

Leadership skills

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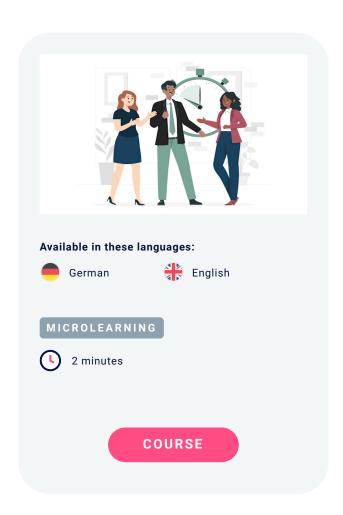
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Targeted Team Building with the Team Development Model



Learning objectives

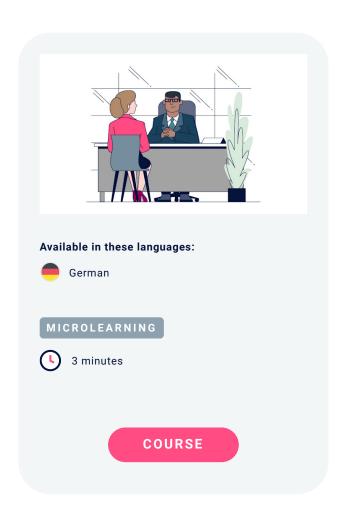
Identifying and choosing suitable team-building approaches

Target group

Management

Matching Macrolearnings

I Fear I'll Lose My Composure in the Termination Meeting



Learning objectives

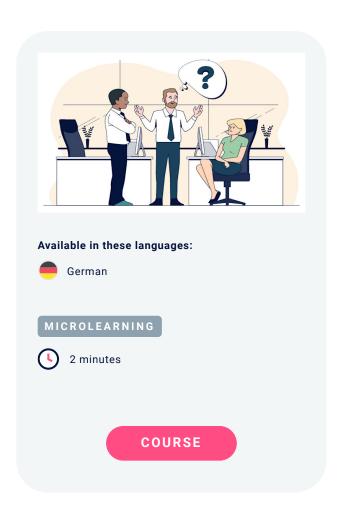
Dealing with your own emotions in a termination meeting

Target group

Management

Matching Macrolearnings

I'm Not Sure How to Lead as a New Boss



Learning objectives

Positioning yourself as a manager without changing your personality

Target group

Management

Matching Macrolearnings

My Team Member Has Lost Motivation



Learning objectives

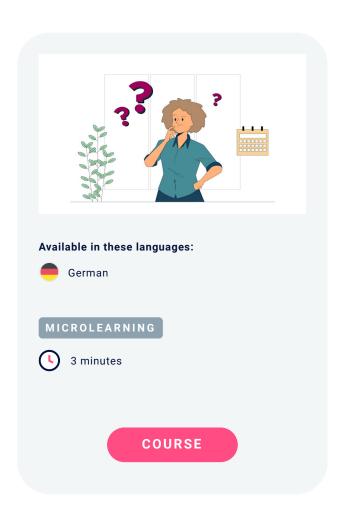
 Motivating employees on the basis of McClelland's Needs Theory

Target group

Management

Matching Macrolearnings

My new team member is still helpless months later



Learning objectives

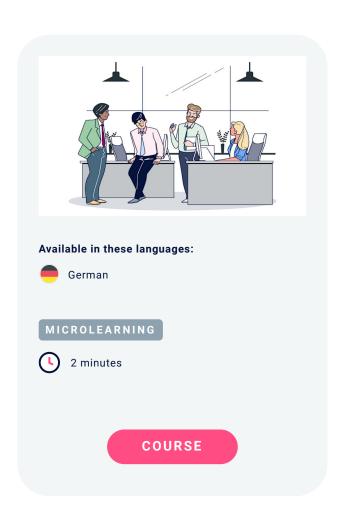
• Support new team members with their induction

Target group

Executives

Matching Macrolearnings

Onboarding does not end with the probationary period



Learning objectives

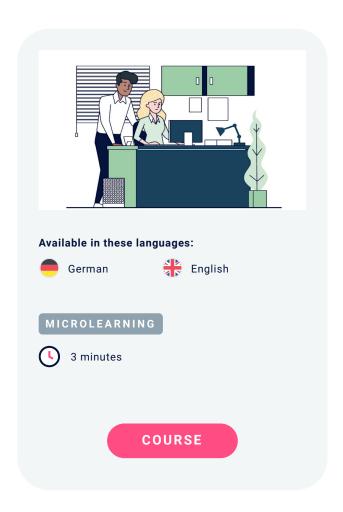
Integrate employees into the company even after the probationary period

Target group

Managers

Matching Macrolearnings

Motivate Employees Individually With The Basic Motives



Learning objectives

You can exert a positive influence on employee motivation based on the basic motives

Target group

Managers

Matching Macrolearnings

I Have a Feeling My Team Member Is Unhappy in the Company



Learning objectives

Discussing problems constructively and empathically with team members

Target group

Management

Matching Macrolearnings

Benefits Which Retain Employees



Learning objectives

· Knowing and offering helpful benefits

Target group

Employees with or without management roles

Matching Macrolearnings

An Onboarding Process Which Fosters Loyalty



Learning objectives

Integrating employees in the company

Target group

Management

Matching Macrolearnings

Giving Meaning to Tasks



Learning objectives

• Inspire employees with a real purpose

Target group

Management

Matching Macrolearnings

I Doubt My Interviewee Is Being Honest



Learning objectives

Effectively managing the negative emotions of applicants, and evaluating them with empathy and appreciation

Target group

Management

Matching Macrolearnings

When Delegating Tasks to My Employee Falls Short of Expected Results



Learning objectives

· Successfully delegating tasks to employees

Target group

Management

Matching Macrolearnings

I Don't Want to Delegate Because I Prefer to Complete the Task Myself



Learning objectives

• Delegating tasks—even when they are enjoyable

Target group

Management

Matching Macrolearnings

My Candidate Doesn't Ask Questions About the Job or Company in the Interview



Learning objectives

• Viewing applicants as potential candidates

Target group

Management

Matching Macrolearnings

I Find It Difficult to Implement Equal Treatment for My Employee's Individual Problems



Learning objectives

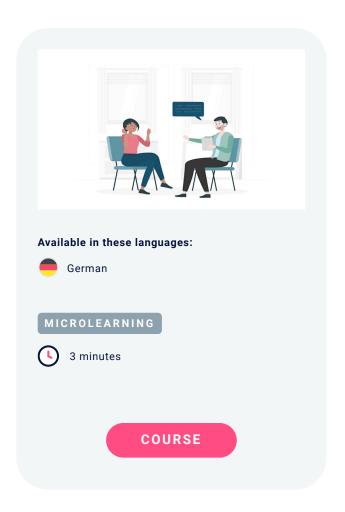
Treating employees fairly and respectfully while considering their individual needs

Target group

Management

Matching Macrolearnings

My Employees React Strangely to Praise



Learning objectives

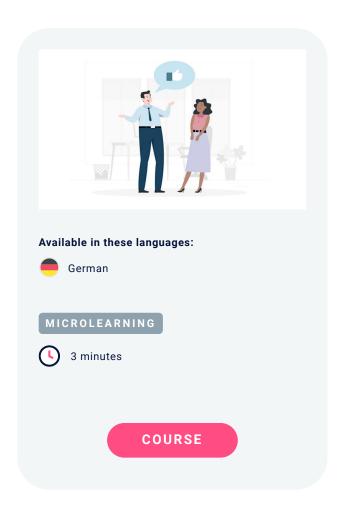
Giving concrete, sincere and individual praise appropriately

Target group

Management

Matching Macrolearnings

I Find It Hard to Accept Praise from Others



Learning objectives

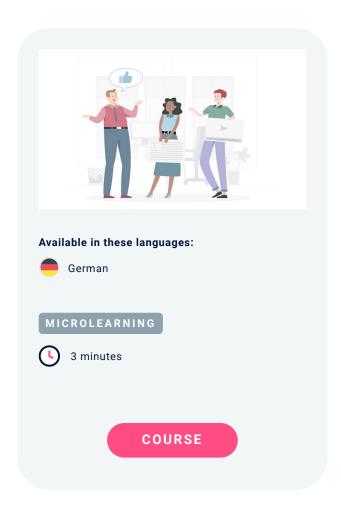
· Learning to accept praise

Target group

Management

Matching Macrolearnings

Promote Motivation with Praise



Learning objectives

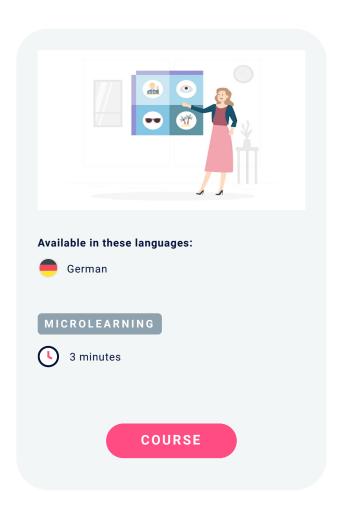
Praise correctly

Target group

Management

Matching Macrolearnings

Expanding the Self-Image with the Joahri Window



Learning objectives

 Learn how to improve your self-esteem by using the Johari window.

Target group

Employees with or without management roles

Matching Macrolearnings

A Team Member Wants a Promotion, But I Don't See the Potential



Learning objectives

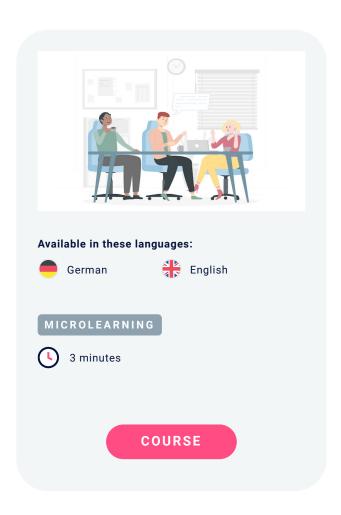
 React clearly and appreciatively to the team member's aspirations to move up in the company.

