



About us

“One moment of insight is often worth more than a lifetime's experience.” – Oliver Wendell Jones was an American physician, poet, professor, educator, and author

JOHAN VOOTS

“34 years have passed since I entered the job market, in that time I have gained experience in various roles in which I have worked, as a dependent worker, as a freelancer, running my own company (24 years) and as an employer for over 100 employees (12 years).

These experiences have given me a broad and clear vision of conflicts, as I have experienced them myself from different positions or roles, so I understood the importance of maintaining good interpersonal relationships, finding solutions in case of absenteeism, organizing the business and conflict resolution using sound and respectful communication. The higher the quality of the communication, the more solution options I had.

Now that the last link in the work life, mediation, has become a full part of my private life, it is time to integrate it into my life, as a work activity, for which I have prepared, studied and did not give up until I register with the MFN (Mediation Federation Netherlands) had achieved.

I am pleased to be able to offer a quality conflict resolution option based on my work experience and specialized studies. To have this as a full part of the package of tools and solutions in the approach in all parts of recruitment, staff retention, tackling absenteeism, training and improving opportunities in the field of Employability workforce and exit – and other conflict solutions through. to pursue improvements in communication between the parties.

In these times it is more important than ever to work with partners who fit in with our philosophy and who supplement in terms of knowledge and expertise what we do not have in-house. We are also very selective in choosing parties that we work with across the country.

We want to unburden employers and do so with heart and mind. Empathy is part of this for the employer, employee and stakeholders. We believe that our clients simply require expert HR advice and support, whereby their employer risks are appropriately framed by us in an optimal policy! ,’ said John.

PATRICIA PINTO

In addition to Johan Voots, Ms Pinto works as a legal advisor and mediator for Smart Capacity. Her years of experience as a lawyer in various disciplines in private law and mediation and an extensive Spanish business network offer Smart Capacity absolute added



value in solving occupational health and legal issues in a timely manner. "As a lawyer and extrajudicial mediator in Lima-Peru, I bring with me an enormous wealth of experience. At the table, this offers even more possibilities for arriving at a solution. Especially now that the Netherlands and European community has a multicultural composition, my background helps to find solutions in intercultural issues. The intercultural issue, both heard and present in different domains: work, social, family, etc. Every culture has its own mental software and it may be the case that, even after much trying, the parties continue to feel misunderstood, making conflict resolution blocked and prevented. Patricia understands this very well, as her specialization comes from her own experience, this tool will help to improve the quality of communication between the parties, always maintaining the golden rule of impartiality."

OUR MISSION IS YOUR AMBITION

At **Smart Capacity**, job placement is more than just filling a vacancy. A company is made by the people who work there. The spirit of the company must be supported by its employees in the joint pursuit and desire for quality, sustainability and continuity. Whether it concerns **career coaching, recruitment, headhunting, salary administration, compensation, file structure for a dismissal request or guidance on sickness benefit / gatekeeper, 2nd track or outplacement**, at **Smart Capacity** every issue always starts with an extensive analysis and screening of your organization and its products or services. . Necessary to advise you correctly and appropriately.

"My and Patricia's business background means that our clients appreciate this integrated approach and often consult us as a sparring partner for their personnel issues. That makes my work even more exciting', says Johan Voots. **Smart Capacity** believes that with a good balance between employer and employee, optimal quality, commitment and satisfaction are achieved. Together with you as a client, **Smart Capacity** therefore starts with a clear brainstorm about your HR issue. With a realistic and professional view so that we can achieve the desired end result or more for you and your employees.

VISION

The method and ambition of **Smart Capacity** is people-oriented at bringing employer and employee together, in the right balance and synergy for both parties by providing tailor-made solutions for clients as a fully-fledged sparring partner and cooperation partner. "We achieve this by providing a complete series of seamlessly connecting services, aimed at **career coaching, recruitment or headhunting** up to and including the development of integrated HR advice. It has become apparent that, as an external agency, **Smart Capacity** is able to compare and weigh multiple interests more quickly and effectively with the objectives formulated together in advance. In this way, complementary to a better HR policy and more effective communication, resulting in better returns, less absenteeism and satisfied employees.

Welcome to this site!

Team Smart Capacity