer

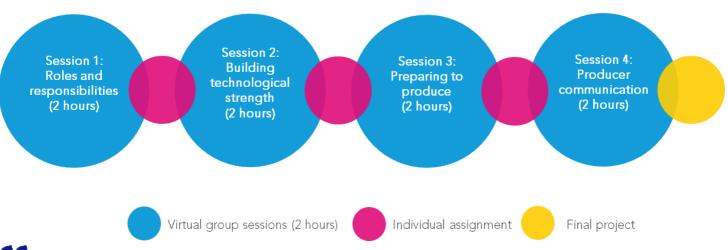
Target audience

Staff who are expected to prepare and support seamless delivery of online sessions. In this role, they support a presenter, facilitator or team manager who is responsible for the delivery of content.

Learning outcomes

- o Define the roles and responsibilities of the producer.
- Identify the primary technical and instructional tasks a producer takes on to support the facilitator.
- Identify the materials a producer needs to support the facilitator and the participants.
- Successfully produce an online session in cooperation with a facilitator.
- Provide technical and instructional support before and during the event Monitor the technical aspects of a virtual course, while keeping an eye on the input and engagement of the participants, as well as supporting the facilitator.

Programme overview



Thanks again to you and the team for the fantastic learning experience. I'm now a Nomadic fan! (Consultant, Singapore)



A6. Leading remote teams

Target audience

Team leaders, project managers and others who manage geographically dispersed teams, and need to achieve results over distance.

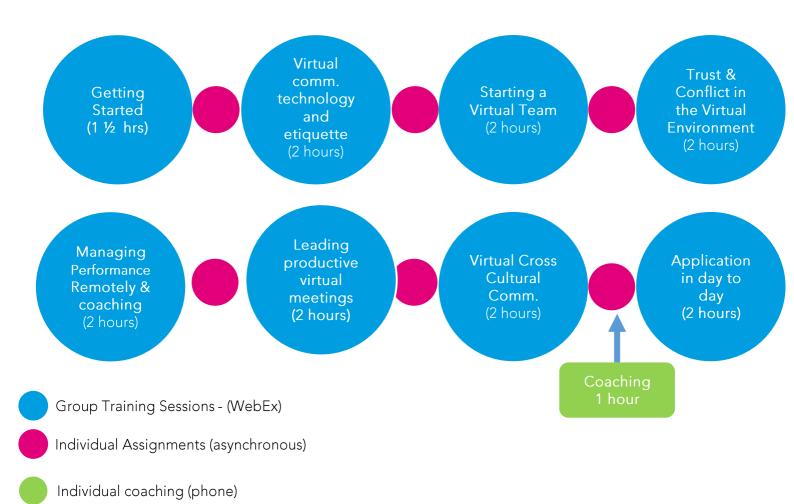
Learning outcomes

- Know the differences between leading a 'classic' team and a virtual team and be aware of their strengths and development areas as a remote leader.
- Know how to build a (new) team through communication technology.
- Be able to lead engaging, lively meetings that yield results
- Aware of the cultural complexities of an international team and how to leverage those
- Aware of the group dynamics of a remote team and how to influence that in a positive direction
- Know how to manage performance of remote team members and coach them
- Be able to generate improved results from virtual teams.



A6. Leading remote teams

Programme Overview





A6. Leading remote teams

Included in this training programme

- Real time experience of a virtual team, as a member and as its temporary leader.
- State of the art research-based content from senior facilitators who have all worked and lived in multiple countries and are themselves members of a virtual global team.
- Opportunity to practice, learn from successes and mistakes in a safe environment.
- A highly interactive virtual classroom (not a webinar environment) with a delivery team of two: a senior facilitator and a technical producer.
- Dedicated webpage for each group with all course information.
- Access to recorded sessions up to 1 month after the last session.
- o Book 'live connections' for each participant.

Group size: up to 12 participants.

I think it was a journey and just by being actively involved at every training session, we all improved our virtual communications skills and learned a lot of ways to improve communication in virtual teams.

(Operations manager at Danish manufacturing company)



A7. Influencing and negotiating in virtual space

Target audience

Team leaders, senior leaders, project managers, sales personnel – indeed anyone whose work involves stakeholder management, with a focus on influencing and negotiating.

