

*Here we go!*

# KICK OFF NEW HEROES





# What can you expect?

*Today*

- *The how and why of New Heroes*
- *Personal development*
- *New Heroes in (your) real life*
- *Do it yourself*



# CHANGING WORLD



**V**

**VOLATILITY**

Unexpected  
fast  
developments

**U**

**UNCERTAINTY**

More surprises,  
less  
predictability

**C**

**COMPLEXITY**

A lot of available  
information,  
a lot of  
cohesion

**A**

**AMBIGUITY**

Ambiguity,  
cause and  
effect  
less clear



# TASK

*Let's discuss...*

## **Question 1**

*Which developments and changes have an effect on your company?*

## **Question 2**

*How do you think courses can help to reach success?*



# WHAT IS REQUIRED FROM YOU?

**ADAPTABILITY**

**SOFT SKILLS**





# WHAT HAVE WE GOT SO FAR?

1. *Soft skills are important in a changing world*

*But we also know that:*

2. *Changing your behaviour is not that easy*

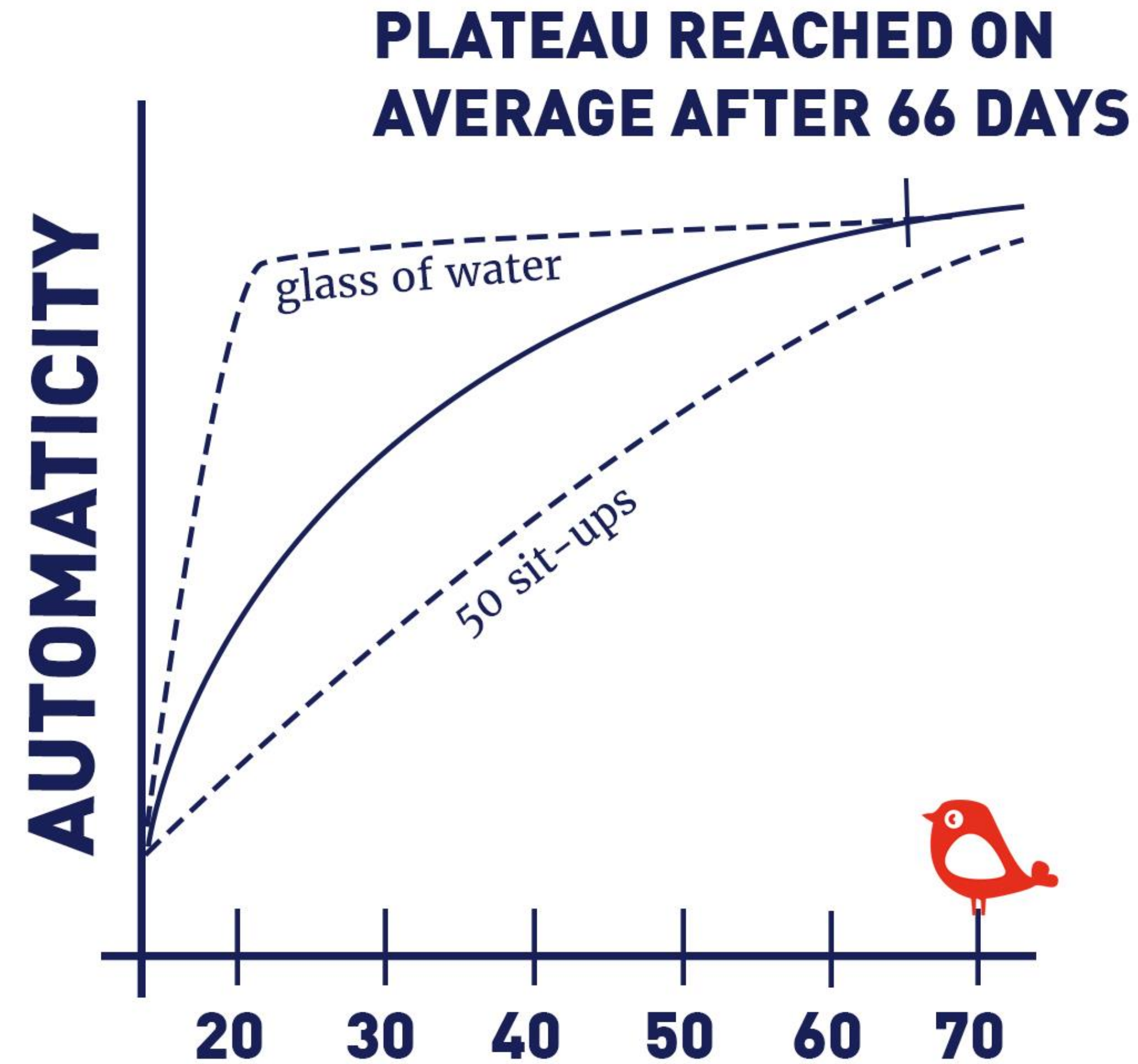


**HOW LONG DOES IT TAKE TO  
REALLY CHANGE YOUR  
BEHAVIOUR?**

*66 days*



# BEHAVIOUR = HABIT



source: *How are habits formed: Modelling habit formation in the real world*, Phillippa Lally et al. (2009).