Target group

Management

Matching Macrolearnings

One of My Team Members is Spreading Negativity



Learning objectives

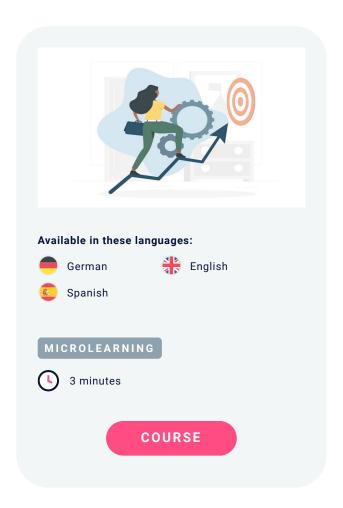
Responding constructively when a team member spreads negative emotions

Target group

Management

Matching Macrolearnings

Holistic Goal Setting



Learning objectives

• Designing goal setting

Target group

Management

Matching Macrolearnings

My Team Member Thinks Our Company Goals Aren't Realistic



Learning objectives

• Communicate challenging business goals

Target group

Management

Matching Macrolearnings

My More Experienced Employees Don't Take Me Seriously as a Young Manager



Learning objectives

Skillfully navigating relationships with older employees as a young manager

Target group

Management

Matching Macrolearnings

Less Experienced Colleagues Don't Respect My Wealth of Experience



Learning objectives

 Communicating appreciatively across age groups and receiving respect for your own performance/experience

Target group

Employees with or without management roles

Matching Macrolearnings

Intergenerational Collaboration and How It Works



Learning objectives

· Promoting cross-generational teamwork

Target group

Employees with and without a management function

Matching Macrolearnings

Bridging Generational Gaps through Intergenerational Knowledge Exchange



Learning objectives

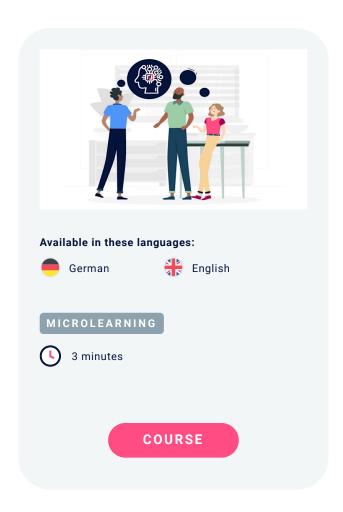
Enable knowledge transfer within the team across generations

Target group

Managers

Matching Macrolearnings

I Want to Increase Al Literacy in My Team



Learning objectives

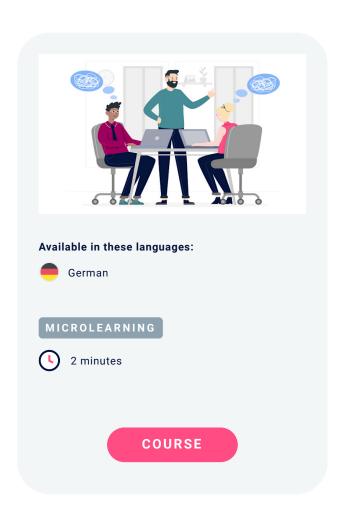
• Know ways to improve Al literacy in the team

Target group

Executives

Matching Macrolearnings

My employees always get stressed as soon as I enter the room



Learning objectives

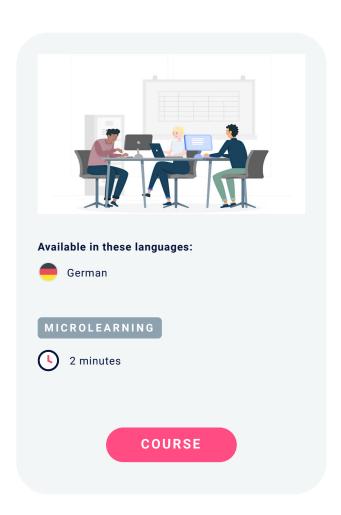
Understanding how managers can have a positive influence on their employees' stress levels.

Target group

Managers

Matching Macrolearnings

I give my employees a lot of room for manoeuvre, but they are still dissatisfied



Learning objectives

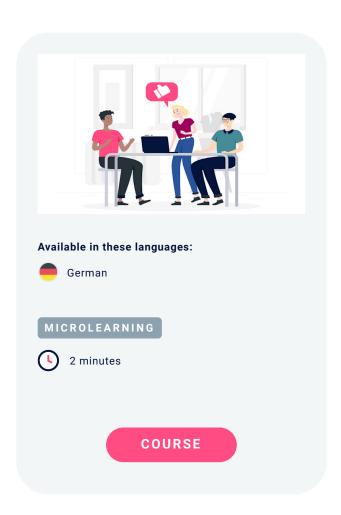
 Recognising how much room for manoeuvre your own employees need for their well-being and best performance

Target group

Managers

Matching Macrolearnings

Greater employee well-being by avoiding gratification crises



Learning objectives

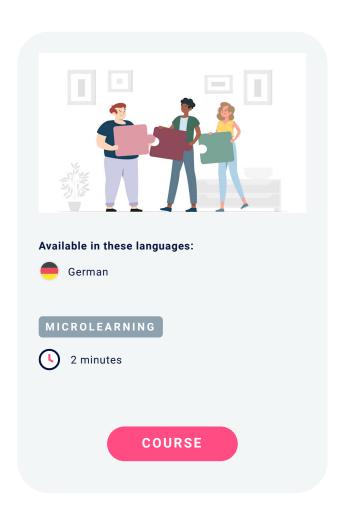
• Preventing or ending employee gratification crises

Target group

Managers

Matching Macrolearnings

Fostering Appreciation for Role Variations Within the Team



Learning objectives

Promoting open communication about role differences within the team

Target group

Management

Matching Macrolearnings

Embracing and Leveraging Team Roles



Learning objectives

 Leveraging and harnessing the roles of your employees effectively

Target group

Management

Matching Macrolearnings

A Team Member Undermines Team Performance with Frequent Mistakes



Learning objectives

 Addressing mistakes and avoiding them together in the future

Target group

Management

Matching Macrolearnings

My employees find further training unnecessary



Learning objectives

Being able to convey the importance of lifelong learning to the team through commitment and by acting as a role model.

Target group

Executives

Matching Macrolearnings

My employees don't manage to incorporate learning into their daily routine



Learning objectives

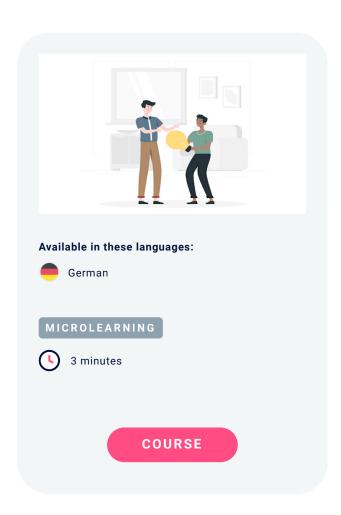
Finding and adhering to learning times together with employees

Target group

Managers

Matching Macrolearnings

Working out Loud: Sharing knowledge between employees



Learning objectives

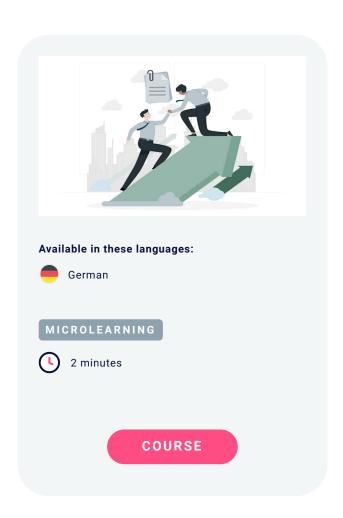
• Developing through exchange

Target group

Managers

Matching Macrolearnings

Training employees in a targeted manner with learning plans



Learning objectives

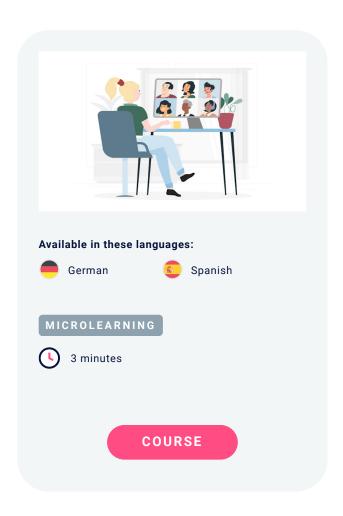
 Creating learning plans together with employees and being able to check progress

Target group

Executives

Matching Macrolearnings

Strengthening Cohesion in Your Hybrid Team



Learning objectives

Strengthen connectedness and exchange in the hybrid team

Target group

Management

Matching Macrolearnings

Building a Personal Connection with My Remote Team is Challenging



Learning objectives

• Building a bond with employees

Target group

Management

Matching Macrolearnings

My Team Member's Resistance to Embracing Digital Advancements



Learning objectives

Supporting employees during the introduction of digital innovations

Target group

Management

Matching Macrolearnings

I Have No Idea What My Team Member Actually Does in Home Office!



Learning objectives

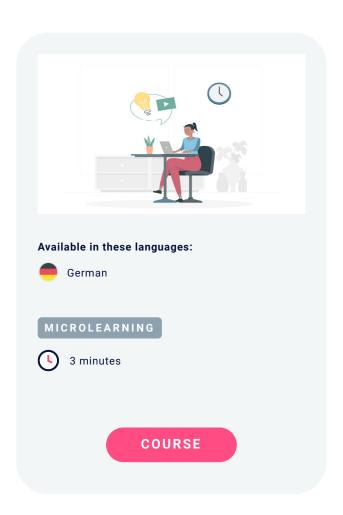
 Finding the right mix of autonomy and supervision when working with employees in the home office

Target group

Management

Matching Macrolearnings

Promoting Development for Home Office Employees



Learning objectives

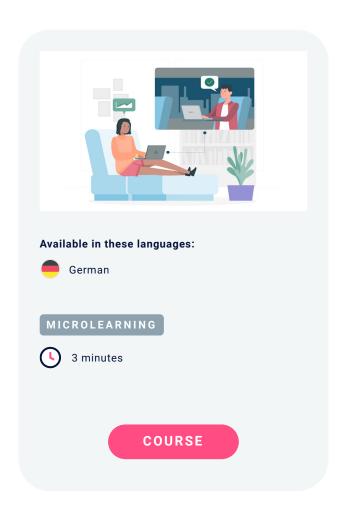
• Promoting development for home office employees

Target group

Management

Matching Macrolearnings

Securing Results When Working Remotely Despite the Distance



Learning objectives

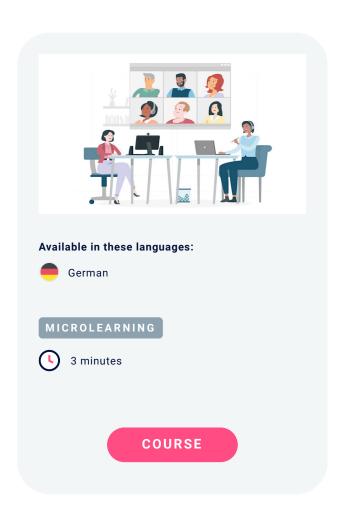
• Getting results when working over distance

Target group

Management

Matching Macrolearnings

Hold Hybrid Meetings Inclusively and Without Disruption



Learning objectives

Hold disruptive and inclusive meetings with hybrid teams

Target group

Management

Matching Macrolearnings

Navigating Employees' Irrational Fears in Times of Crisis



Learning objectives

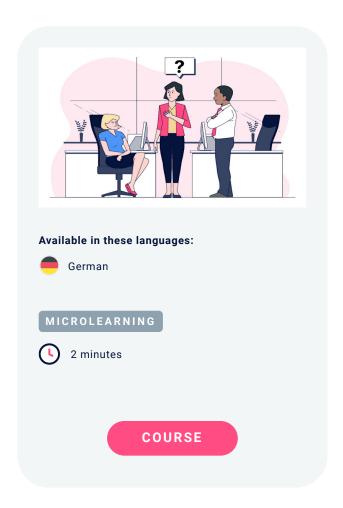
 Being able to react sensibly to employees' fears in times of crisis

Target group

Management

Matching Macrolearnings

As a Leader, People Expect Me to Be Perfect



Learning objectives

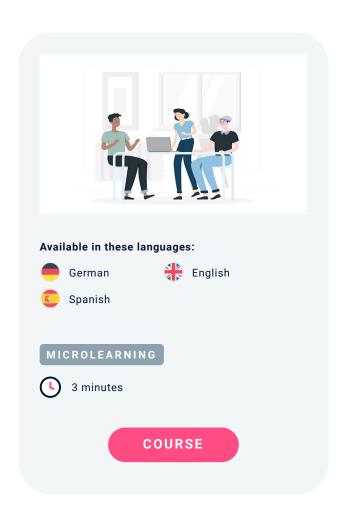
Management

Target group

Fulfilling your leadership role well with transparency and self-confidence despite your own weaknesses