Description

This online programme is designed to develop participants skills in influencing and negotiating at all levels, but with a particular focus on high-stakes conversations which require reflection and practice, and which pose specific challenges. Group size: up to **8 participants**.

The programme provides:

- Theoretical models for effective influencing and negotiating.
- A highly interactive, experiential approach to learning and skills development, tailored to individual needs and goals.
- A sociable and friendly setting where participants can enjoy four x 2 hour live training sessions in Nomadic's online classroom, supported by individual study, coaching and practice opportunities between sessions.
- One-to-one application coaching for each participant between the live online group sessions.

Learning Outcomes:

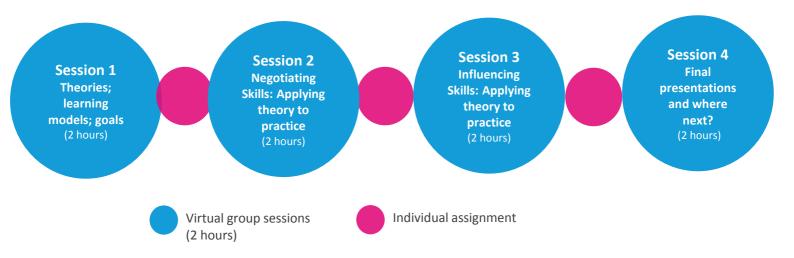
Upon completion, participants will have:

- Learned new skills, and be able to successfully apply them, when influencing and negotiating with colleagues and clients in face-toface and virtual settings.
- Gained understanding with a range of well-researched models in influencing and negotiating in high-stakes, challenging conversations.
- Significantly improved their confidence, self-awareness and effectiveness in managing any conversations which involve influencing and negotiating at all levels.



A7. Influencing and negotiating in virtual space

Programme overview



This has sharpened my negotiation skills and will go a long way in winning more opportunities for my company and will also bring quick bringing in of team members for any new initiatives (accountancy, US)



A8. Coaching skills over distance

Target audience

Team leaders, project managers and others whose job requires them to coach team members who are located remotely.

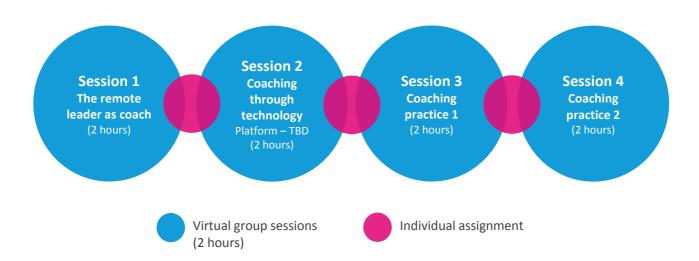
Description

The skilled remote leader knows how to chair and create an engaging, pleasant setting for a meeting where participants contribute, feel engaged and the task is accomplished.

Learning outcomes

- Aware that coaching remotely can be just as effectively as F2F.
- Knows how to leverage communication technology for an effective coaching process.
- Able to coach effectively online.
- Ability to positively influence coachees performance and development, over distance.

Programme overview





A8. Coaching skills over distance

Group size: up to 12 participants

Included in this training programme

- Real time experience of a virtual team, as a member and as its temporary leader.
- State of the art research-based content from senior facilitators who are executive coaches themselves working remotely.
- Opportunity to practice, learn from successes and mistakes in a safe environment.
- A highly interactive virtual classroom (not a webinar environment) with a delivery team of two: a senior facilitator and a technical producer.
- o Dedicated webpage for each group with all course information.
- o Access to recorded sessions up to 1 month after the last session.
- Book 'live connections' for each participant.



Fantastic Work Fredrik, Thank you. This is actually what we neededfiguring out what your group needs and adding value to their experience (business school programme director)



A9. Feedback across distance: giving and receiving

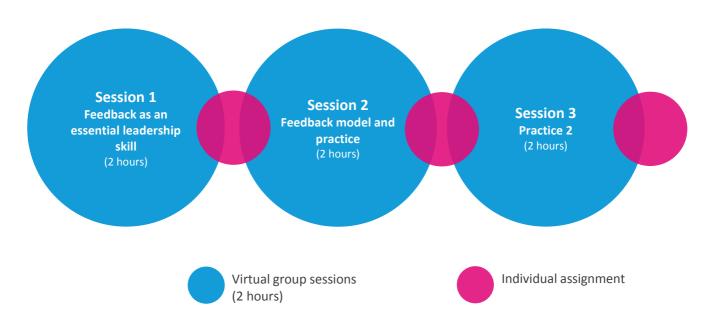
Target audience

Leaders and project managers who need to deliver feedback to manage others' performance and development

Learning outcomes

- Giving and receiving feedback in a constructive way.
- Recognize the importance and value of feedback in the workplace.
- Familiar with a concise and structured feedback model.
- Able to give constructive feedback that limits defensive reactions.
- Able to receive feedback and learn from it.