# OUR MISSION



*“To make soft skill and management training courses available to anyone, anywhere in the world” – Jan Schouten*

**MORE THAN 50 ONLINE  
COURSES**

**PERSONAL DEVELOPMENT  
COMMUNICATING  
LEADERSHIP**

**ONLINE AND  
INDIVIDUALLY**

**IN SMALL STEPS  
WITH SUPPORT  
LEARNING BY DOING**



# TASK

*Agree or disagree...*

***Statement 1***  
*With online  
courses you can  
get the same  
results as with  
classroom  
training*



# TASK

*Agree or disagree...*

***Statement 2***  
***Learning can not  
be done on your  
own***



# TASK

*Agree or disagree...*

*Statement 3  
Learning is fun*



# OUR APPROACH

**1. Dare to dream**

**2. Your dream?**

**3. Make a plan!**

**4. Write it down**

**5. Share your goal**

**6. Every day = goal day**

**7. Do!**



*In short*

# LEARNING WITH NEW HEROES =

**Feedback**

**Stepping stone**

**Commitment**

**Experiment**

**Positive**

**Small steps**

**Various assignments**







# THEMES

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## Management & Leadership (5)

I want to make progress as manager.

## Communication (13)

I want to communicate clearly and understandably .

## Commerce (2)

I want to have a commercial attitude.

## Diversity (3)

I want to know all about people, groups, and cultures.

## Clear Thinking (2)

I want to come up with creative solutions.

## Teams (3)

I want to be more successful in groups

## Life & Career (5)

I want to know all about ambitions, passion, and happiness.

## Life Hacks (21)

I want to discover ways to make my life and work easier.







# TASK

*What do you want to learn?*

- *In couples*
- *Study the menu*
- *Pick 3 learning journeys*
- *Explain to your partner why you choose these 3.*



# REFLECTING

*Group discussion:*

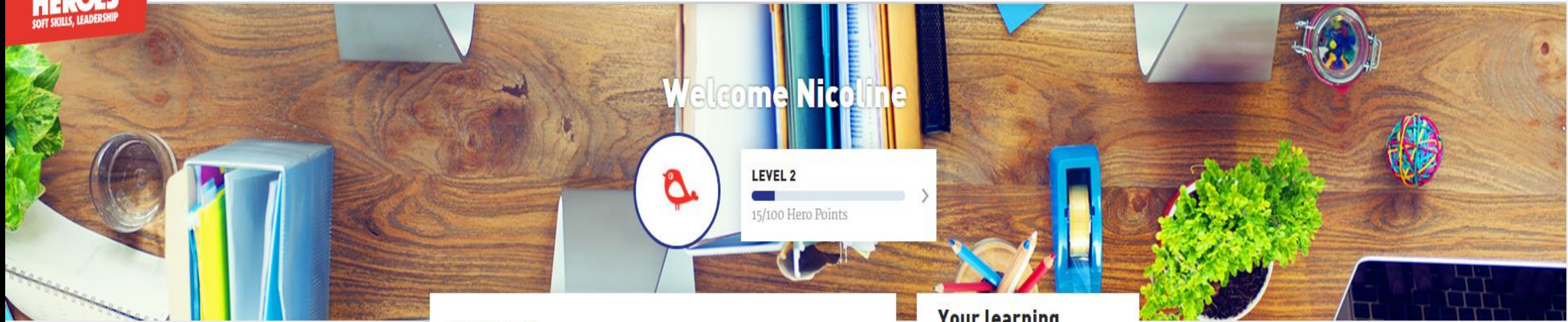
*Which three  
did you pick  
and why?*



**HERE WE GO...**







## Welcome Nicoline

 LEVEL 2  
15/100 Hero Points

### Your goal

Created on 02 August 2017

“ I want to be able to say 'no' ”