Matching Macrolearnings

My Team Members Evaluate Their Skill Level Higher Than I Do



Learning objectives

Showing gratitude and figuring out personalized solutions for your team

Target group

Management

Matching Macrolearnings



Leading Employees through the Five Stages of Changing



Learning objectives

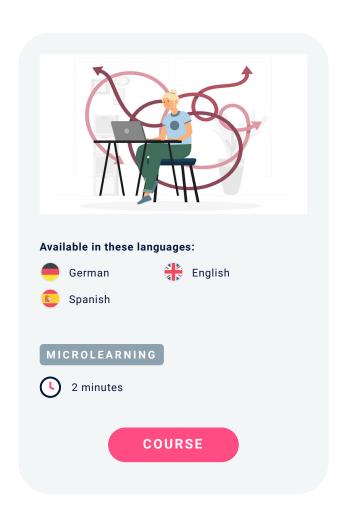
 Know the five phases of change processes and employee management tips for each phase

Target group

Management

Matching Macrolearnings

I Realize That as a Manager I Can't Solve Everything



Learning objectives

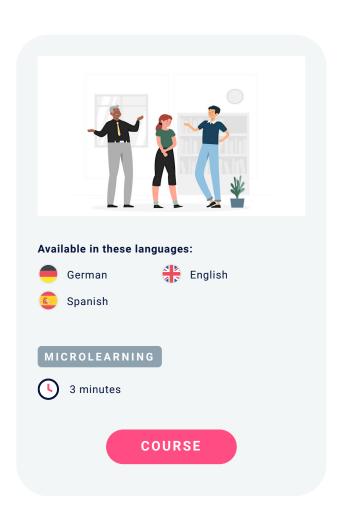
 Reducing expectations of perfection and developing an authentic leadership style

Target group

Management

Matching Macrolearnings

Being a Female Manager: I Struggle with Being Taken Seriously by Male Colleagues



Learning objectives

Strengthening your own self-confidence and ending disrespect in the team

Target group

Management (especially female management)

Matching Macrolearnings

Coaching-Conversations with Employees



Learning objectives

Conduct coaching conversations with employees at eye level

Target group

Management

Matching Macrolearnings

The GROW-Model



Learning objectives

• Be able to apply the four phases of the GROW-Model

Target group

Management

Matching Macrolearnings

My Team Member Is Feeling Lost and Worried about Recent Changes Affecting Their Status



Learning objectives

 Identifying and addressing formal and informal needs and fears to open employees up to change

Target group

Management

Matching Macrolearnings

Challenges Faced When Asserting Myself in a Leadership Position



Learning objectives

Appearing competent and assertive in a leadership position

Target group

Employees with or without management roles

Matching Macrolearnings

Striking a Balance Between Professional and Personal Levels as a Manager



Learning objectives

Finding the right balance between professional and personal levels

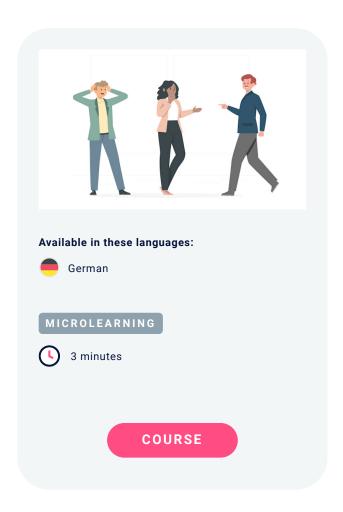
Target group

Management

Matching Macrolearnings



Managing Conflicts as a Lateral Leader



Learning objectives

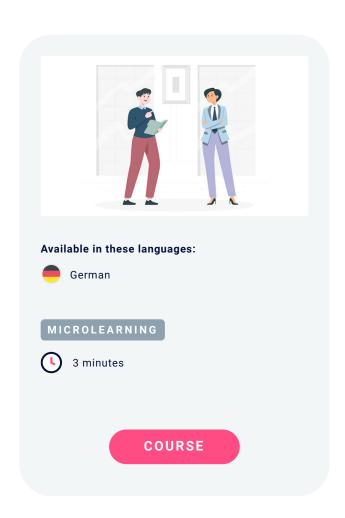
• Knowing and managing the different types of conflicts

Target group

Employees with or without management roles

Matching Macrolearnings

How Lateral Leadership Differs from Conventional Leadership



Learning objectives

Understanding lateral leadership and starting the project with a clear vision

Target group

Management

Matching Macrolearnings

Practical Instruments for Lateral Leadership



Learning objectives

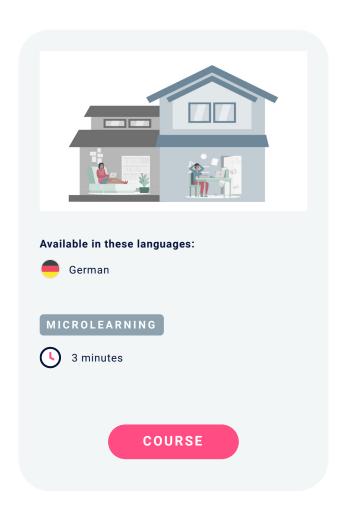
• Identifying different lateral leadership instruments

Target group

Employees with or without management roles

Matching Macrolearnings

Leading Through Change Processes with the Four Rooms of Change



Learning objectives

 Learning leadership tips for each phase in the four rooms of change

Target group

Management

Matching Macrolearnings

Weekly Planning Made Simple for Achieving Goals



Learning objectives

· Managing your time with smart weekly planning

Target group

Employees with or without Management Roles

Matching Macrolearnings

Struggling to Separate My Work in My Home Office from My Personal Life



Learning objectives

• Structuring work time in your home office

Target group

Employees with or without management roles

Matching Macrolearnings

Dealing with Interruptions from My Children in Home Office



Learning objectives

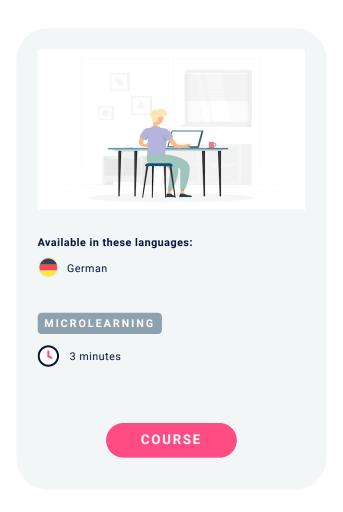
Coordinating concentrated work phases in he home office with your family

Target group

Employees with or without management roles

Matching Macrolearnings

Monotasking: Full Concentration



Learning objectives

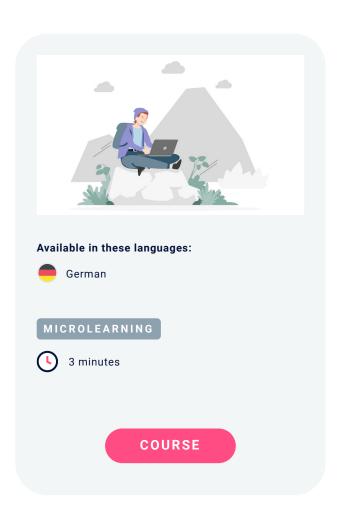
· Learning to work on a task in a concentrated manner

Target group

Employees with or without management roles

Matching Macrolearnings

Work More Productively with the ALPEN Method



Learning objectives

· Know and apply the ALPEN method

Target group

Employees with or without management roles

Matching Macrolearnings

The SMART Method



Learning objectives

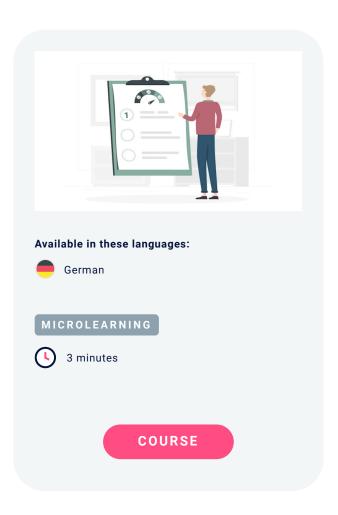
• Formulate goals according to the SMART logic

Target group

Employees with or without management responsibility

Matching Macrolearnings

Clever Prioritization with the Eisenhower Matrix



Learning objectives

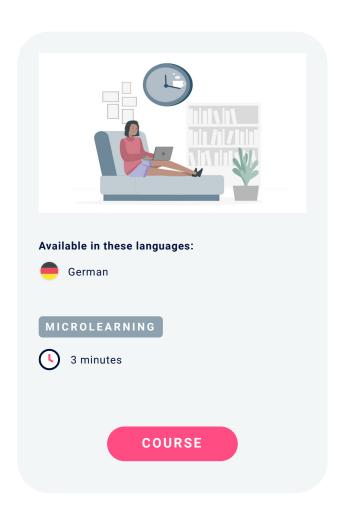
• Apply the Eisenhower safely

Target group

Employees with or without management roles

Matching Macrolearnings

How to Structure Working Time in Your Home Office



Learning objectives

Efficiently structure working time and clearly distinguish it from breaks and free time

Target group

Employees with or without management roles

Matching Macrolearnings

Bringing Order to Your Mailbox Thanks to Inbox Zero



Learning objectives

· Create order in the inbox

Target group

Employees with or without management roles

Matching Macrolearnings

My Coworker Doesn't Respect My Boundaries and Is Constantly Pressuring Me



Learning objectives

· Defending personal boundaries with others

Target group

Employees with or without management roles

Matching Macrolearnings

I'm Struggling to Foster a Sustainable Mindset Within My Company



Learning objectives

 Consistently working on motivating employees and managers to embrace and conduct sustainable business practices

Target group

Employees with or without management roles

Matching Macrolearnings

Others Are Always Telling Me What I Should Do



Learning objectives

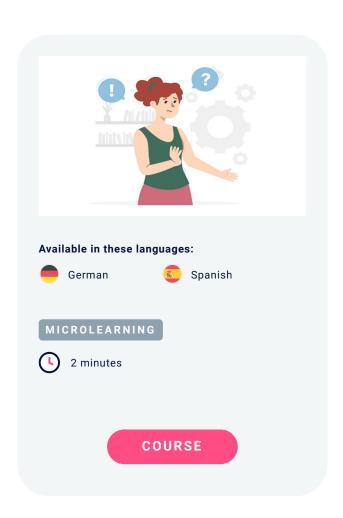
• Make decisions for yourself and not for others

Target group

Employees with or without management roles

Matching Macrolearnings

Before Making a Decision, I Am Often Afraid of a Negative Outcome



Learning objectives

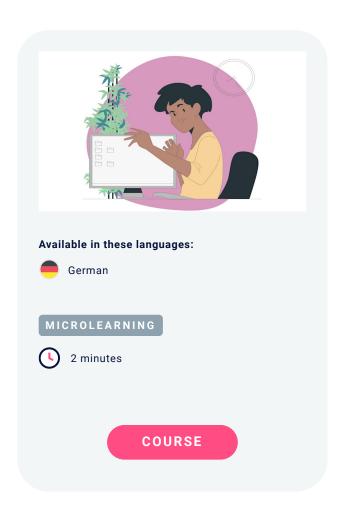
• Making informed and balanced decisions

Target group

Employees with or without management roles

Matching Macrolearnings

My Coworkers Annoy Me and Make Me Angry



Learning objectives

 Allowing yourself to internally acknowledge strong emotions like anger and pausing before reacting.

