

# Working with Spiros Serpanos

## Testimonials and kind words

We have used Spiros for conducting training and seminars for our personnel at different levels, from retail territory managers to Sales and Marketing Managers, to General Managers of our affiliates, all to our full satisfaction.

Spiros not only brings specialized knowledge of various fields in our sector of activity, but is also a great motivator. He succeeds in making the participants in his courses / seminars see the big picture and how they can influence it. We have had positive feedback every time, and are sure we will continue to do so in the future as we continue to seek Spiros' support in taking the performance of our personnel to a higher level.

[Ibrahim Bugaighis - Chief Executive Officer, Libya Oil Holdings Ltd. - Tamoil Africa Holdings Limited](#)

Thank you so much for giving our students such an outstanding opportunity with your seminar on "Business Communications for Personal Influence and Impact". You have made a difference in their lives. This seminar gave them an experience that most graduate students never receive.

[Lisa S. Coico - President - The City College of New York](#)

"Terrific day with Spiros Serpanos, who delivered great insights on leading remote teams to our Seattle IMS group today. Thanks Spiro!"

[Bill Woods – IMS Chairman – Seattle, WA, USA](#)

"Mr. Serpanos is a great speaker, not felt bored for a second! - He made the program - A very gifted instructor - Amazing person, very influencing and always with good control / interaction with audience - Spiro(s) communicates well and has an enormous amount of experience - A very inspiring facilitator - He had many interesting and real life stories that brought the subject to life - Many relevant anecdotes; very enjoyable whilst getting the message across - Impressive experience, good and convincing examples, stressing the importance of ethics and relations in negotiations with practical examples."

[MCE \(Management Centre Europe\) – Brussels - Training workshops participants](#)

"Mr Spiro(s) Serpanos has been successfully teaching two Executive MBA courses for our University branches in Hanoi and Ho Chi Minh City: "International Marketing" and "Managing Commercial Alliances". He has demonstrated excellent communication and presentation skills and transmits the subject matter to the students with clarity and professionalism."

[Professor Thiem Ton That Nguyen, PhD Programs Director - Vietnam National University - Hanoi](#)

"I have known Mr. Serpanos for a number of years as Director of Technology and Production Coordination in BASF. Spiro(s) has advised me on a number of occasions related to selecting and developing teams, sourcing the proper training support and providing fresh ideas in dealing with team performance challenges. I am confident that his performance in assisting your company will match the quality of support he has provided for us, and will be a positive asset to your programs. "

[Dr. Hans V. Schwarz – BASF - Director Project POLYPLEX – Germany](#)

Dear Spiros,

Thank you for the workshop on Leading Dealer Networks here in Nairobi. Your energy and enthusiasm was contagious. Thanks you for not only training the team but for inspiring them to do their best too. We will certainly do our best to sustain the momentum.

[Millicent Onyonyi - Sales & Marketing Manager - LIBYA OIL KENYA LIMITED](#)

"Dear Spiro, on behalf of the Hellenic American Union and Business Management Consultants, I would like to thank you very much for your contribution to the 4th Int'l Athens Conference on Project Management Best Practices, as a key note speaker.

Your session, according to the evaluations, was one of the most interesting and interactive ones in the conference."

[Eleni Tsirigoti - Co-ordinator /Operations & Vocational Training - HELLENIC AMERICAN UNION - Athens](#)

"Thanks again for a successful project completion and look forward to working again soon.

The COPEC team in Chile was very pleased with the outcome of the "Best Practices in European Highway Service Stations Investments" study

[G. \(Jeff\) M. Murphy The Murphy Group LLC – COPEC Petroleum Chile - Consultant.- VA - USA](#)

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“Besides being a joy to work with Spiro(s) as a colleague in our Antwerp and Brussels campus, Spiro(s) is a very knowledgeable person with a great corporate experience and is able to present creative ideas in class.”  
[Patrick Martin – Dean -The International Management Institute - Brussels](#)

“Many thanks for your help this week. Your sessions on Leadership and Conflict Management were extremely well received. I look forward to working together again soon”.  
[David Demetrius - President, Emadin SA – Brussels](#)

