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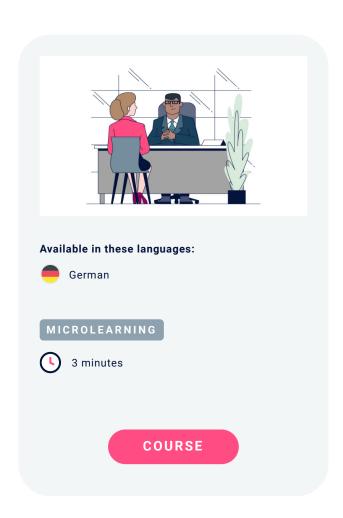
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# I Fear I'll Lose My Composure in the Termination Meeting



### **Learning objectives**

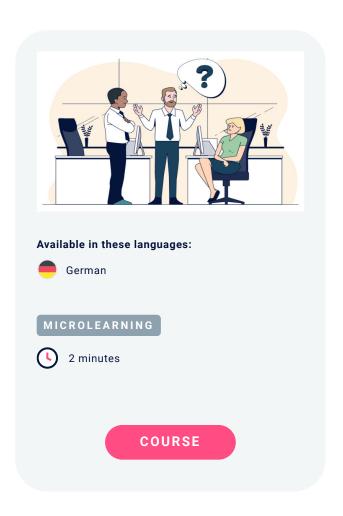
Dealing with your own emotions in a termination meeting

### **Target group**

Management

### **Matching Macrolearnings**

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



### **Learning objectives**

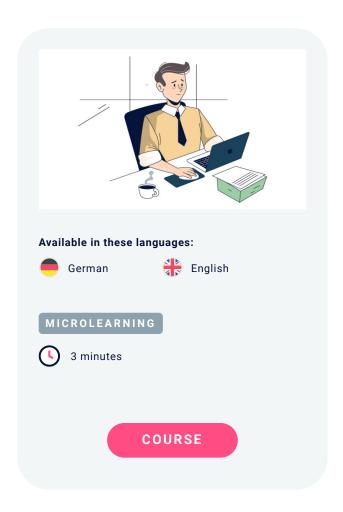
Positioning yourself as a manager without changing your personality

### **Target group**

Management

### **Matching Macrolearnings**

## **My Team Member Has Lost Motivation**



### **Learning objectives**

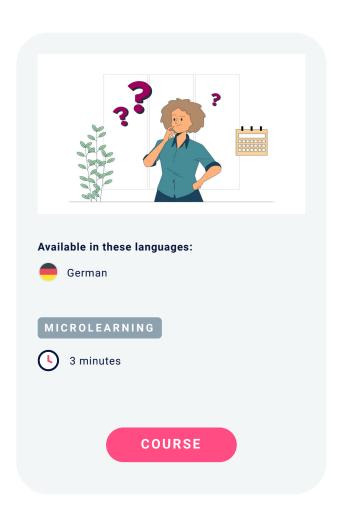
 Motivating employees on the basis of McClelland's Needs Theory

### **Target group**

Management

### **Matching Macrolearnings**

# My new team member is still helpless months later



### **Learning objectives**

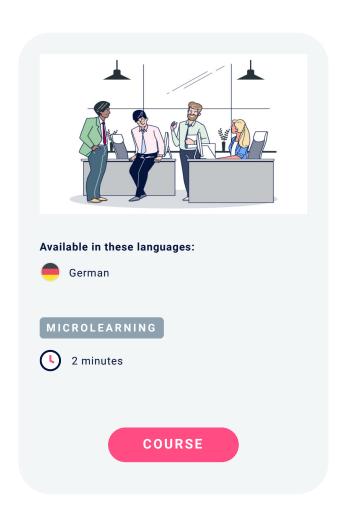
• Support new team members with their induction

### **Target group**

**Executives** 

### **Matching Macrolearnings**

# Onboarding does not end with the probationary period



### **Learning objectives**

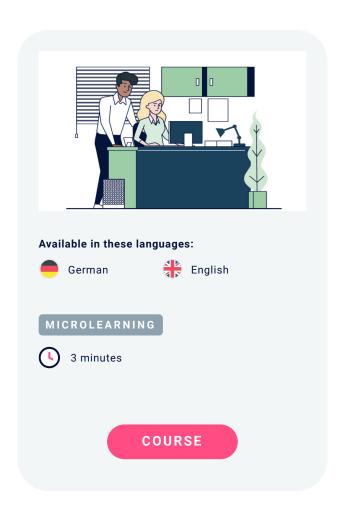
Integrate employees into the company even after the probationary period

### **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**

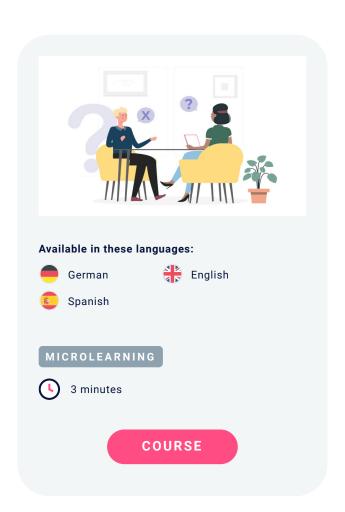
Management

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# 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**

