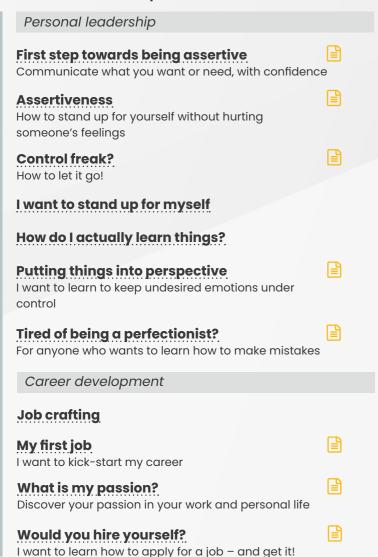
# New Heroes Academy - List of courses

# NEW .com HEROES ACADEMY

### **Personal Effectiveness**

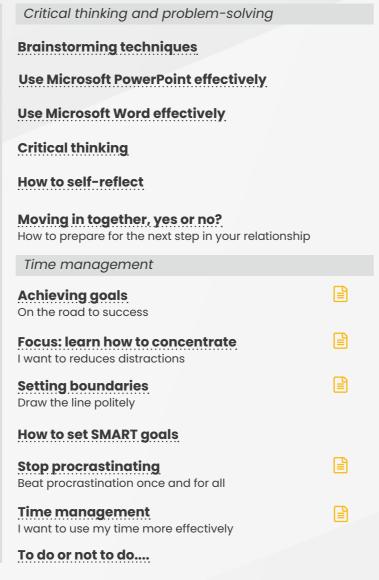
#### Personal leadership



## Presenting (yourself)

•	cseriting (yoursen)	
	Presenting	
	Presenting with ease I want to improve my presentation skills	
	Presenting with ease	
	Storytelling	
	Sales	
	Consultative selling I want to close that deal	
	Making hospitality a habit Creating an unforgettable guest experience	
	Customer focus Create 'raving fan' customers	
	Learning pathway: Sales How to advance your Sales career	

### **Productivity**



## **Team development & Leadership**

#### Team development

## Project management What is agile? How to get started with agile How to get started with Scrum **Project management** Coaching **Coaching techniques** Help your team members excel How their personal development leads to better team results Teamwork & Collaboration **Teamwork** I want my team to work better together Team culture I want to create a winning team culture Belbin's team roles Improve team efficiency with properly aligned roles

#### Leadership

Effective leadership	
Difficult employees? I want the antidote	
Stress-free management  Manage without letting your emotions get the best of you	
Team conflict Resolve conflict and create positive change	
Me? A manager? Would you rather lead, or be led?	
Result oriented management I want my team to achieve better results	
Stakeholder management: getting everyor on the same page	ie.
<b>Team building</b> What makes my team tick?	
Team leadership I want to lead my team to success	
Future-proof leadership	
The situational leader Leadership styles and how to find your own	
Let's talk about stress Identify stress in others and deal with it effectively	
Effectively managing change	
Learning pathway: Work from home more effectively Improve your creativity, concentration and communication	

Learning pathway: Leadership for beginners 🔝

The first step to becoming a leader

Learning pathway: Leadership

Improve your leadership skills

#### Legend



Upon completion of a course you will receive a certificate.



Upon completion of a learning pathway you will receive **a diploma** 



All courses can be converted into traditional classroom courses or in-company training

# New Heroes Academy - List of **courses**

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## **Communication & Interaction**

#### Communication

Communication skills **Attentive listening** I want to improve my listening skills Communicating Let's improve our communicating skills **Understanding others** I want to understand other people's emotions and The power of a compliment I want to learn how to praise others, and myself **Breaking bad news** How to deliver bad news about a serious illness, an accident or death **Bad news messages** How to deliver negative news **Body language** Verbal and non-verbal communication **Preventing misunderstanding** I want to get better at observing, interpreting, and drawing conclusions Courageous conversations with my coworkers How to talk about sensitive subjects Courageous conversations with your partner When your relationship is not a bed of roses, communication is essential **Open-ended questions** I want to ask better questions Small talk From awkward silences to flowing conversation

### Maintaining relationships

Maintaining relationships	
Diversity & Inclusion	
Cultural differences (1) Improve your international relations	
Cultural differences (2) Understanding different perspectives at work	
Cultural differences (3) Show or hide your emotions?	
Cultural differences (4) Create successful cross-cultural collaborations	
Negotiating	
Negotiating succesfully - prepare yourself	
Negotiating successfully - achieve results	
Influencing	
Influencing How to transform and shape the opinions of others	
Ready, set, pitch! I want to give a convincing sales pitch	
Giving feedback  How to give valuable and constructive feedback	
Receiving feedback I want to learn how to benefit from feedback	
Learning pathway: Public Service  Advance your career in public service	
Learning pathway: Effective career conversations  Key ingredients for effective performance, development and career conversations	
Learning pathway: Customer Happiness Improve your skills in customer service	
Learning pathway: Onboarding  How to get off to a flying start in your new job	<b>*</b>

# Vitality & Resilience

### Vitality

Vitality & Stress	
Vitality & Stress	
How to beat screen fatigue	
Stress SOS Relaxation techniques for instant stress relief	
Happy with yourself How to accept yourself unconditionally	
A first step towards mindfulness I want to be in the present moment	
Meditation I want to achieve peace of mind and inner calm in daily life	
Mindfulness The power of now	
Jacobson's relaxation techniques Recognize and learn how to reduces stress	
Tune in to your feelings Identify your emotions and make better decisions	
Balance your stress Reduce unhealthy stress	
Vitality and energy I want to be resilient, with a positive outlook on life	

#### Resilience

Creativity & Innovation				
Creative thinking and innovation Inventive solutions to everyday problems				
Creative thinking is something you can learn				
Mind mapping I want to learn how to create a mind map				
Manage emotions and agression				
The art of failing  How to build self-confidence				
Leary's Rose				
Emotional intelligence Being smart isn't enough				
<b>Empathy</b> Recognize, understand and share the thoughts and feelings of others				
Expressing your emotions I want to be able to say how I feel				
Break free from people-pleasing habits Start making yourself a priority				
Seriously? Another organizational change?				
Managing aggressive behavior  Effectively manage verbal, physical or online aggression				
<b>Dealing with transgressive behavior</b> Discussing sexual misconduct, bullying and cyber harassment				
<b>Dealing with difficult people</b> Stop toxic people from draining your energy				
Positive thinking Get rid of negative thoughts				
How to stop negative thought patterns				
Learning pathway: 21st century skills Improve core competencies and succeed in today's world	<b>\B</b>			

Learning pathway: Innovation

Improve your innovative skills