**START** >

**VIEW MORE** >

### Your learning journeys

Time management >

Mindfulness >

Communiceren >

**VIEW MORE** >

Help us improve

### Most recent bookmarks

02 August 2017  
Let's start  
Textual explanation >

### Recent feedback

You haven't received any feedback yet. Invite your supporters to provide feedback during your learning

### Overview of learning journeys

- > [Management & Leadership \(5\)](#)
- > [Communication \(13\)](#)
- > [Commerce \(2\)](#)



### Ready to go?

- I want people to stick to agreements better.
- I want employees to take responsibility for their own performance.
- I want to improve our teamwork.
- I'd like my employees to be more successful.
- I want to focus on the future of my organization rather than managing everyday problems.
- I want employees to take more responsibility.
- I want to be able to speak to people about their performance and hold them accountable.
- I want to make sure we make the right agreements about the right issues.

Now answer the following question: what do you want to accomplish with this learning journey?

#### Describe your goal

*Describe your goal*

**ADDING GOALS**





Focused on results?

What's the best way Ron could go about it?



Make a choice

Answer 1 of 2



Answer 2 of 2



Making Tom responsible.

Establishing clear agreements with Tom.





## And now it's your turn

Get started with your first result oriented agreement.

You were introduced to two ways of making an agreement. Each with its own result. In both situations, clear goals were set. For a "normal" agreement, that's it. If we're talking about a result oriented agreement, however, the other person also becomes "owner" of the agreement. It means he or she also becomes responsible for it. The combination of clear goals and "ownership" is one of the most important characteristics of a result oriented agreement.

Here's a brief reminder:

- Step 1: describe the problem and the desired result.
- Step 2: ensure the employee is able to deal with what has been agreed on and that it suits his or her position.
- Step 3: agree on the circumstances in which the performance should be delivered.
- Step 4: agree on the resources, responsibilities and progress.
- Step 5: make a SMART result oriented agreement with each other.





## So what about you?

### Explanation

Think back to a situation in which you didn't stick to the agreement. For example when you:

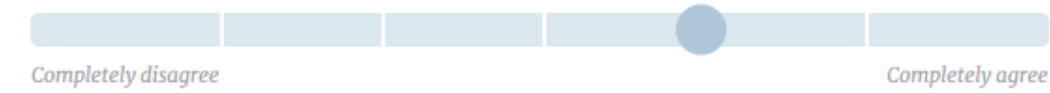
- came home later than promised
- handed an assignment in late
- completely forgot about a work meeting
- didn't do the dishes

Think back to that situation and, for each statement, indicate the extent to which it applies to that particular situation.

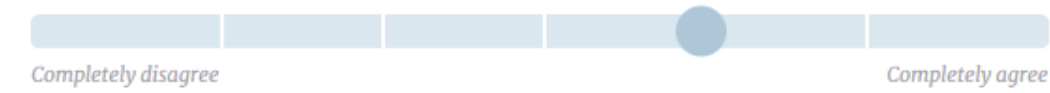
For each statement, indicate the extent to which you agree with it. The scale ranges from completely disagree to completely agree.

#### Statements

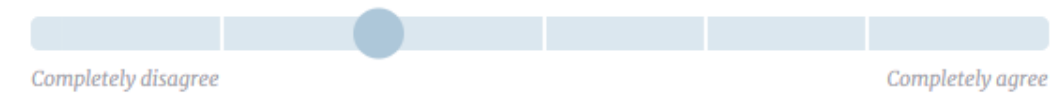
**I think sticking to agreements goes without saying.**