“Dear Spiro, Thank you for coming to KIMEP in Almaty this summer, to teach the International Marketing course. I hope to see you back again next year (or earlier).  
The results of the teaching evaluation were very positive: 4.89 out of 5.”  
[Ronald Voogdt - Dean International Relations and Summer Programs  
Kazakhstan Institute of Management, Economics and Strategic Research \(KIMEP\) – Almaty, Kazakhstan](#)

“Dear Spiro, I would like to thank you a lot for a number of valuable advices I received from you in the recent 2 years. Your exclusive professional experience in marketing and international management and great communication and mentor skills ensure a unique combination of academic and practical approach.  
Always happy to work with you.”  
[Bulat Subaev - CEO LUKOIL Belgium N.V.](#)

“I know Mr. Serpanos for several years during his global corporate career. I am fortunate to work with him recently on issues relevant to multicultural business challenges, and MBA course development and delivery. I have been impressed by his extensive international work experience, assertiveness in dealing with cross-cultural backgrounds, and ability to energetically and enthusiastically deliver presentations in workshops and classrooms. His ability to deliver first rate academic teaching, blended with examples from his extensive work experience, makes him a valuable faculty member. “  
[George C. Anayiotos, Senior Economist - International Monetary Fund, and Adjunct Professor – George Washington University – Washington DC – USA](#)

“I have been associated with Spiro(s) Serpanos for over 20years. While on various international assignments over this time, Spiro(s) was also involved with the markets in Africa and worked extensively with many country managers across the continent, inclusive of training and developing the region’s teams. Spiro(s) is second to none. The vibrant delivery of his training sessions results in a very rewarding experience for all participants.  
The history of our company in Africa would not be complete without a mention of the significant role Spiro(s) played in developing our people”.  
[Tunji Oyebanji – Chairman/Managing Director, Mobil Oil Nigeria plc](#)

“I have met Mr. Serpanos as a colleague in a teaching assignment in Kazakhstan. I found him to be a great speaker and a very dedicated teacher. Spiro(s) communicates very well and brings real life business situations to support his messages in class.  
He engages his audience, and his students were very happy with the way he explained complex International Marketing concepts using real “doing business” stories and examples”  
[Ramon Boixados, Professor at ESIC Business School, Madrid, Spain](#)

“Spiro(s) Serpanos comes with both extensive knowledge of business in general but also about business the way it is transacted in Africa. His extensive experience with ExxonMobil both in the Middle East and Africa (and other places in the world as well) make him eminently qualified. In addition, he has a great ability of not only communicating this information but in engaging the audience in his presentation both in terms of raw skills but also in team performance.  
They say Africa is different but I have seen Spiros take Western business logic and weave it into the African context with the result that the audience is both well trained and enthusiastic converts.”  
[Robert \(Bob\) Paterson – CEO Roy Hauliers Ltd – Nairobi Kenya](#)

“I met Mr. Spiro(s) Serpanos almost 10 years ago and have had the privilege to know him both on a professional and personal level. Spiros character, integrity and people skills are some of the traits, among many, that he brings to the table in any relationship he gets involved, be it work or just friendship. Spiros great communications skills, authenticity and real life experience in business, plus his extensive multicultural background and ability to connect at any level with people from different cultures, nationalities and

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personalities, make him an invaluable resource for any company, but specially for those companies that want to do business globally.

Mr Serpanos common sense, business savvy, practicality at approaching things and his endless enthusiasm and energy are competences that anybody that is starting his or her professional life would benefit greatly from learning."

[Estuardo Trujillo - Latin America Pricing Manager and Guatemala Lead Country Manager - Esso Standard Oil Guatemala](#)

"I am the owner of a rapidly growing market research company in the USA. We have been listed 6 times with Inc. Magazine as one of the nation's fastest growing private companies. When I was looking at taking my company international, I was referred to Mr. Serpanos by one of my largest clients, Exxon. We met in New York and had many discussions. He also visited with me at my office in Ohio at a later date. I found Mr. Serpanos to be an unbelievable leader, advisor and mentor. I would recommend Mr. Serpanos for any initiative.

