

Selected Personal References & Contacts

for Mag. Erich Platzer MSc (born 10.09.1973)



Reference Categories: OD...organizational development / LD...leadership development / TD...team development / CO...Coach / ME...Mentoring



Piotr Morek

Sales Support Learning Systems Poland
Former Vice President / CEO of CBB, Krakow
piotr@morek.pl

OD TD

Experiences with Erich

- Conceptual Design, Build up and Start up of Telebanking Service Center for CBB
- Organisational Development of Service Center

"Despite of Erich's young age, his experience in consulting especially in the area of contact center - in detail - mapping, verifying and implementing business processes proved to be very high. Project run under his responsibility was implemented on-time - taking into consideration companies situation (legal merger) and complexity of implementation (banking contact center for over 200 seats) was a huge success."

Service Category: Business Consultant
Year first hired: 2001 (hired more than once)
Top Qualities: Great Results, Expert, On Time



Mag. Petra Fichtinger

Head of Customer Service bwin.party

OD LD CO ME

petra.fichtinger@bwinparty.com / +43 664 82 19 753

Experiences with Erich since 2005

- Customer Service Merger (Reorganisation and Integration of 3 international CS locations (2005-2007))
- Customer Service Reorganisation (2007-2008)
- Customer Service Team Leader Development (2008-2012)
- Personal Coaching



Mag.a Gabriele Ambach MPM

Head of Citizen Service, City of Linz
gabriele.ambach@mag.linz.at

OD TD CO ME

Experiences with Erich since 2004

- Conception and Implementation of Teleservice Center for Citizens (2004 - 2005)
- Team Development in Teleservice and Citizen Service Center (2005 - 2012)
- Personal Coaching



Mag. Wolfgang Neuhauser

Leiter des Teleservice Center Magistrat der Landeshauptstadt Linz

OD TD CO

wolfgang.neuhauser@mag.linz.at

Experiences with Erich since 2004

- Conceptual Design, Build up and Start up Teleservice Center of City of Linz
- Team Development
- Personal Coaching

“The Teleservice Center of city of Linz is up and running successfully since 2005. From 2004 on Mr. Platzer was a reliable and inspiring sparring partner and project manager in shaping the idea until real-production and is still a valued service provider for us.

The conceptual work and preparation for a successful launch were done professionally and in time with extraordinary quality. Quality related to hard facts e.g. head counts, software, hardware, contact center solution as well as more challenging success factors e.g. service philosophy, team spirit and culture. With each project or impulse with Mr. Platzer and his partners a measureable step forward could be achieved.

My employees got and have a customer focused mindset, high identity with their job and mostly fun at work. For me personally a clear indicator of professional support of Mr. Platzer and his team.”



Mag. Markus Gegenhuber MSc
Systema Human Information Systems GmbH
Leader Service Unit Project & Service Management

OD LD CO ME

markus.gegenhuber@systema.info / +43 664 54 29 638

Experiences with Erich since 2006

- Trainer and coach in courses of Platzer Consulting and ESBA
- Support in development of PM-Competences (project methods, PM certifications, social and self competences) for 50+ project managers and some project coaches with ESBC

“I personally was one of the first certified project managers in his moving projects courses in 2006. Quality of training and support on certification preparation was outstanding and individual. Erich Platzer supported us from 2007 on to expand our project management skills and consulting approach onto a professional and state of the art level. First in basic project management skills then by extending soft skills into our project management work. The support of Erich and his partners helped us to win more and more public tender processes and deliver more project in time, quality and with satisfied customers in challenging industries like public and health.

I am connected to Erich since our studies at university as well regarding some important values in business life e.g. the human success factors and how to increase awareness and impact of them. He was a personal coach for me. In some sessions he helped to refocus and reprioritize my professional career.”