Programme overview



I am so glad I managed to get signed up for your workshop and to learn so much - at all kinds of levels (Consultant, France)



A10. Mastering Interactive Webinars (MIW)

Target audience

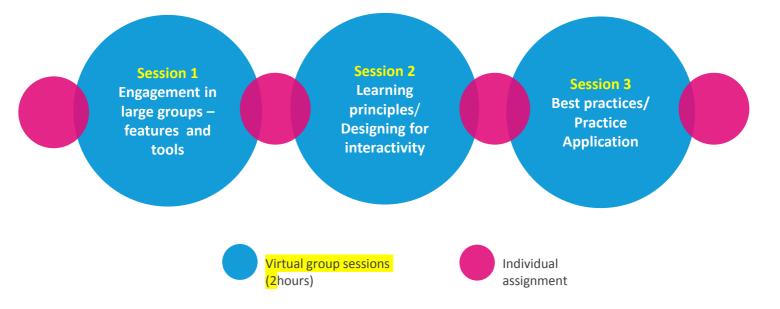
Many presenters dread facilitating webinars. The thought of managing a web platform with a mind of its own - or the threat of crashing software and the fear of not being able to manage a technical fault – all make facilitators nervous.

The MIW programme aims at preparing you to design and deliver online events (webinars) to a large audience interactively. This means you'll learn how to design effective interactive webinars.

Learning outcomes

- Giving
- o Facilitate webinars with skill and confidence
- Make the best use of the technology
- Create an engaging, friendly and highly productive webinar environment
- Increase the impact of your webinars

Programme overview







CROSS CULTURAL MANAGEMENT

B1. Cross cultural competence – communicating internationally

Target audience

Leaders and individual contributors who depend on cross cultural relationships to get the job done.

Learning outcomes

- o An increased level of cross cultural sensitivity.
- o An increased ability to build relationships and work effectively with others who are different from themselves (culture, gender etc.).
- An increased effectiveness as a team member of an international team.

In the workplace, the noticeable result of the training should be that the members of a diverse team are more able than before to accomplish their task effectively together.



'I have seen many cross-cultural training programmes, but this was the best one ever' (Training manager PWC Germany)



CROSS CULTURAL MANAGEMENT

B2. Cross cultural competence – culture specific business cultures

Target audience

Leaders and individual contributors who frequently connect with stakeholders or employees from a specific culture, and who are keen to increase their impact in working with others from that culture.

Learning outcomes

- An increased awareness of the cultural factors that contribute to building a successful working relationship with others from the countries presented in these modules.
- Know of 1 or 2 key differences between their own home culture and the target culture of the session and therefore be more skilled than before in building and maintaining a productive work relationship with others from these cultures.

Cultures

Argentina, Australia, Austria, Belgium, Brazil, China, Czech Republic, Denmark, India, Finland, France, Germany, Italy, Japan, Netherlands, Peru, Russia, Singapore, South Africa, Spain, Sweden, Switzerland, UAE, UK and the USA.



"They seem to have a lot of real-life practical experience in dealing with cross-cultural issues so they relate it to real life." (Beer brewing company, the Netherlands)





TFAMWORK

C1. Leading your team through times of stress

Group size: up to 12 participants

Business Imperative

Many leaders and individual contributors working in an international context are at the risk to suffer from work overload. Often working in multiple project teams and across time zones, the demand for their availability is high, also outside working hours. Technology enables efficient working across geographies and locations, but may also make it harder to disconnect. This type of a work environment may lead to increased levels of stress, burnout, reduced engagement and higher turnover. Leaders need to be aware of this trend and have the skills and tools to influence the working climate in a positive direction. They should also have to skills to increase their employees' resilience.

Target audience

Team leaders, project managers and others who are expected to lead people, either in the same location or at a distance.