I personally guarantee he will be effective and will be admired by all parties involved. Please call me at any time to discuss"

[Michael Mallett CEO/President Corporate Research International Findlay Ohio – USA](#)

"Spiros Serpanos and I worked closely for several years in formulating and implementing the all important sales strategy in a highly competitive market for the marketing of Mobil's mineral and synthetic lubricants throughout the United Arab Emirates (U.A.E.).

In a short span of time, Mobil's synthetic lubricants became a market leader in the U.A.E.

Spiros' exceptional ability in understanding the diverse cultures and nationalities in the U.A.E., skills in building and maintaining professional relationships, and unique competence in recognising and developing local talent to lead teams, were decisive factors in the Company's success.

Should a prudent and pragmatic Organisation be looking to surging their business and nurturing their people and growing their careers, the gentleman they should seek in attaining their goals is Spiros Serpanos."

[Filipe A. Colaco \(retired Sales Manager of EMA Lubricants Co.Ltd. - a Gibca-ExxonMobil Joint Venture, Sharjah, U.A.E.\), Proprietor of Casa dos Colacos \(a premium venture in the hospitality sector\), Bernardo da Costa Road, Margao, Goa, India.](#)

Dear Spiro, thank you for your mail and the additional information on the subject matter of the course in Leading and Remote Multicultural teams.

It was a real pleasure to participate in your very interesting workshop, and I will be sure to be in touch if I have any further questions. And I'm looking forward to potentially working with you again in the future!

Kind regards from Munich, Mit freundlichen Grüßen / Kind regards,

[Leonhard B. Scheitzach | Manager EMEA Sites - DISCOVERY Digital Media – Munich, Germany](#)

I spent almost 4 years with Mobil Oil Corp in Dubai & its Joint Venture in Jeddah, Saudi Arabia. I worked under 5 different bosses as I progressed but reporting to Mr Serpanos was the most challenging & rewarding.

What I learnt under his supervision and leadership helped me plenty in starting & developing my own business. When you work with him, you will understand exactly what I'm trying to write.

[Zainal Dewji, CEO & Your Personal Jeweller – Dubai UAE - Jewellery Designing – Gemmological Institute of America \(GIA\) New York - Graduate Gemmologist \(Diamonds & Gem Stones\) - GIA California, MBA SNHU](#)

Mr. Spiro(s) Serpanos and I worked together last summer at the Kazakhstan Institute of Management and Research located in Almaty, Kazakhstan teaching a few respective courses, in which we had common students.

The students frequently commented on what a wonderful professor he was. His lectures were truly enjoyable, and his energy and real live experience stories from his many years in the business world, made the subject matter relevant and convincing.

He is genuine, focused, sociable, affable, very knowledgeable, and teaches with a lot of "natural" passion.

[Alp Malazgirt Ph.D - International School of Business - WOOSONG UNIVERSITY - Daejeon, South Korea](#)

Dear Spiro, It's been a pleasure to attend your "Negotiations training" in MCE Brussels. You're a great speaker, talented teacher, and what was the most useful for me – great amount of actual business cases from your past work in Mobil.

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Thanks to your efforts, the whole class was very much engaged throughout the workshop and felt really inspired by the end of 3 days. Best regards,

[Daria Dmitrieva - Global Shell Rimula Brand Manager - Moscow, Russia](#)

Dear Spiro, Your training was invaluable ... just last month, out of her own initiative, one of the Territory Managers (Diana) put together a seminar for her dealers to discuss with them her strategic plan and it was an excellent session of sharing ideas on how to move the business forward!

She said she was inspired from your workshop, and now we want the rest of the team to do the same.

[Mark Musembi – Sales Manager – OLibya - Kenya](#)

Dear Spiro,

I would like to thank you for a great collaboration and your overall contribution in our joint training effort, in Athens, this summer. (“Leading Sales Teams” and “Business Negotiations” for the INTERAMERICAN Insurance Group of companies)

Your efficiency and flexibility, as well as your pleasant personality were key factors towards our client satisfaction.

[Georgia Dede, Vocational Training Coordinator, Hellenic American Union – Athens, Greece](#)

Dear Mr. Serpanos, I would like to thank you for the Cultural management (and development - if I may add) course that I attended. It is a fascinating session for opening a whole new world of culture, people, philosophy, and behavior patterns. .