**I was really committed to the agreement.**



**If I had done what we agreed, there would have been proof of that.**





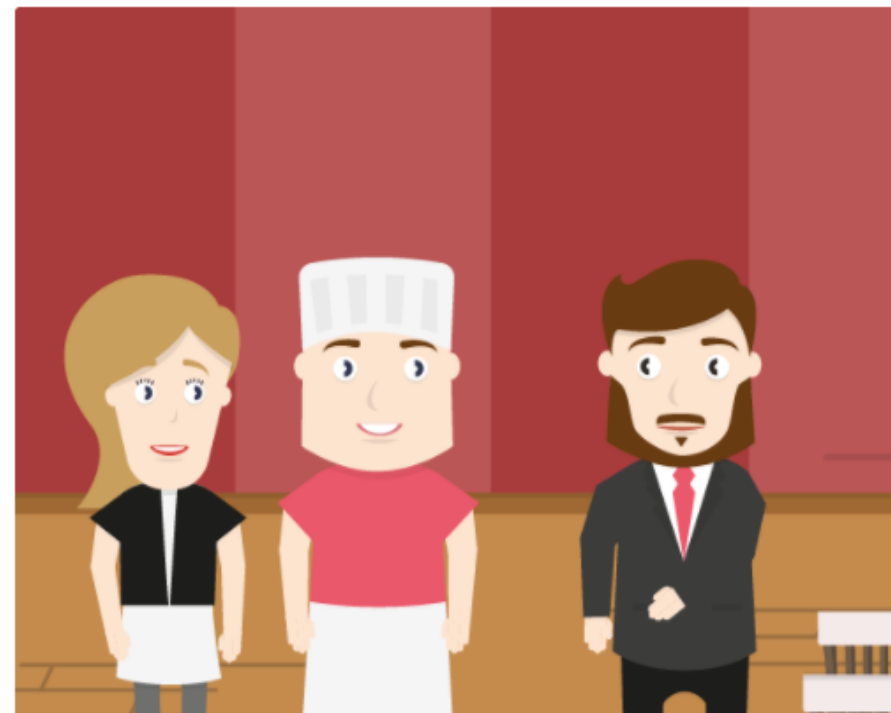
## From goals to agreements

Time to gradually move toward result oriented agreements.

### From goal to effort

Defining dreams and goals tends to be an inspiring, creative thing to do. That doesn't mean you're done, however! You do want to come to result oriented agreements that help you achieve that ultimate plan for the future.

In the meantime, it helps to think about the efforts this will require. What could you work on? Which actions immediately spring to mind? This interim step will help you define the results you ultimately want to achieve.





- S** Specific
- M** Measureable
- A** Attainable
- R** Relevant
- T** Time bound

