




Personal Effectiveness

Personal leadership

Personal leadership


First step towards being assertive 
Communicate what you want or need, with confidence


Assertiveness 
How to stand up for yourself without hurting someone's feelings

Control freak? 
How to let it go!

I want to stand up for myself

How do I actually learn things?


Putting things into perspective 
I want to learn to keep undesired emotions under control


Tired of being a perfectionist? 
For anyone who wants to learn how to make mistakes

Career development

Job crafting


My first job 
I want to kick-start my career

What is my passion? 
Discover your passion in your work and personal life

Would you hire yourself? 
I want to learn how to apply for a job – and get it!

Presenting (yourself)


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

Critical thinking and problem-solving

Brainstorming techniques


Critical thinking


How to self-reflect


Moving in together, yes or no?
How to prepare for the next step in your relationship

Getting started with New Heroes Academy
Work on your personal development.


Time management


Achieving goals 
On the road to success

Focus: learn how to concentrate 
I want to reduce distractions

Setting boundaries 
Draw the line politely

How to set SMART goals

Stop procrastinating 
Beat procrastination once and for all

Time management 
I want to use my time more effectively

To do or not to do....

Team development & Leadership

Teams

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


Leaders

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 everyone on the same page


Team building 
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

Leading through uncertainty 
Embrace chaos and create the right atmosphere

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

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

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 successfully - 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 reduce 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 aggression

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: Innovation

Improve your innovative skills