Learning outcomes

After completing this training, participants will...

- Better understand the degree of influence they have on stress and overall health
- Be able to manage themselves and others in a stressful environment
- Know how to recognize signs of distress in themselves and others
- o Have developed the skill to address (mentally) unhealthy behavior
- o Know how to build a team where people support each other
- Have a plan to make a positive impact on how the team handles stress.

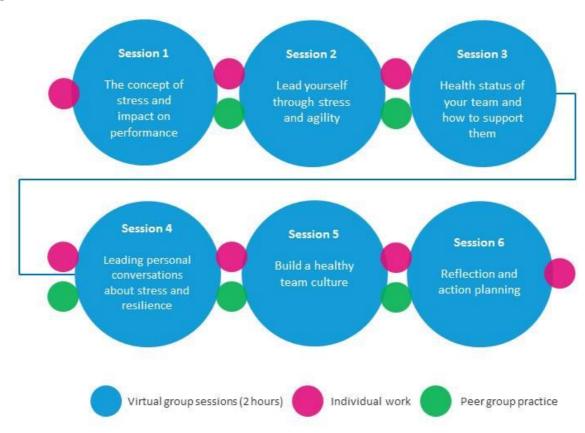
On an organizational level, this will lead to higher employee engagement, better performance, reduced stress-levels and a lower % of days off due to sickness.



TEAMWORK

C1. Leading your team through times of stress

Programme overview



Sample content

- o The impact of the industrial an digital revolution on our view of stress
- o The benefits of health my role as a leader beyond this program
- Stress management
- o The impact of technology on our health
- Burn-out prevention
- Role plays, best practices, peer learning in small groups and case studies



TFAMWORK

C1. Leading your team through times of stress

Included in this training programme

- State of the art research-based content
- Delivered by a 2 person team including an expert in the area of health, resilience and stress-reduction.
- A highly interactive virtual classroom (not a webinar environment).
- o Dedicated webpage for each group with all course information.
- Access to recorded sessions up to 1 month after the last session.
- A handout with a summary of the sessions and a list of further resources.



I should also highlight Nomadic IBP's outstanding contributions in helping us to hone a high-performing team that is wellequipped to consistently deliver high quality end-products despite the constant stresses and strains inherent in down-sizing at our site. (EMEA HQ of Japanese pharmaceutical company)





OTHER TOPICS

D1. Positive psychology and leadership

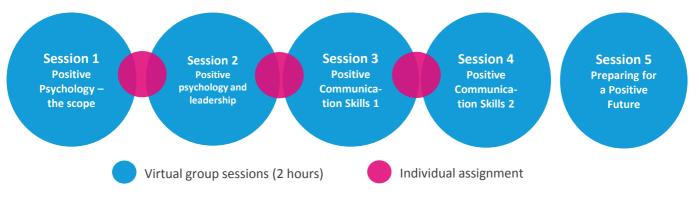
Target audience

Leaders of (virtual) teams who want to further develop their leadership skills.

Description

Positive psychology is a scientific approach to studying human thoughts, feelings, and behavior with a <u>focus on strengths</u> instead of weakness, building the good in life instead of repairing the bad, and taking the lives of people up to "great". This research has an important impact on how we view leadership and how we best lead our people towards greatness. In this programme we look at the research, we consider the impact positive psychology can have on our own work environment and we practice with new methods. The Programme combines knowledge from Appreciative Inquiry, Mindfulness and Positive Psychology.

Programme overview





OTHER TOPICS

D1. Positive psychology and leadership

Group size: up to 12 participants

Learning Outcomes

- Know more about recent studies on changing behaviour.
- Manage themselves, their employees and work processes in a more positive way.
- Be inspired to lead their team in a positive way.
- o Strengthened communication skills.
- Increased insights in how to manage behaviour.
- Hands-on strategies to help a team reach their goals.

On an organisational level, this programme should lead to better leadership, higher employee engagement, more resilience and happier employees.

Included in this training programme

- State of the art research-based content delivered by an expert facilitator on the topic of Positive Psychology.
- o A highly interactive virtual classroom (not a webinar environment).
- o Dedicated webpage for each group with all course information.
- o Assignments to practice the content in real live circumstances.
- o Personal feedback on communication skills from the expert facilitator.
- Access to recorded sessions up to 1 month after the last session.