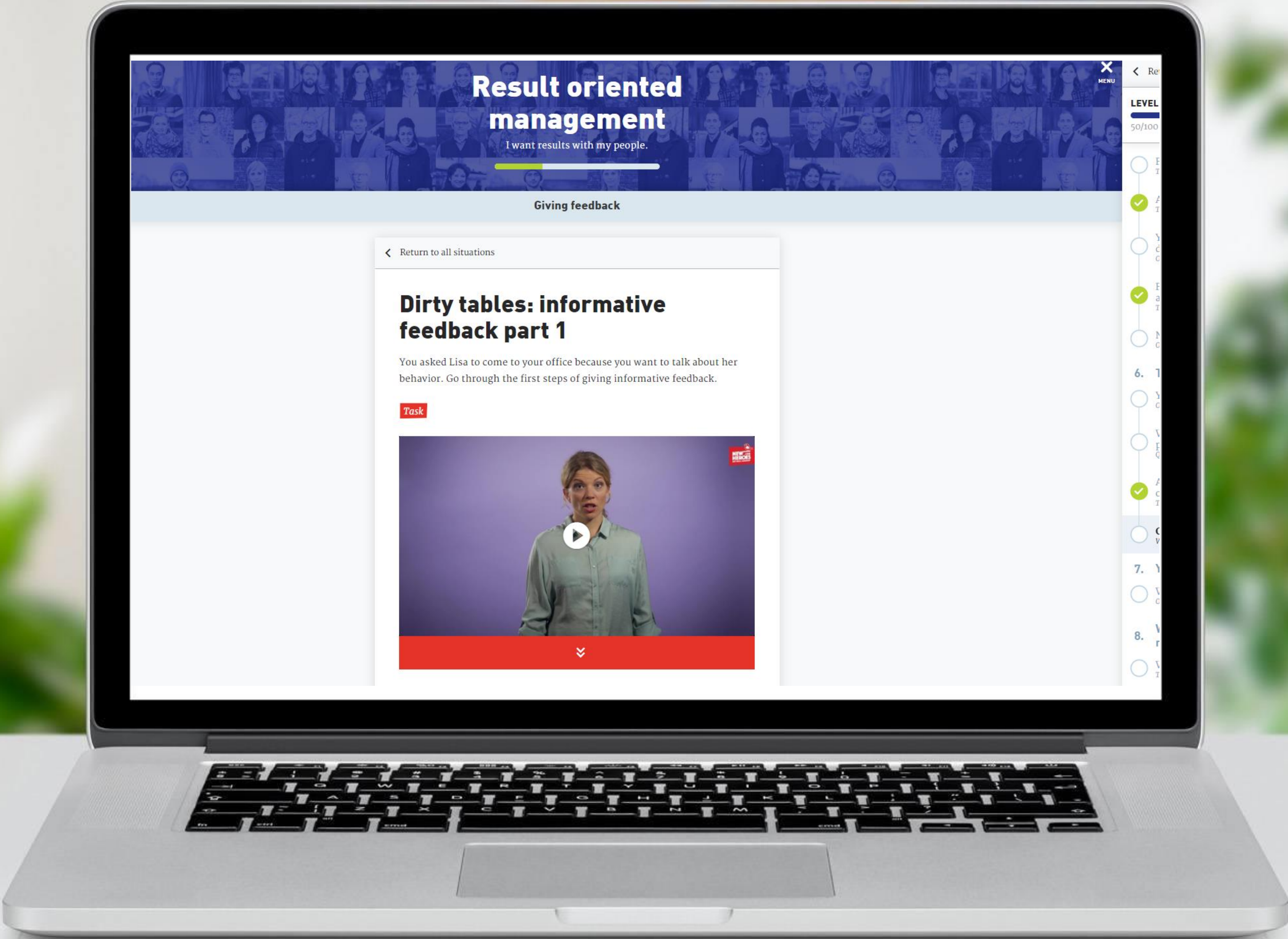
**Exercise**

In the video, name your three most important goals.

or

- Hectic life  
Open task
- Goal-orient  
Open task
- Focus  
Textual explan
- Satisfactic  
Open task
- Setting go**  
Video task
- 5. Priorities**
- Two days  
Open task
- Eisenhowe  
Textual explan
- Plotting  
Open task
- Prioritize  
Open task
- Get rid of i  
Open task
- 6. Planning**
- Planning t  
Textual explan
- Multitaski  
Textual explan





# Result oriented management

I want results with my people.

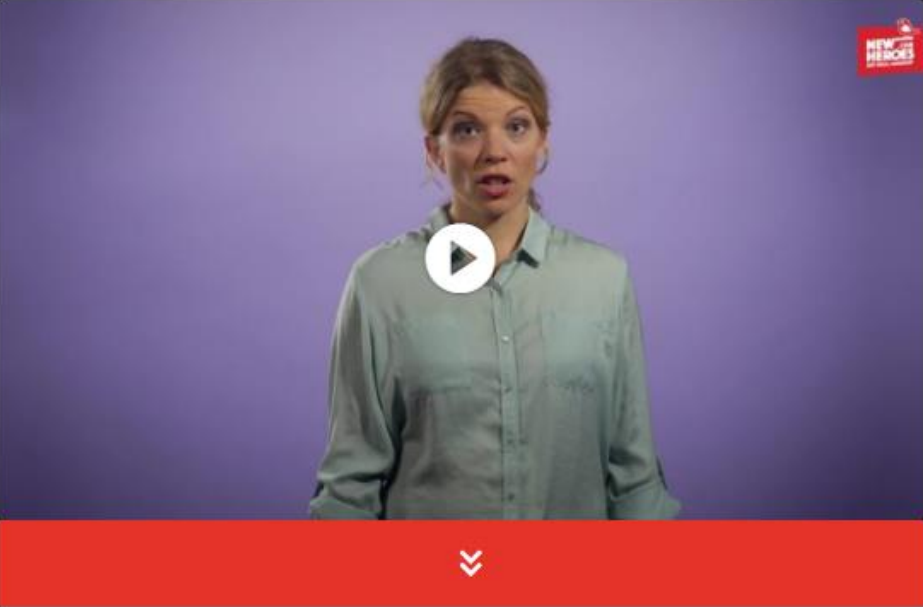
## Giving feedback

[Return to all situations](#)

### Dirty tables: informative feedback part 1

You asked Lisa to come to your office because you want to talk about her behavior. Go through the first steps of giving informative feedback.

Task





## Fantastic! You've completed this learning journey.

Congratulations, you've earned the certificate! Download it now and add it to your LinkedIn profile.



[DOWNLOAD THE CERTIFICATE >](#)

*Add to my LinkedIn profile.*

[in | ADD](#)

[CONTINUE WITH YOUR LEARNING JOURNEY >](#)

We'd love to hear your thoughts! What did you think of the learning journey?





# SUPPORTER

*is there to help you:*

- *Give you a boost*
- *Objective*
- *Extra insight*
- *Stimulating*

## My support

Invite

Feedback

Select your supporter

Nothing selected



Create new supporter

Name\*

Sanne

Email\*

sanne@newheroes.com

Invitation\*

Dear Sanne,

I just started a learning journey about emotional intelligence. In this learning journey I am going to learn what emotional intelligence is and why you need it to be

SEND >



*Let's do this!*

# HOW DO I INTEGRATE NEW HEROES INTO WORK?

[WWW.NEWHEROES.COM](http://WWW.NEWHEROES.COM)



# AND NOW?

*Getting started*

- *Log in accounts*



# QUESTIONS?

