

Klaus Schuster



Klaus Schuster Management Consulting

Founded 11/2006

Many managers dream about it ... I made my dream come true: After a career in management, I started my own consulting company based in Slovenia's historic capital Ljubljana. Since then I have been a consultant, trainer and coach for executives at all management levels and their employees in all German-speaking countries and the entire ex-Yugoslavian region (more at www.schuster.si or www.ksmc.si).

Združenje Manager

09/2007 – 11/2010

As a board member of the Slovenian Managers' Association, I played a leading role in setting up the Foreign Managers' Section and became its first President.

Volksbank Serbia

04/2003 – 10/2006

The Austrian Volksbanken took over the Serbian Trust Banka in 2003. As project leader, I developed the strategy and supervised the legal conversion of the bank into the Volksbank Serbia. I subsequently became a member of the executive board, with about 150 employees, taking charge of organisation, IT, branch development, controlling, product management, marketing and human resources.

Volksbank Slovenia

12/2001 – 04/2003

After serious financial damage caused by some employees of the bank, the Austrian Volksbanken sent me in as a troubleshooter. Having successfully accomplished this mission, I became a member of the executive board there, with responsibility for about 40 employees and management of the back office, organisation, IT and controlling.

Austrian Volksbanken

04/2001 – 11/2001

I laid the foundations for my management career with a number of projects, one of which was the merger of the private customers department of the Austrian Volksbanken AG and the Volksbank Vienna.

Volksbank Mürztal-Leoben

09/1992 – 03/2001

This is where my banking career began – first as a loan officer, then head of the credit department and finally as assistant to the executive board. In between times I was also director of the first local radio station in the Upper Styrian region of Austria: Our bank had financed the foundation of the radio station and when the designated director dropped out, guess who they called in to pull the chestnuts out of the fire?

The early years

09/1978 – 08/1992

I originally started out as an apprentice to an old-established electrical retailer and made a rapid ascent to branch assistant, then branch manager.

My formal qualifications

When managers, human resources managers, board executives and company directors hire me for consultancy projects, training, coaching or lectures these days, it is not primarily because they need a lecturer, but a person who has practised what he preaches. They want someone who has trained and coached people for years with obvious success ... someone who rolls up his sleeves and tackles things head on. I still have all the formal qualifications, of course, such as the obligatory MBA from the IEDC BLED International School of Management, and am also a certified International Project Manager of the University of Graz, a trainer in the retail trade and – a key point for a boy born and bred in the Alps – an Austrian ski instructor.

Publications

"11 management sins and how to avoid them. How managers rob themselves of their career, mind, marriage partner and fun". Redline-Verlag, ISBN 978-3-86881-038-7

"The Cheeky Bird Catches the Worm. 7 surprising management principles for courageous managers". Redline-Verlag, ISBN 978-3-86881-272-5

My column "Schuster on Management" appears regularly in the Slovenian business newspaper FINANCE