Target group

Employees with or without Management Roles

Matching Macrolearnings

My Team Says the Project Is Done, but My Gut Tells Me Otherwise



Learning objectives

• Taking a moment to reflect before reacting

Target group

Employees with or without Management Roles

Matching Macrolearnings

Finding Meaning in Your Work with the Golden Circle



Learning objectives

Discovering a sense of purpose in your job and infusing your work with meaning

Target group

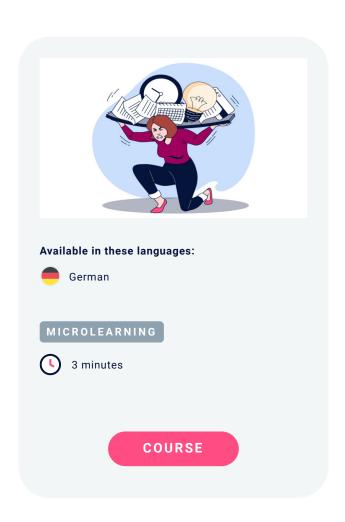
Employees with or without management roles

Matching Macrolearnings

There are matching macrolearnings for this microlearning. You can find them here.

Get your free trial access here

I Never Find the Right Time to Start Implementing My Ideas



Learning objectives

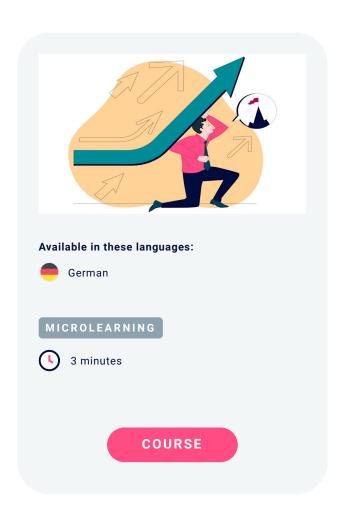
Putting your own ideas into practice with concrete intentions

Target group

Employees with or without Management Roles

Matching Macrolearnings

Achieve Goals More Reliably with Implementation Intentions



Learning objectives

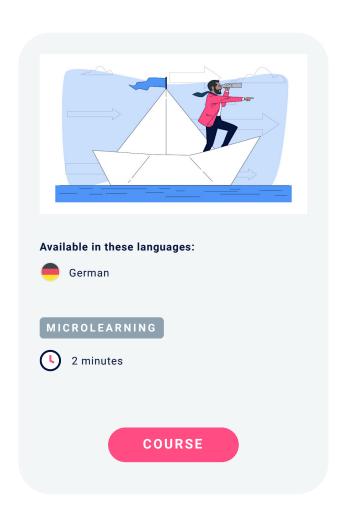
Achieve Goals More Reliably with Implementation Intentions

Target group

Employees with or without Management Roles

Matching Macrolearnings

Understanding action processes better with the Rubicon Model



Learning objectives

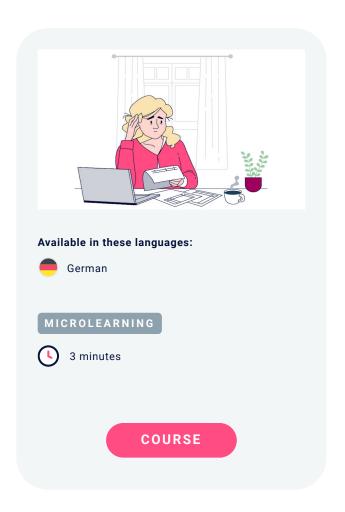
Understanding action processes better with the Rubicon Model

Target group

Employees with or without Management Roles

Matching Macrolearnings

My Work Responsibilities Are Exhausting Me



Learning objectives

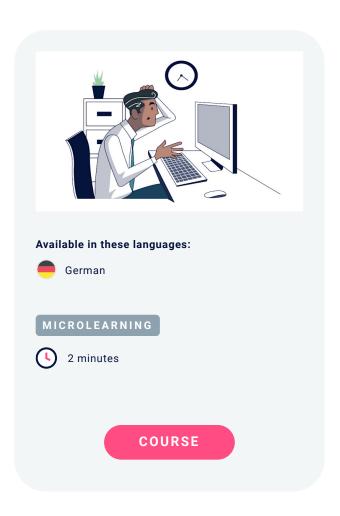
 Assessing and taking on responsibilities with the 'Love it, change it, or leave it' approach

Target group

Employees with or without Management Roles

Matching Macrolearnings

I Made a Wrong Decision



Learning objectives

 Growing from mistakes with the right mindset and thorough analysis

Target group

Employees with or without Management Roles

Matching Macrolearnings

Strategic Decision-Making



Learning objectives

· Making decisions strategically

Target group

Employees with or without Management Roles

Matching Macrolearnings

Finding a Start in the Learning Process is Challenging



Learning objectives

Motivating yourself for learning and personal development

Target group

Employees with and without a management function

Matching Macrolearnings

I Struggle to See the Point in Mundane Routine Tasks



Learning objectives

· Finding personal meaning in everyday tasks

Target group

Employees with or without Management Roles

Matching Macrolearnings

I'm Overly Emotionally Invested in My Work



Learning objectives

• Regulating emotional involvement in the workplace

Target group

Employees with or without management roles

Matching Macrolearnings

Others Seem So Confident and Strong—I Struggle to Measure Up



Learning objectives

Handling weaknesses and uncertainties constructively

Target group

Employees with or without management roles

Matching Macrolearnings

Tackling the Fear of Acknowledging What I Don't Know



Learning objectives

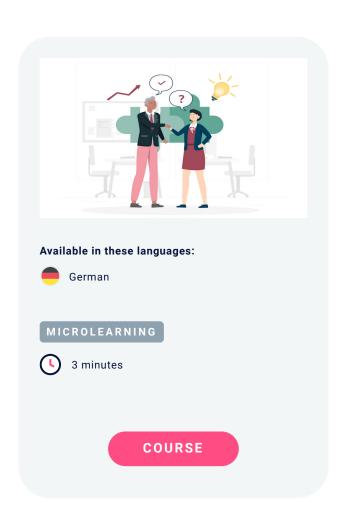
 Confidently and constructively identifying gaps in knowledge and making suggestions for eliminating them.

Target group

Employees with or without Management Roles

Matching Macrolearnings

Persuading My Manager to Authorize Further Development



Learning objectives

• Convincing your manager of your development goals

Target group

Employees with or without Management Roles

Matching Macrolearnings

Navigating VUCA with Flexibility



Learning objectives

Managing the challenges of the VUCA world through self-efficacy

Target group

Employees with or without Management Roles

Matching Macrolearnings

I Am Afraid That AI Will Replace My Job



Learning objectives

 Overcoming your fear of Al and being able to use it for your own benefit

Target group

Employees with or without management roles

Matching Macrolearnings

I Just Don't Understand Al



Learning objectives

Tackling the topic of AI with confidence and no reservations

Target group

Employees with or without Management Roles

Matching Macrolearnings

Memorise things more easily with the loci method



Learning objectives

• Know and be able to apply the loci method

Target group

Employees with and without a management function

Matching Macrolearnings

Comprehensive reading with the SQ3R method



Learning objectives

· Know and be able to apply the SQ3R method

Target group

Employees with and without a management function

Matching Macrolearnings

What Is Generative AI and How Is It Used?



Learning objectives

Acquiring a basic knowledge of the function and use of generative AI

Target group

Employees with or without management roles

Matching Macrolearnings

I Am Worried About a Colleague, But They Say Everything Is Fine



Learning objectives

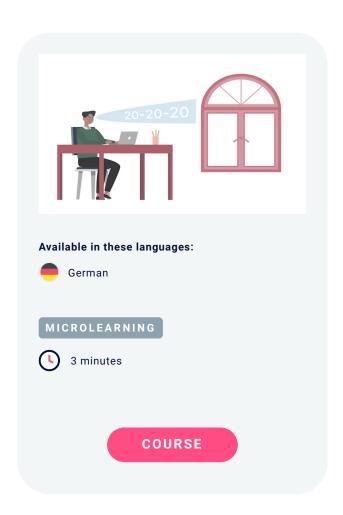
 Addressing colleagues' concerns and excessive demands in an appreciative, empathetic and confidential manner

Target group

Employees with or without Management Roles

Matching Macrolearnings

Keep Your Eyes Healthy with the 20-20-20 Rule



Learning objectives

 Learning about the 20-20-20 rule and applying it to your daily work

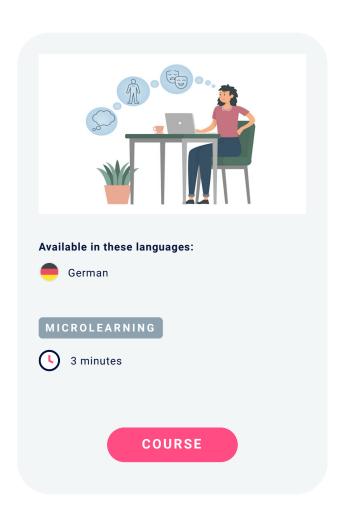
Target group

Employees with or without management roles

Matching Macrolearnings



Calmly Navigate Everyday Life through Mind- fulness



Learning objectives

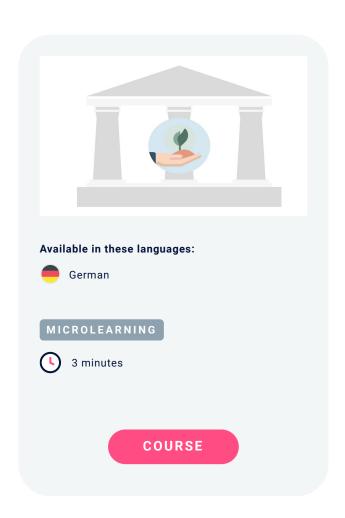
• Being mindful in everyday work

Target group

Employees with or without management roles

Matching Macrolearnings

Acting More Consciously with the Three-Pillar Model of Sustainability



Learning objectives

· Acting more sustainably in your everyday work

Target group

Employees with or without management roles

Matching Macrolearnings

Practicing Sustainability in the Company—with CSR



Learning objectives

Commit to a sustainable and mindful everyday working life

Target group

Employees with or without management roles

Matching Macrolearnings

Staying Self-Motivated



Learning objectives

 Completing tasks that are difficult with motivation, goals and a plan

Target group

Employees with or without management roles

Matching Macrolearnings

Connecting Tasks and Interests with Job Crafting



Learning objectives

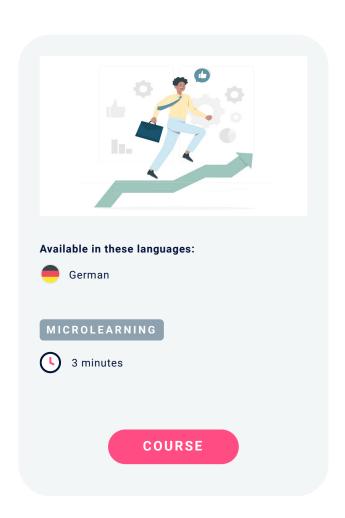
· Designing your own work with job crafting

Target group

Employees with or without management roles

Matching Macrolearnings

Using Signature Strengths for Professional Development



Learning objectives

 Getting to know one's own signature strengths and consciously using them in everyday working life

Target group

Employees with or without management roles

Matching Macrolearnings



Passion at Work



Learning objectives

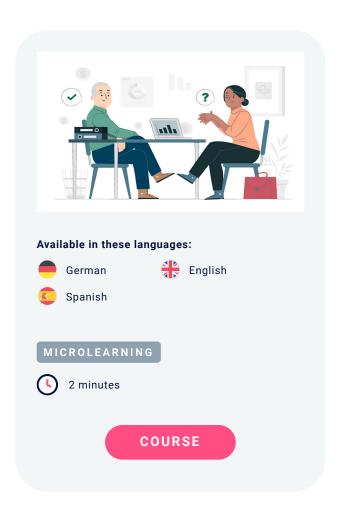
• Making the best use of one's own talents and abilities

Target group

Employees with or without management roles

Matching Macrolearnings

I Don't Know What My Customers Really Want



Learning objectives

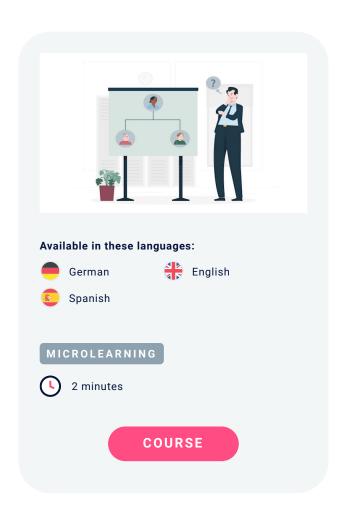
· Finding out what really motivates your customer

Target group

Employees with or without management roles

Matching Macrolearnings

Determining Customer Hierarchy for Decision-Making Can Be Tough



Learning objectives

 Find out the decision-making structure of customers through targeted questions

Target group

Employees with or without management roles

Matching Macrolearnings

My Customers Are Sidetracking Me with Unreasonable Discount Requests



Learning objectives

Using the four steps to respond to unreasonable discount requests

Target group

Employees with or without management roles

Matching Macrolearnings

Buyer's Remorse: My Customers Are Backing Out of the Deal



Learning objectives

Preventing buyer's remorse after a successful sales call

Target group

Employees with or without management roles

Matching Macrolearnings

I Have to Explain a Price Adjustment to My Customers



Learning objectives

 Know how to argue and act towards your customers when adjusting prices in order not to lose them to the competition.