Your questions, polls and suggested exercises were very varied and gave way to very interesting conversations. Again, virtual teams really learn about what they can do later when they meet on their own in terms of tools that foster creativity, or honest exchanges or open discussions about "hot" topics... I thought it is not only a training, it is also Coaching the team as they learn to be and meet in the virtual space... (Telecom provider, Germany)





E. Psychometric instruments

Please note that we offer these assessment as part of a training module, workshop, executive coaching or stand alone with a one on one debrief.

E1	Cross cultural assessments
Instrument	Purpose
TIP (The international profiler)	Assessing an individual's style in dealing with cross cultural situations
IRC (Intercultural Readiness check)	Assessing an individual's communication skills in a cross cultural context
ITTI (international trust in teams indicator)	Assessing the level of trust in international teams
Remote Leadership Checklist	Checklist for assessing competencies of remote leaders (virtual teams)

E2	Personality assessments
Instrument	Purpose
WPB5 (workplace Big 5)	Assessing personality on the big 5 factors. The most researched and validated personality assessment available
Firo —B (fundamental interpersonal relations orientation behaviour)	Assessing a person's interpersonal needs and how (s)he expresses those
MBTI (Myers Briggs Type Indicator)	Assessing a person's personality type
Hogan Personality Inventory	Comprehensive personality test with 3 parts: values, personality and derailment
CSI (Change Style Indicator)	Assessing a person's response to change (Conserver, Pragmatist or Originator)
TKI (Thomas Killman instrument)	Assessing a person's preferred approach to conflict
ISI (Influencing Styles Indicator)	Assessing a person's preferred and least preferred styles of influencing others



E. Psychometric instruments

E3	360° feedback We are certified in the use of 360° feedback instruments from the Center for Creative Leadership (CCL). A robust, thoroughly researched suite of 360 assessment with large, global databases behind them for benchmarking.
Instrument	Purpose
Skillscope	Feedback for supervisors and individual contributors
Benchmarks for managers	Feedback for middle managers
Benchmarks for Executives	Feedback for senior managers
Benchmarks By Design	Feedback instruments tailored to the competencies of the organisation
Voices	A comprehensive 360 feedback report from Korn Ferry, connected to the FYI book

Thank you, and thank you once again for a really fantastic three hours. I had 4 or 5 big light bulb moments during our session and I was reflecting on how little you "told" and how much you guided me to "discover" for myself. It was a truly awesome demonstration of active listening and coaching and I am going to follow that lesson closely in my future individual and group sessions with my team

(Head of legal, household equipment manufacturer EMEA).

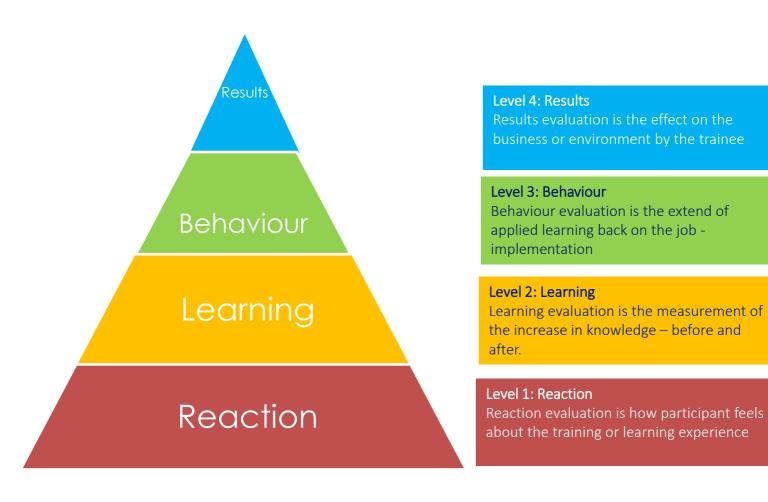




F. Evaluation

F1. Evaluation Process – Kirkpatrick Levels of Training

Kirkpatrick's Four-Level Training Evaluation Model can help you objectively analyze the effectiveness and impact of your training, so that you can improve it in the future. At Nomadic IBP we focus on Level 3 (Behaviour) as we believe it is important that all parties involved can measure the effect of the training (participant and company).



NOMADIC IBP CONTACT INFORMATION

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