Your knowledge, experience and ability to help us apply this to our practical lives are amazing.

I learnt new things about people that I never knew and things about new people that I will meet.

I am already looking forward to your next course!

Please do let me know if you giving any courses in Belgium or Holland. I would really like to participate.

[SONALI MEHTA - The Etiquette Company - \[www.sonali-mehta.com\]\(http://www.sonali-mehta.com\) – Antwerp, Belgium](#)

Dear Spiro, Thank you for a very interesting and engaging seminar last week!

Your corporate experience was such a nice fit with last week’s seminar “Leading and Working with Remote Teams.” And you did such a nice job as a facilitator/instructor.

Warm Regards,

[Keri L. Smith, SPHR - Director, Leadership Development & Organizational Effectiveness, Intermec Technologies Corporation – Seattle WA](#)

We are a company based in Almaty, Kazakhstan, involved in Petroleum Products (Fuels and Lubricants) marketing and distribution.

Mr. Serpanos’ advice on how to grow and develop our business has played a very significant role in our success.

His long experience in the sector has been immensely valuable, and we are thankful for his guidance in establishing the right expansion strategy, managing the market risks, selecting the right partners and customers to support our expansion plans and training our teams to handle the increased workload and new responsibilities.

We recommend Mr. Serpanos’ services to any business seeking fresh and original ideas for growth and profitability.

[Ishat Khalit – CEO - Oil Trade Group – Almaty, Kazakhstan](#)

I know Mr. Serpanos for many years, as we have also worked together for Exxon-Mobil in Africa. He is focused and committed to excellence, a real outstanding sales and marketing educator.

He has a positive and can-do attitude with his team; always ready to communicate with style and enthusiasm, ready to share and expand his experience, and eager to introduce new concepts and creative sales techniques for new business.

I would recommend Mr. Serpanos to any firm /organization looking for original ideas to train and motivate working teams.

[Mr Driss ASSEKOUR - Africana Corporate Services Retail Head - OLibya African Operations – Casablanca, Morocco](#)

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Mr. Serpanos has delivered a very well-received workshop for IMS Brussels on “Leading Remote and Virtual Teams.

The participants came from many well-known global organizations, and their ratings on presentation and content were “excellent”.

Mr. Serpanos’ global work experience and real-life examples linked to the content of his workshop, enhanced with his energetic delivery and participative style, were key success factors of the event.

I confidently recommend Mr. Serpanos to facilitate similar corporate training workshops.

[Robert Rogers - Chairman, Institute for Management Studies \(IMS\) – Brussels](#)

Dear Spiro, Thank you so much for your seminar!

I took away many great tools for coaching myself and my team. I really appreciate your enthusiasm for helping others become better leaders.

I also made lots of contacts and have received emails, from others in the class, of success stories and tools they have used in the past.

Thanks again and safe travels!

[Ninfa Anello – NORDSTROM – Seattle, WA. - Retail Director Cosmetics](#)

Dear Mr. Serpanos, I would like to extend my hearty appreciation and thanks for your special trust, interest and support in helping me develop my business in Vietnam over the past years.

I do expect to receive more of your kind support, experience and advice in 2012 and in the years to come.

Sincerest and best regards,

[Nguyen Ngoc Dinh - President & CEO - Recipient of the "Entrepreneur, Vietnam Gold Business" award in 2011 - VIMAT CORPORATION - Hanoi, Vietnam](#)

Over the past five years, I have sought advice and assistance from Mr. Spiro(s) Serpanos with respect to a broad range of international strategic and management issues.

My own firm provides international consulting services, as an outgrowth of my having previously run the US financial businesses of Schroders, Limited, a leading international merchant bank.

I found that Spiro’s multi-cultural background enables him to provide an unusual depth of both insight and sensitivity to the issues upon which we have worked.

Profiting from his many years of executive experience at Exxon Mobil and his having resided and worked in a number of developing country markets, Spiro has always been able to provide penetrating, practical and professional assistance regarding all the matters I have brought to his attention.

His counsel has been valuable, whether focused on the needs of developed market companies, seeking international expansion or developing market companies, seeking to integrate themselves in the broader global economy.

[Mark Maged – Chairman - MJM Associates. - Norwalk, CT - USA](#)