Target group

Employees with and without management function

Matching Macrolearnings

Needs Assessment: My Customers Do Not Disclose All Their Information



Learning objectives

Gathering all relevant information from your customers when assessing their needs

Target group

Employees with or without management roles

Matching Macrolearnings

I'm Not Advising My Customers Solution-Oriented Enough Yet



Learning objectives

• Offering customers comprehensive solutions

Target group

Employees with or without management roles

Matching Macrolearnings

Sales Pitch: I Don't Want To Take My Customers by Surprise



Learning objectives

• Transitioning into the sales conversation successfully

Target group

Employees with or without management roles

Matching Macrolearnings

I'm Uncomfortable Networking at Events



Learning objectives

 Knowing the mindset, body language and content that will win you points at networking events

Target group

Employees with or without management roles

Matching Macrolearnings

Cold Calling Makes Me Uncomfortable



Learning objectives

• Overcoming your inner cold-calling hurdles

Target group

Employees with or without management roles

Matching Macrolearnings

I Don't Want To Pressure My Customers



Learning objectives

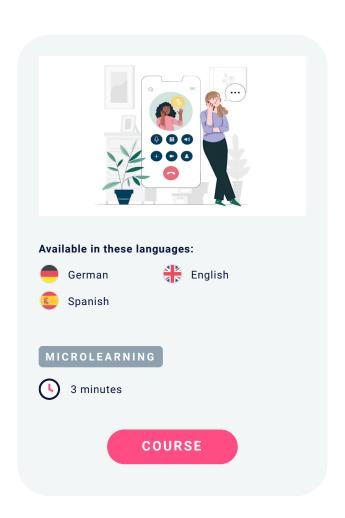
 Learning to make purchasing decisions successfully and in a customer-oriented manner

Target group

Employees with or without management roles

Matching Macrolearnings

My Customers Find Our Product Too Expensive



Learning objectives

Addressing the "product too expensive" objection constructively

Target group

Employees with or without management roles

Matching Macrolearnings

Even Good Arguments Don't Convince My Customers



Learning objectives

 Convince customers of the valuable personal benefits of a product or service

Target group

Employees with or without management roles

Matching Macrolearnings

Help! I Don't Come-Off as Personable



Learning objectives

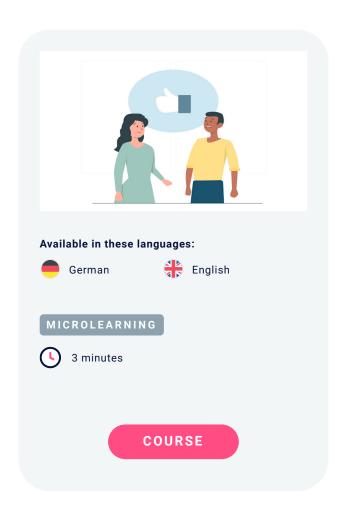
• Learning how to be more personable with customers

Target group

Employees with or without management roles

Matching Macrolearnings

I Want To Deepen My Customer Relationships Without Being Annoying



Learning objectives

Showing appreciation to your customers with personal gestures

Target group

Employees with or without management roles

Matching Macrolearnings

My employees do not cross-sell



Learning objectives

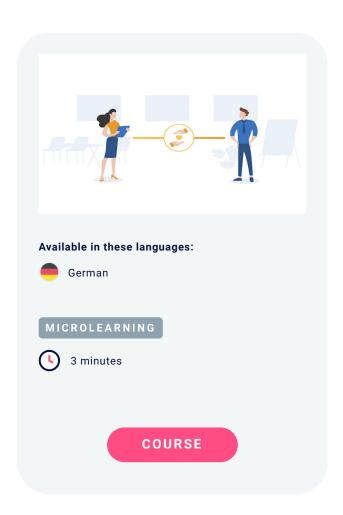
 Understand why employees are not actively cross-selling and support them in doing so.

Target group

Management

Matching Macrolearnings

Tips for Building Relationships in the Workplace



Learning objectives

· Establishing a good relationship with customers

Target group

Employees with or without management roles

Matching Macrolearnings

Recognize and Capitalize on Networking Opportunities



Learning objectives

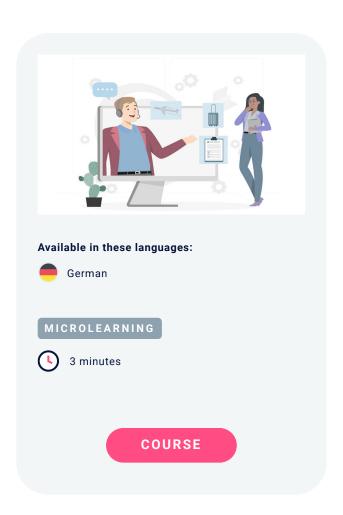
· Identifying sales entry points

Target group

Employees with or without management roles

Matching Macrolearnings

Improve and Deepen Customer Relationships



Learning objectives

• Developing sustainable relationships with customers

Target group

Employees with or without management roles

Matching Macrolearnings

Arguing Benefits with the Five Step Technique



Learning objectives

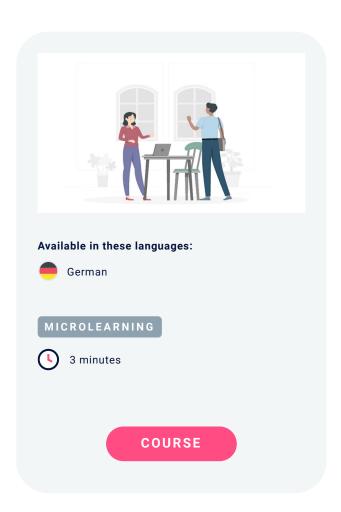
 Knowing the 5-step technique and being able to use it in everyday counseling

Target group

Employees with or without management roles

Matching Macrolearnings

Responding Adequately to a "No" From Customers: "No" is Not Just "No"



Learning objectives

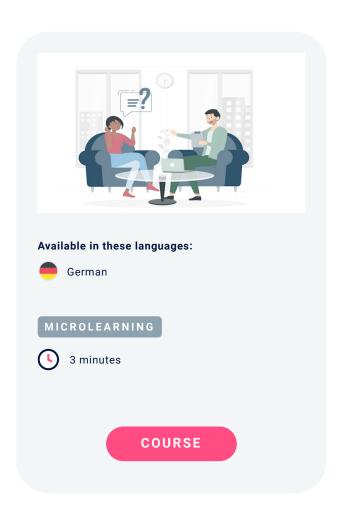
• Responding constructively to customer objections

Target group

Employees with or without management roles

Matching Macrolearnings

Countering Objections with the Acknowledgment Method



Learning objectives

 Understand, accept and be able to refute objections using the Acknowledgement Method

Target group

Employees with or without management roles

Matching Macrolearnings

Practice Netiquette and Have a Good Online Presence



Learning objectives

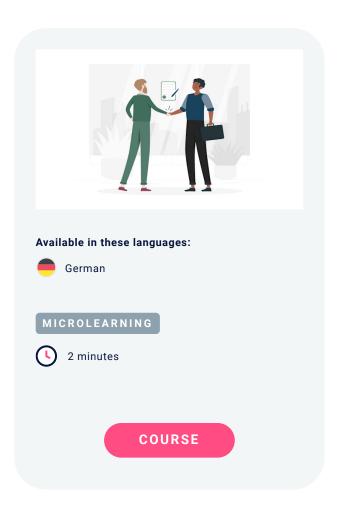
Understanding netiquette rules and taking them into account in everyday life

Target group

Employees with or without management roles

Matching Macrolearnings

The Harvard Concept



Learning objectives

Be able to apply the four principles of the Harvard concept

Target group

Employees with and without management function

Matching Macrolearnings

Catching listeners with varied knowledge transfer



Learning objectives

• Conveying knowledge in a varied and exciting way

Target group

Employees with and without a management function

Matching Macrolearnings

Anchoring Knowledge through Sustainable Learning Methods



Learning objectives

Anchoring knowledge sustainably

Target group

Employees with and without Management Roles

Matching Macrolearnings

Actively involve participants in online training courses



Learning objectives

 Be able to successfully involve participants in online training courses

Target group

Employees with and without a management function

Matching Macrolearnings

Effectively Conveying Knowledge Online



Learning objectives

• Being able to successfully impart knowledge online

Target group

Employees with or without Management Roles

Matching Macrolearnings

Dealing with Challenging Training Participants



Learning objectives

 Knowing the five types of challenging trainees and how to deal with them.

