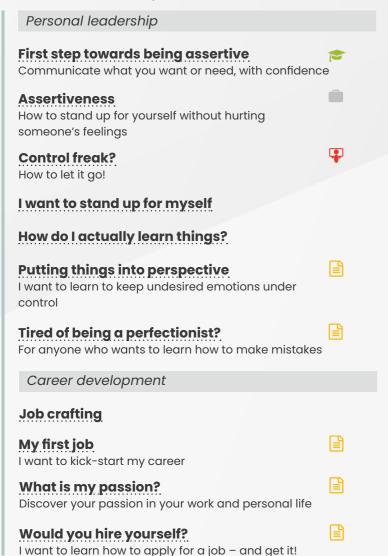
New Heroes Academy - List of courses

Personal Effectiveness

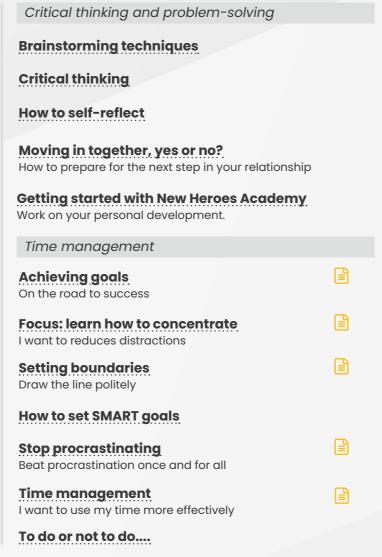
Personal leadership



Presenting (yourself)

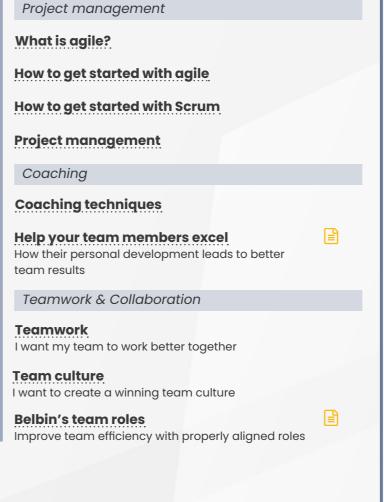
0 (7	
Presenting	
Presenting with ease I want to improve my presentation skills	
Presenting with ease	
Storytelling	
Sales	
Consultative selling I want to close that deal	
Making hospitality a habit Creating an unforgettable guest experience	
Customer focus Create 'raving fan' customers	
Learning pathway: Sales How to advance your Sales career	(2)

Productivity

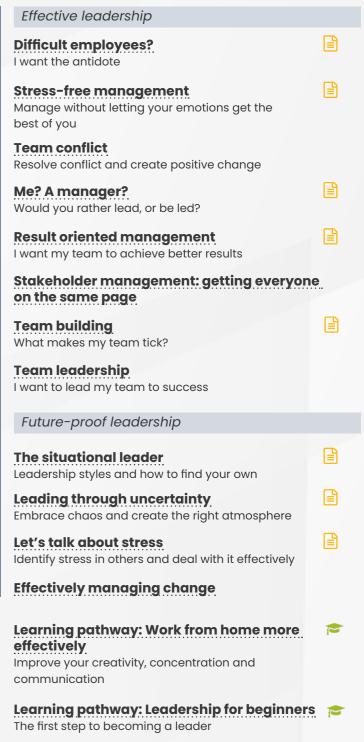


Team development & Leadership

Teams



Leaders



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

Learning pathway: Leadership

Improve your leadership skills

New Heroes Academy - List of **courses**

NEW .com HEROES ACADEMY

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 behavior	
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	
Open-ended questions I want to ask better questions	
Small talk From awkward silences to flowing conversation	

Maintaining relationships

idintdining 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	

Vitality & Resilience

,	Vitality	
	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		
Empathy 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		
Dealing with transgressive behavior Discussing sexual misconduct, bullying and cyber harassment		
Dealing with difficult people 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		

Learning pathway: InnovationImprove your innovative skills