Dipl.-Betriebswirt Wolfgang Schneider
42virtual Business Services GmbH, Owner & CEO

first manager

wolfgang.schneider@42virtual.com

Experience with Erich from 1995 till 2001

- Development of Center of Business Process Management & Workflow for Unisys in Austria and Germany
 - Development of European Center of Excellence for Business Process Management & Workflow for Unisys Europe
 - Project Executive for various projects at Unisys
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Ing. Werner Moser MSc

Head of Development Six Card Group

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CO lecturer

Experience with Erich since 2007

- Participant in courses of Erich at Platzer Consulting and ESBA (PM certifications, social competences, project coaching, MSc Coaching)
- Personal Coach

„In 2007 I was looking for a PRINCE2 Certification provider. The course director Mr. Erich Platzer was a valuable listener and sparring partner that time. His way of consulting and teaching led me to sign up for more courses with the ESBA – first PM Intensiv course with a strong focus on “social and systemic competences and approaches”, then finally for the MSc in Coaching. Mr. Platzer was a reliable partner, coach and mentor for me especially in challenging times with my master thesis.”

I want to mention a few very special talents of Erich. He has a very engaging style enabling to leave comfort zone, try some new methods and develop my own style of coaching approach. He strongly supports self-responsible learning and development. I had the chance to work with Erich as a Coach and Mentor. I learnt a lot from him as an authentic role model thus developing my own authentic style.“



Ing. Folkmar Alzner

Former Board Member STRABAG AG (1966-2000)

Head of Supervisory Board Evang. Diakoniewerk Gallneukirchen (von 1992 bis 2012)

personal mentor

folkmar@alzner.org / +43 664 260 6579

Experience with Erich since 2009

- Personal Mentor and sparring partner for Erich

“You are for me – since our first conversation – a fascinating and interesting sparring partner, because you...

- reflect your purpose and meaning in life
- think in depth, while maintaining overview
- are aware of your emotions in your fact-based thinking, you are “human”
- are interested and open for new ...
- have taken responsibility in your early career, becoming self employed at a young age
- finding your way in demanding international markets
- continuously learn from your experience,
- shape and engage others,
- are tenacious in achieving things important to you,
- you pre-invest in ideas and provide trust from the beginning
- are honest and cooperative, but demanding where needed
- realize and are aware about importance of a happy, successful and satisfactory life with balance of your job and your family and kids”



Ing. Heinz Burger MSc

CO lecturer

Systema Human Information Systems GmbH
Project-, Product-Manager, Leader Business Unit Datawarehouse

heinz.burger@systema.info / +43 664 35 75 348

Experience with Erich since 2006

- Participant in courses of Erich at Platzer Consulting and ESBA (PM certifications, social competences, project coaching, MSc Coaching)
- Personal Coach

“We got to know each other – Erich – when we searched for a project management training company. As a coincidence we found moving projects. I was and I am still very impressed the way you deliver your workshops and trainings. I am aware that I was a demanding and challenging customer and in each challenging situation both together found ideas and ways to solve it.

Erich, you motivated me to sign up for the Project Coach course as well as the Master course (MSc) – a big step in my career. I thank you a lot for that. I will remember our coaching sessions, how you helped me to develop and find ways to apply it in my job and my master. With your support and your way to find ways to stretch boundaries I successfully completed my master in time.”



Dipl.-Psych Nicola Wreford-Howard

LD CO

Strategic OD Consulting, Coaching, Leadership Development
Former Board of Directors, International Society for the Psychoanalytic Study of Organizations.

nicola@wreford-howard.net / +31 6 24 31 33 83

Experiences with Erich since 1999:

- Colleague, friend and mentor in various contexts
Unisys leadership & competency programs (eService consultants, certified holistic business process consultants)
- bwin customer service team leader development (3 locations, 15+ nations, 2 groups 25 teamleaders from 2008 - 2012)



Dipl.-Psych. Tobias Tschöp

Owner Wexelkurs Managementberatung GbR

tobias.tschoep@wexelkurs.de / +49 177 888 94 75

Experience with Erich since 2004

- Business Partner and Friend
- Conceptual development, sales and delivery of various competence modules e.g. Professional Attitude and Behaviour in Leadership with focus on “natural competences” and experienced-based learning in nature

*“Dear Erich, When did we get to know each other? I think it was 2004, the time you participated in the Organisation development course in our company. I observe you continuously learning although you have developed profound competences in your age (management, leadership, communication, entrepreneurial ... and some more to mention)
I want to share some things about you personally. It is fun to work with you, you are an inspiring person. Thinking about our product “professional mindset and behavior”. Unbelievable what we achieved in such a short time. You don’t talk, you do, you engage, you convince, you decide, you involve people for ideas and you find your way to make it happen. You are one of a few persons I know focusing on values as a key element. I trust you.”*