Target group

Employees with or without management roles

Matching Macrolearnings

Guiding Participants Through the Five Phases of a Training



Learning objectives

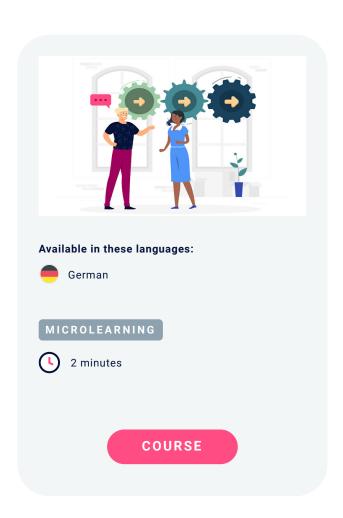
 Understanding the appropriate actions to take for each of the five typical phases of a training session

Target group

Employees with or without management roles

Matching Macrolearnings

I would like to convince the management to invest more in process management



Learning objectives

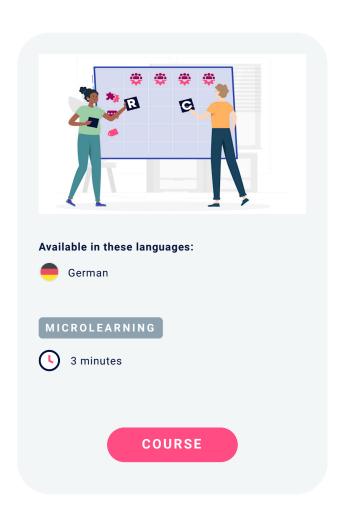
Being able to argue the advantages of process management

Target group

Employees with and without a management function

Matching Macrolearnings

Clarify responsibilities in the team with the RACI matrix



Learning objectives

Use the RACI matrix to harmonise responsibilities within the team

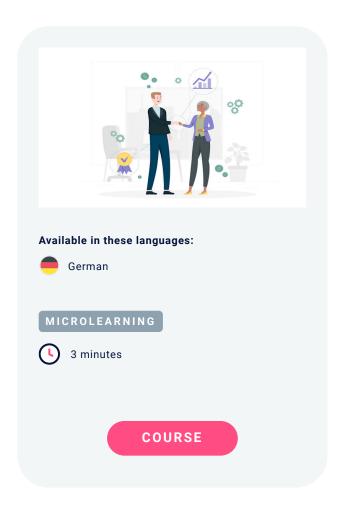
Target group

Employees with and without a management function

Matching Macrolearnings



Analyzing and Managing Stakeholders



Learning objectives

Analyzing and managing stakeholders within classic project management

Target group

Employees with or without Management Roles

Matching Macrolearnings

Identifying and Managing Risks in Project Management



Learning objectives

 Recognizing risks in classic project management and taking countermeasures

Target group

Employees with or without Management Roles

Matching Macrolearnings

Distinguishing a Project from a Task



Learning objectives

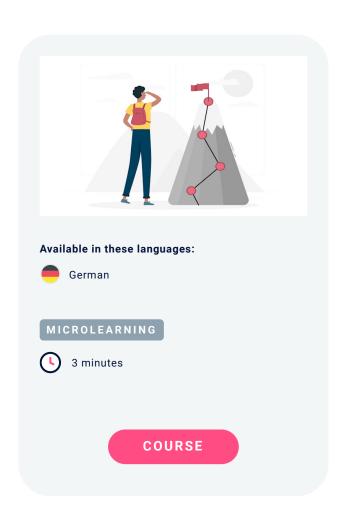
· Identifying a project as such

Target group

Employees with or without Management Roles

Matching Macrolearnings

Four Success Factors for Classic Project Management



Learning objectives

 Getting to know and internalizing the four success factors for successful project planning and implementation

Target group

Employees with or without Management Roles

Matching Macrolearnings

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I Don't Do a Good Job of Involving Everyone in Meetings



Learning objectives

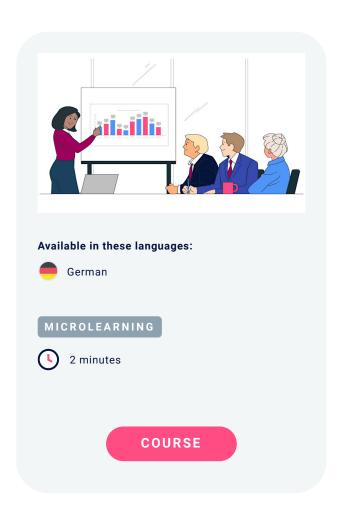
• Engaging participants effectively in online meetings

Target group

Employees with or without Management Roles

Matching Macrolearnings

Wow Your Audience with Organized and Prepared Presentations



Learning objectives

• Organizing your presentation for maximum impact

Target group

Employees with or without Management Roles

Matching Macrolearnings

The Basic Elements of a Presentation



Learning objectives

• Learn how to structure the introduction, main body and conclusion of a presentation.

Target group

Employees with or without management roles

Matching Macrolearnings

Plan Ahead and You'll Present More Relaxed



Learning objectives

 Know how to take the stress out of presentations by planning time, place, seating arrangements, and technology

Target group

Employees with or without management roles

Matching Macrolearnings

Present Better with the Four 'Presentation Zen' Tips



Learning objectives

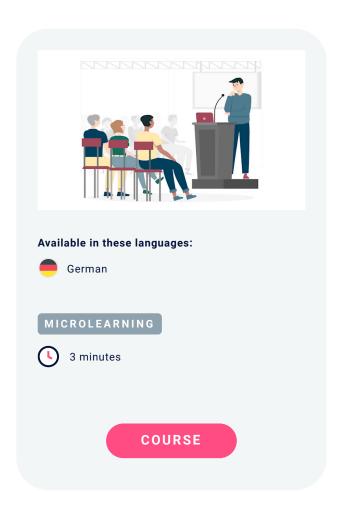
Knowing and being able to apply the four "Presentation Zen" tips: simplify more, have a solid structure, remove the nonessential, and show and do the unexpected

Target group

Employees with or without management roles

Matching Macrolearnings

I Need to Be Persuading, but I'm a Reserved Person



Learning objectives

Conveying authenticity, confidence, and storytelling in presentations

Target group

Employees with or without Management Roles

Matching Macrolearnings

I Have To Give a Presentation and I'm Very Nervous



Learning objectives

Transform your anxiety into positive energy before presentations

Target group

Employees with or without management roles

Matching Macrolearnings

Be Confident Online



Learning objectives

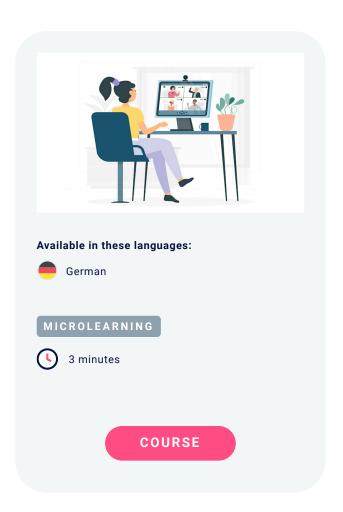
· Being confident online and wowing the audience

Target group

Employees with or without management roles

Matching Macrolearnings

Engage Participants in Online Meetings



Learning objectives

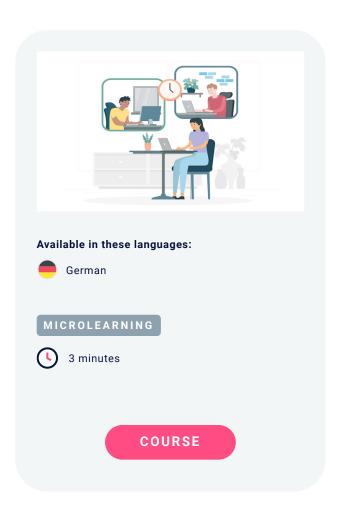
• Effectively engage participants in online meetings

Target group

Employees with or without management roles

Matching Macrolearnings

Conducting Online Meetings Successfully



Learning objectives

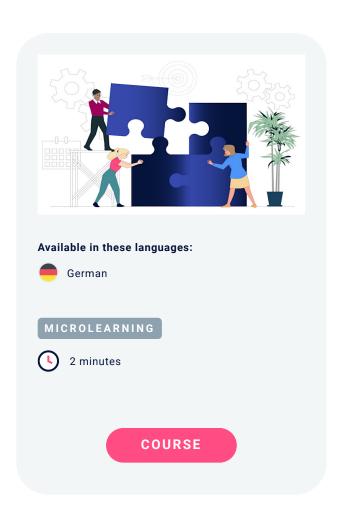
Successfully prepare, conduct and follow up online meetings

Target group

Employees with or without management roles

Matching Macrolearnings

The Values of the Agile Manifesto



Learning objectives

Working in an agile, flexible, and customer-oriented manner

Target group

Employees with or without Management Roles

Matching Macrolearnings

Encouraging Creativity Using the Walt Disney Method



Learning objectives

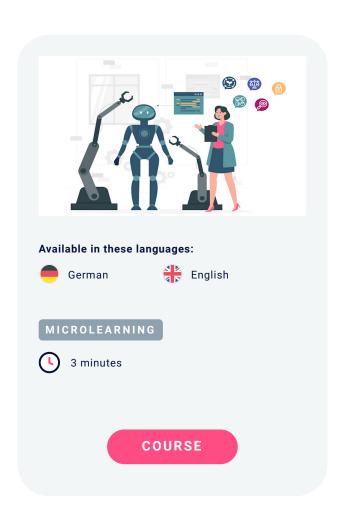
Develop creative ideas and look at them from different angles

Target group

Employees with or without management roles

Matching Macrolearnings

Responsible AI: Künstliche Intelligenz verantwortungsvoll nutzen



Learning objectives

Ziele und Herausforderungen von Responsible Al kennen

Target group

Mitarbeitende mit und ohne Führungsfunktion

Matching Macrolearnings

Mastering the Challenges of Artificial Intelligence with Responsible Al



Learning objectives

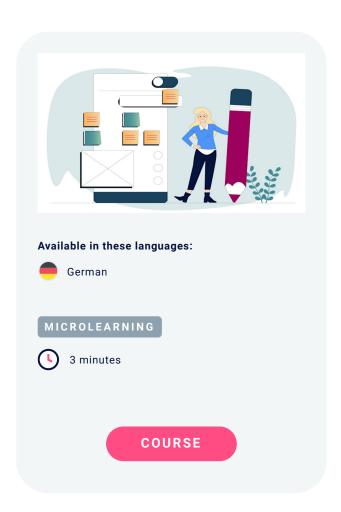
 Knowing industry-specific challenges posed by AI and their solutions using Responsible AI

Target group

Employees with and without Management Roles

Matching Macrolearnings

Analogue methods of testing: card sorting and pre-mortem



Learning objectives

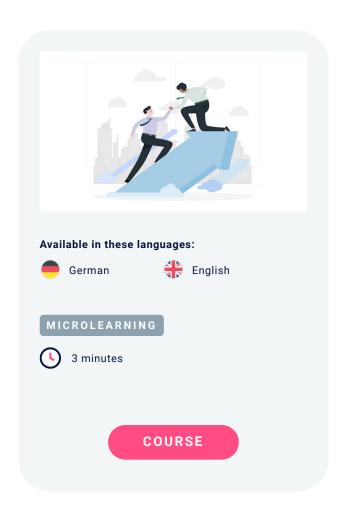
 Carry out preliminary tests to develop new products and services cost-effectively and in line with demand

Target group

Employees with and without a management function

Matching Macrolearnings

Making Success Measurable with Key Results



Learning objectives

• Adequately formulate key results

Target group

Management

Matching Macrolearnings

Enhancing Your Performance with the OKR Method



Learning objectives

· Knowing and being able to use the OKR method

Target group

Employees with or without management roles

Matching Macrolearnings

Getting to the bottom of problems with the 5 Why method



Learning objectives

 Being able to analyze the causes of problems with the 5 Why method

Target group

Employees with and without a management function

Matching Macrolearnings

How your team prepares for the design thinking process



Learning objectives

Creating ideal conditions for the design thinking process

Target group

Employees with and without a management function

Matching Macrolearnings

Planning Poker: Estimating Tasks Realistically



Learning objectives

Realistically estimate time and effort of tasks or projects together

Target group

Employees with and without management role

Matching Macrolearnings

Creating Personas



Learning objectives

• Adopting the perspective of customers

Target group

Employees with and without management function

Matching Macrolearnings

Retrospective Meetings



Learning objectives

Improving processes and collaboration through regular retrospective meetings

Target group

Employees with and without management roles

Matching Macrolearnings

What Is Agile Management?



