

Overview of products and services

Developing individuals

Personal effectiveness

- Coping with change
- Growth mindset
- Time management
- Self-awareness
- Internal motivation
- Working with stress
- Work-life balance
- Emotional intelligence
- Mental toughness
- Creative and innovative thinking
- Company athlete (a programme built on the principles of elite sport)
- Digital skills

Talent and succession programmes

- Talent programmes built on business projects
- Inspirational talent programmes
- Development skills for talent
- Succession development

Communication skills

- Conscious and effective communication
- Assertive communication
- Interpersonal relationships
- Conflict resolution
- Intercultural communication

Presentation skills

- Professional presentations
- Visualisation, graphic recording, sketchnoting
- Storytelling and TEDx presentations
- Facilitation skills
- Trainer skills

Interesting programmes for supporting functions

- Stakeholder management
- Working with an internal customer
- Kirkpatrick for HR
- Interviewing for HR and business managers

Inspirational topics and motivational speakers

Sales skills

- Programmes improving sales results
- Academy for key account managers
- B2C sales and B2B sales
- Sales skills and the consultative sales process
- Using personal typologies in sales
- Active and acquisition sales
- Cross-selling and up-selling
- Strategic sales
- Value sales
- Telesales
- Story selling
- Developing customer experience/satisfaction
- After-sales
- Networking and utilising social networks
- Finance for non-finance people
- Sales mathematics

Negotiating

- Fundamental and advanced negotiating
- Influencing and persuasive communication
- Dealing with objections and returns

Developing leaders and managers

Managerial basics

- Practical leadership for junior and senior managers
- Academy for foremen and front-line managers
- Fundamental management skills
- The role of the manager
- Managerial routines
- Situational styles of leadership
- Managerial communication
- Feedback
- Manager as a motivator
- Delegating
- Managerial decision making

Advanced managerial skills

- Leadership based on a personal typology
- Results leadership
- Manager as a coach
- Leading effective meetings
- Performance management and leading assessment meetings
- Leading team through change
- Positive leadership and caring for happiness at work

Special managerial topics

- The role of a manager when hiring
- Remote leadership
- Leading multicultural teams
- Leading virtual teams
- Leadership in a VUCA world
- Aikido leadership
- The role of a manager in improving safety at work
- Waterfall leadership
- Agile leadership

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Developing teams

Team developing programmes

- Developing top management teams
- Teamwork programmes
- Teamwork based on personal typologies
- Mediation and conflict resolution in teams
- Cooperating across departments
- Indoor and outdoor team building

Team gamification programmes

- Agile management
- Shackleton Leadership
- Beer Game
- Diplomatic battle – negotiating
- Lean Game – strategic thinking
- Treasure Hunt – team spirit and cooperation
- Deep Sea development – multi-party negotiation

Developing organisations

Developing organisations

- Change programmes
- Company culture change and integrations
- Developing a culture of safety at work by changing thinking
- Onboarding programmes
- Increasing customer satisfaction
- Increasing employee satisfaction
- Programmes aimed specifically at hotels
- Train-the-Trainer – academy of internal trainers
- Academy for internal mentors

Diagnostic tools

Diagnostic tools

- 180°/360° feedback
- Mini 180
- Assessment centre
- Development centre
- Assessing competence
- Researching employee satisfaction
- Lencioni's assessment of team effectiveness
- Team mapping

Personal typologies

- Success Insights
- Lumina Learning
- Other personal typologies (MBTI / DISC / Predictive Index / Management Drives)

Consulting

Consulting in selected fields

- Employee engagement
- Developing HR business partnering
- HR audit
- Performance management
- Talent management & onboarding
- Developing internal communication processes
- Employer branding
- Development programmes based on the Kirkpatrick methodology
- Company culture and values
- Managing complex change projects
- Analysis and development of sales processes
- Standardisation of the customer care process
- Customer Experience
- Smart & Lean projects
- Gamification of internal processes (onboarding)

Facilitation

Facilitation of workshops, meetings and events

- Visual facilitation
- Vision & strategy
- Calibration of people
- SMART & LEAN workshops
- Mapping the customer journey
- Mapping the employee journey
- CANVAS business model
- A new leader in a new team
- Diversity and inclusion

Coaching & mentoring

Coaching

- Individual coaching
- Team coaching
- KATA coaching
- NLP coaching
- Embodied coaching

Mentoring