Learning objectives

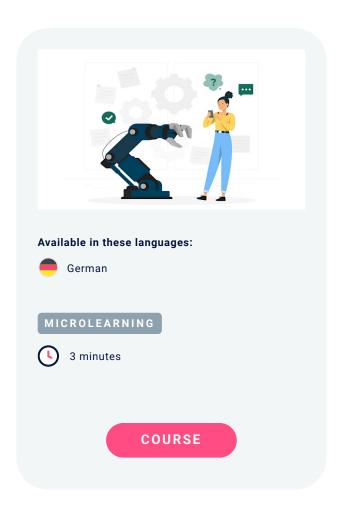
 Understanding the connection between globalization, digitalization, and agility

Target group

Employees with or without Management Roles

Matching Macrolearnings

Golden Rules for Prototyping



Learning objectives

 Understanding and embracing the golden rules for handling both prototypes and participants

Target group

Employees with or without management roles

Matching Macrolearnings

How Do You Start Prototyping?



Learning objectives

• Create conditions for prototyping and testing

Target group

Matching Macrolearnings

Use Daily Stand-Up Meetings for Task Visibility



Learning objectives

• Using stand-up meetings in agile collaboration

Target group

Employees with or without management roles

Matching Macrolearnings

Customer Focus Works—First Steps



Learning objectives

 Always align your own actions with the needs and wishes of your customers in order to be successful

Target group

Employees with or without management roles

Matching Macrolearnings

Collaborate Effectively in the Scrum Team



Learning objectives

Learning and being able to assign the three scrum roles

Target group

Employees with or without management roles

Matching Macrolearnings

Effectively Manage Everyday Work with Agile Tools



Learning objectives

Knowing individual marketing measures and being able to use them effectively

Target group

Employees with or without management roles

Matching Macrolearnings

Dare and Master the VUCA World



Learning objectives

 Actively and successfully dealing with changes in the VUCA world

Target group

Employees with or without management roles

Matching Macrolearnings

Work Innovatively and Effectively with Scrum



Learning objectives

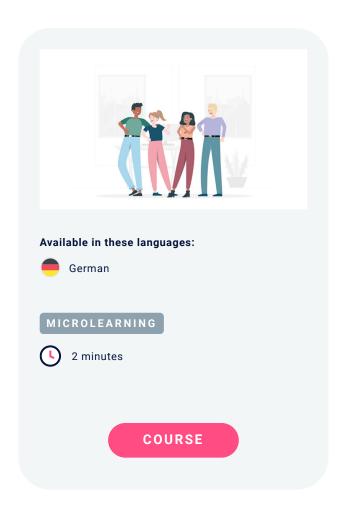
Learning and being able to classify the most important scrum terms

Target group

Employees with or without management roles

Matching Macrolearnings

Team Culture Workshop



Learning objectives

 Hold a team culture workshop and create a basis for good and effective teamwork

Target group

Employees with or without management roles

Matching Macrolearnings

The 9 Agile Values



Learning objectives

• Understand and internalize the nine agile values

Target group

Employees with and without management function

Matching Macrolearnings

Big Data—A Short Review



Learning objectives

 Understand the fundamentals of Big Data, Cloud Computing and Artificial Intelligence.

Target group

Employees with or without management roles

Matching Macrolearnings

Protect Personal Data



Learning objectives

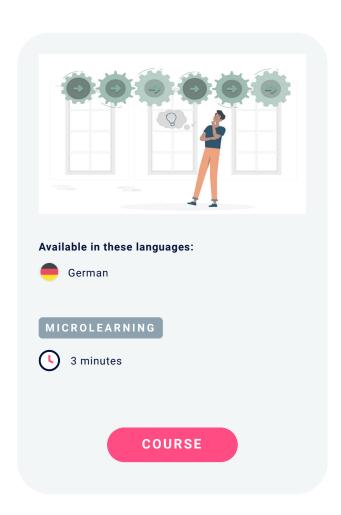
• Be able to manage privacy settings independently

Target group

Employees with or without management roles

Matching Macrolearnings

Acting innovatively and customer-oriented with Design Thinking



Learning objectives

Develop products that meet the needs of our customers

Target group

Employees with or without management roles

Matching Macrolearnings

Visualize Processes with Kanban



Learning objectives

· Visualize team work steps with Kanban

Target group

Employees with or without management roles

Matching Macrolearnings

Use Line Balancing to Streamline the Value Stream



Learning objectives

 Learn to use line balancing to streamline the value stream of your production line

Target group

Employees with or without management roles

Matching Macrolearnings

Finding Root Causes with the Ishikawa Diagram



Learning objectives

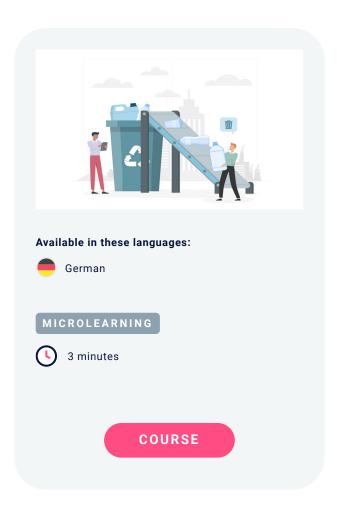
 Understand how to use the Ishikawa diagram to visualize the factors that influence failure and assess their importance.

Target group

Employees with or without management roles

Matching Macrolearnings

Seven Types of Waste



Learning objectives

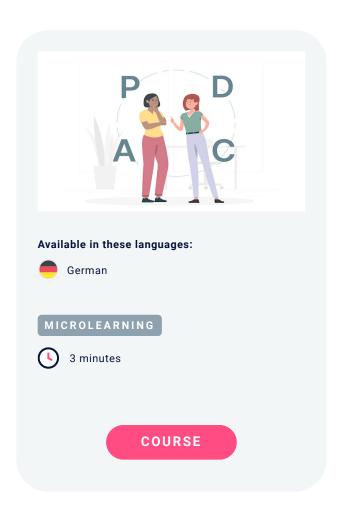
Know the seven types of waste and countermeasures to them

Target group

Management

Matching Macrolearnings

Continuous Improvement with the PDCA Cycle



Learning objectives

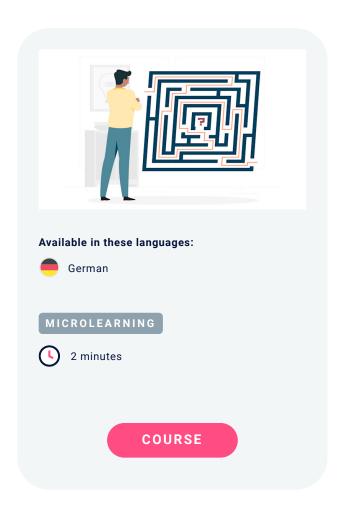
 Know and be able to apply the four phases of the PDCA cycle

Target group

Management

Matching Macrolearnings

The Decision-Making Process



Learning objectives

• Making decisions with confidence

Target group

Employees with or without Management Roles

Matching Macrolearnings

Using Active Listening to Understand the Interlocutor



Learning objectives

Practicing and perfecting six key techniques of active listening

Target group

Employees with or without management roles

Matching Macrolearnings

Optimize Your Communication with Questioning Techniques



Learning objectives

• Improve your own dialogue skills

Target group

Employees with and without a management function

Matching Macrolearnings



Nonviolent Communcation



Learning objectives

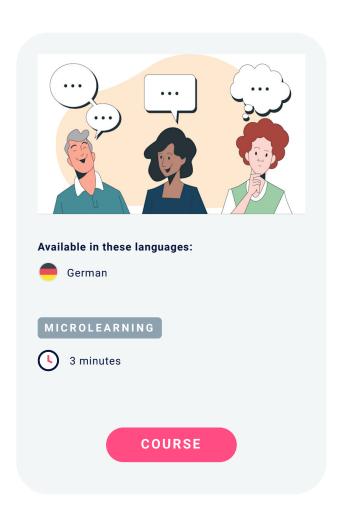
Integrating the four steps of nonconfrontational communication into practice

Target group

Employees with or without management roles

Matching Macrolearnings

Paul Watzlawick's Five Axioms of Communication



Learning objectives

Understanding Watzlawick's five axioms of communication

Target group

Employees with or without Management Roles

Matching Macrolearnings

Leading conversations to the goal with appropriate questions



Learning objectives

Formulate and use open and closed questions in a targeted manner

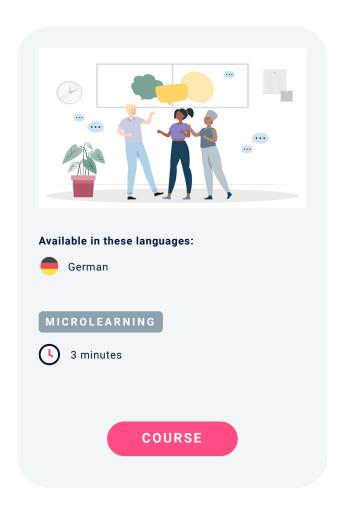
Target group

Employees with and without a management function

Matching Macrolearnings



The Eight Basic Communication Styles from Schulz von Thun



Learning objectives

Acquiring the ability to recognize the eight communication styles

Target group

Employees with or without Management Roles

Matching Macrolearnings

Developing Your Own Communication Styles



Learning objectives

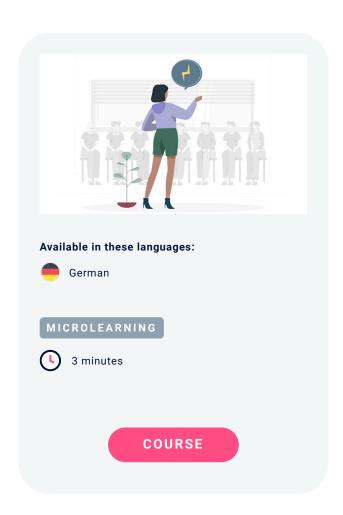
• Improving your communication behavior

Target group

Employees with or without Management Roles

Matching Macrolearnings

I Want to Deliver Unpleasant News with Sensitivity



Learning objectives

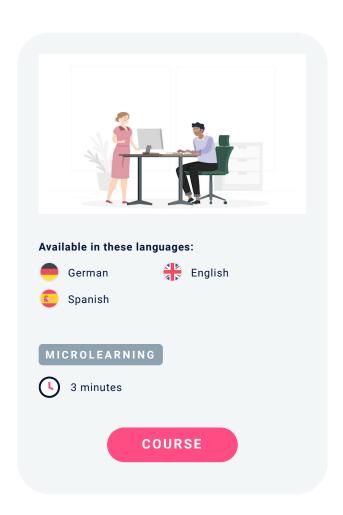
Being able to deliver unpleasant messages to employees with sensitivity

Target group

Employees with or without Management Roles

Matching Macrolearnings

I'm Afraid to Ask Because I Think My Counterpart Doesn't Have Time



Learning objectives

Asking questions promptly and in a solution-oriented manner

Target group

Employees with or without Management Roles

Matching Macrolearnings



My Counterpart Is Rambling, and I Don't Know How to Interrupt



Learning objectives

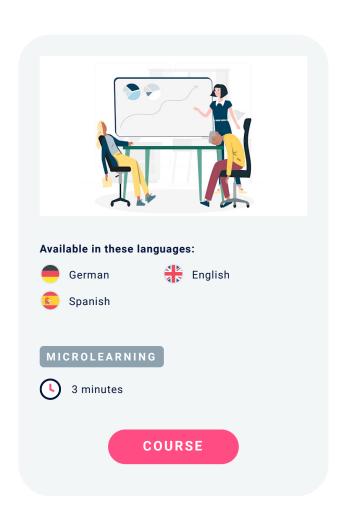
Using verbal and non-verbal techniques to constructively steer or end conversations

Target group

Employees with or without Management Roles

Matching Macrolearnings

I, as a Trainer, Receive Little Response from My Participants



Learning objectives

Resolving passive behavior of participants through openness and communication

Target group

Employees with or without management roles

Matching Macrolearnings



I Can't Concentrate on the Conversation, but Don't Want to Seem Rude



Learning objectives

• Ending conversations politely and appreciatively

Target group

Employees with or without management roles

Matching Macrolearnings

The Dilemma of Not Understanding Important Information and Feeling Uncomfortable Ask-



Learning objectives

Preventing misunderstandings by asking specific, intelligent questions

Target group

Employees with or without management roles

Matching Macrolearnings

My Employees Lack the Time to Make Good Use of EX -X training Courses



Learning objectives

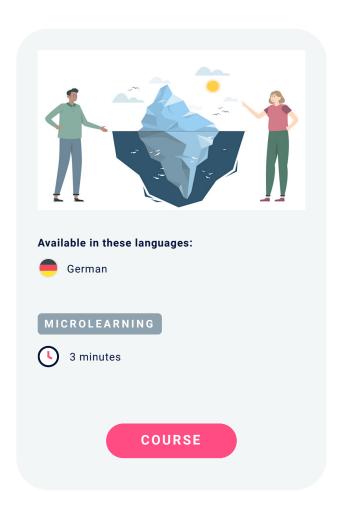
Motivating employees to participate in e-training courses

Target group

Management

Matching Macrolearnings

Successfully Communicating with the Iceberg Model



Learning objectives

Understanding the iceberg model and using it for successful communication

Target group

Employees with or without management roles

Matching Macrolearnings

Deflect Verbal Attacks with the 4 □ - □ I □ - □ Method



Learning objectives

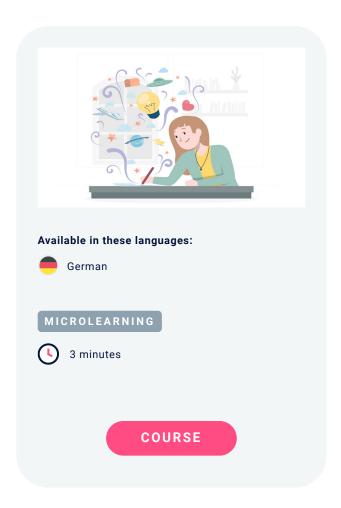
Use the four possible counter techniques of the 4-I method appropriately and unerringly

Target group

Employees with or without management roles

Matching Macrolearnings

Tracking Down Good Stories



Learning objectives

 Finding good stories in your own company and using them in conversations and presentations

Target group

Employees with or without management roles

Matching Macrolearnings

Captivate Listeners with the Hero's Journey



Learning objectives

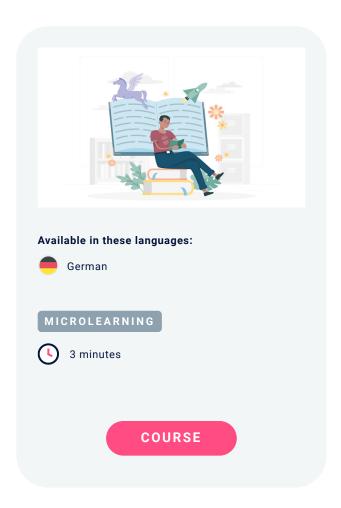
 Knowing and being able to use the concept of the Hero's Journey

Target group

Employees with or without management roles

Matching Macrolearnings

Telling Compelling Stories with Storytelling



Learning objectives

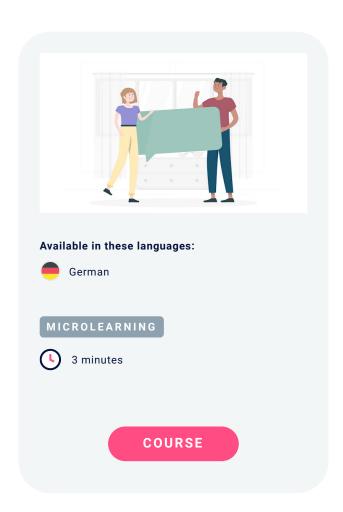
• Using storytelling to tell compelling stories

Target group

Employees with or without management roles

Matching Macrolearnings

Expressing and Addressing Emotions with the Verbalization Technique



Learning objectives

· Knowing and using the verbalization technique

Target group

Employees with or without management roles

Matching Macrolearnings

I Want To Be Firm on Issues While Showing Kindness to Coworkers



Learning objectives

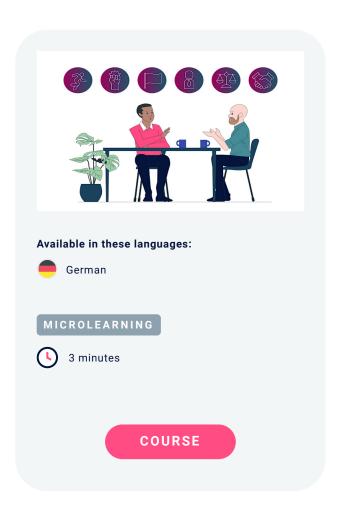
· Communicating clearly and appreciatively

Target group

Employees with or without management roles

Matching Macrolearnings

Use typical conflict resolution strategies constructively



Learning objectives

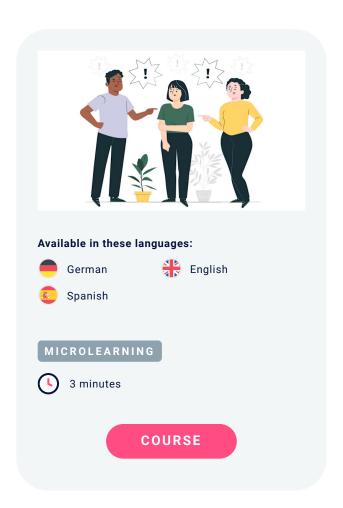
 Know different strategies for conflict resolution in professional life and be able to use them constructively

Target group

Employees with and without a management function

Matching Macrolearnings

I Always Back Down When There Is a Conflict



Learning objectives

• Be able to actively address conflicts

Target group

Employees with or without management roles

Matching Macrolearnings

My Coworker Turns Aggressive in Conflict Situations



Learning objectives

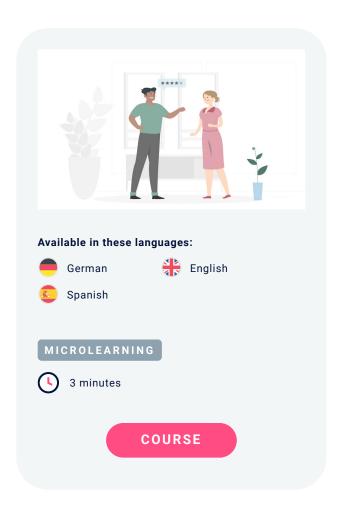
Steering heated conflicts towards a constructive solution

Target group

Employees with or without management roles

Matching Macrolearnings

Giving Effective Feedback



Learning objectives

• Expressing feedback appreciatively and respectfully

Target group

Employees with or without management roles

Matching Macrolearnings

Cultural Differences in the Team Are Bothering Me and Impacting Our Collaboration



Learning objectives

Finding a constructive way of dealing with cultural differences

Target group

Employees with or without Management Roles

Matching Macrolearnings

My Colleague Takes Feedback Personally



Learning objectives

Confront negativity after feedback and strengthen a positive feedback culture

Target group

Employees with or without management roles

Matching Macrolearnings

My Coworker Doesn't Take Feedback Seriously



Learning objectives

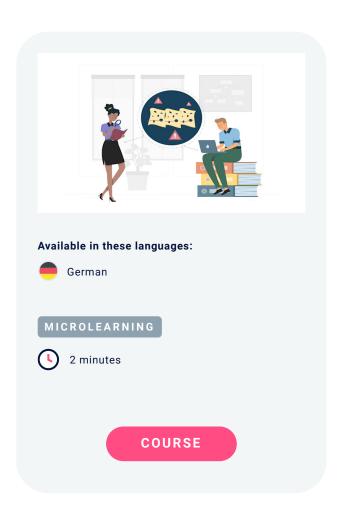
 Address the impression that feedback is not taken seriously and find countermeasures

Target group

Employees with or without management roles

Matching Macrolearnings

Eliminating Errors at the Root Sustainably with the Swiss Cheese Model



Learning objectives

 Understanding the Swiss Cheese Model and being able to analyze the causes of errors

Target group

Employees with or without management roles

Matching Macrolearnings



Staying Visible in Your Home Office



Learning objectives

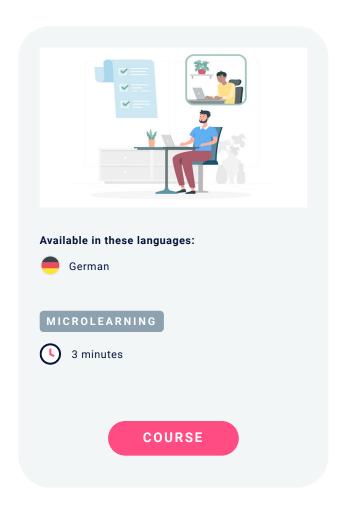
 Becoming visible in your hybrid team and finding a healthy balance in hybrid work

Target group

Employees with or without management roles

Matching Macrolearnings

Rules of the Game for Hybrid Collaboration



Learning objectives

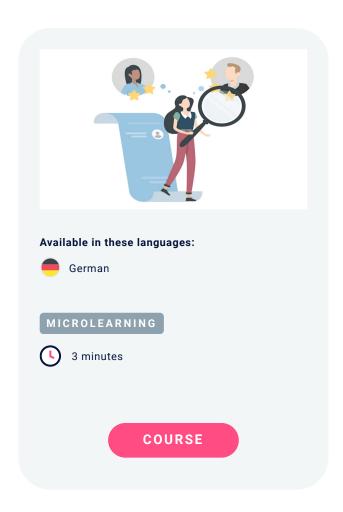
• Improving hybrid collaboration with consistent rules

Target group

Employees with or without management roles

Matching Macrolearnings

Overcoming Prejudice



Learning objectives

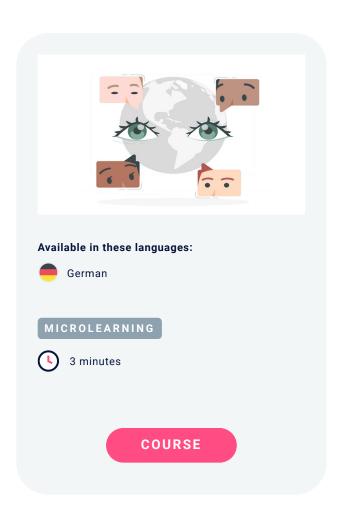
• Being able to question one's own prejudices

Target group

Employees with or without management roles

Matching Macrolearnings

Recognizing and Avoiding Biases



Learning objectives

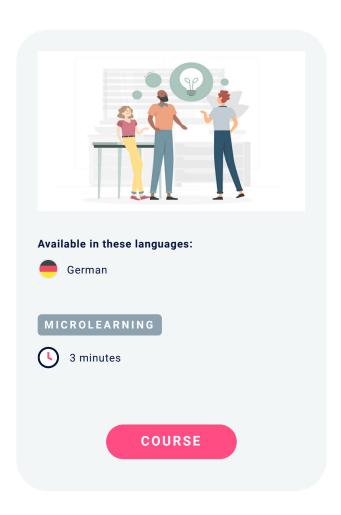
· Knowing and being able to recognize different biases

Target group

Employees with or without management roles

Matching Macrolearnings

Developing Good Ideas with the Brainstorming Method



Learning objectives

• Be able to use the brainstorming method correctly

Target group

Employees with or without management roles

Matching Macrolearnings

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