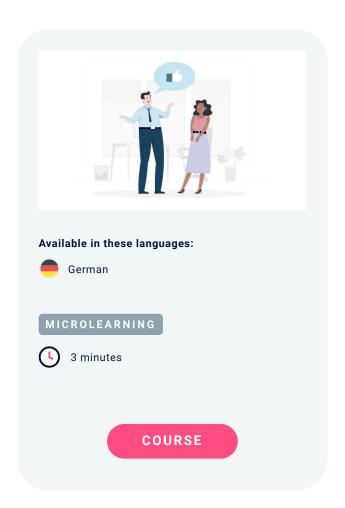
Giving concrete, sincere and individual praise appropriately

### **Target group**

Management

### **Matching Macrolearnings**

## I Find It Hard to Accept Praise from Others



### **Learning objectives**

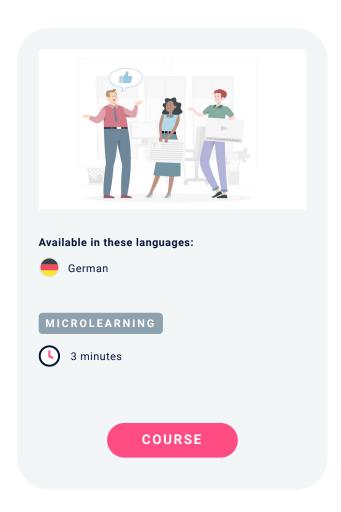
· Learning to accept praise

### **Target group**

Management

### **Matching Macrolearnings**

## **Promote Motivation with Praise**



### **Learning objectives**

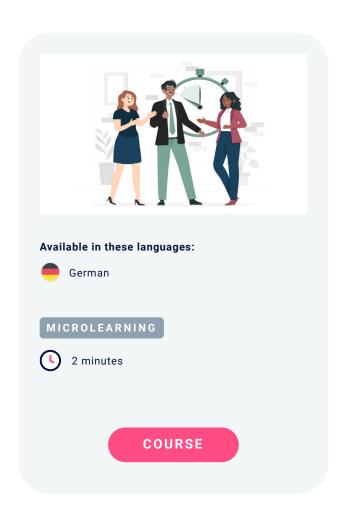
Praise correctly

### **Target group**

Management

### **Matching Macrolearnings**

# Targeted Team Building with the Team Development Model



### **Learning objectives**

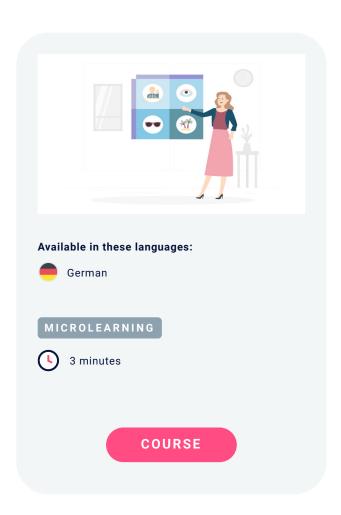
Identifying and choosing suitable team-building approaches

### **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**

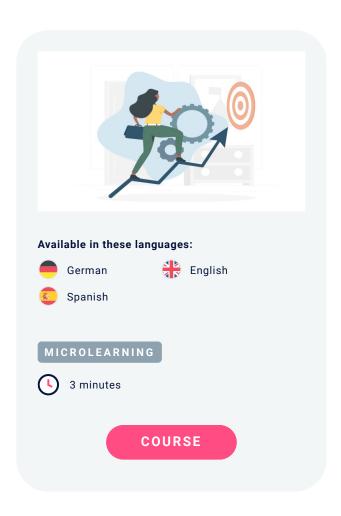
Responding constructively when a team member spreads negative emotions

### **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**

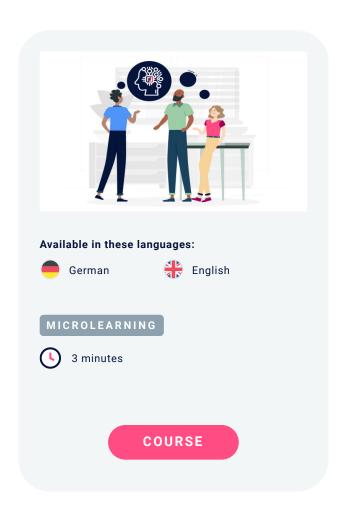
Managers

#### **Matching Macrolearnings**

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## I Want to Increase Al Literacy in My Team



### **Learning objectives**

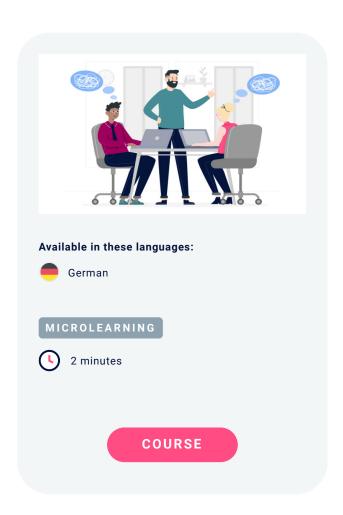
• Know ways to improve Al literacy in the team

### **Target group**

Executives

### **Matching Macrolearnings**

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



#### **Learning objectives**

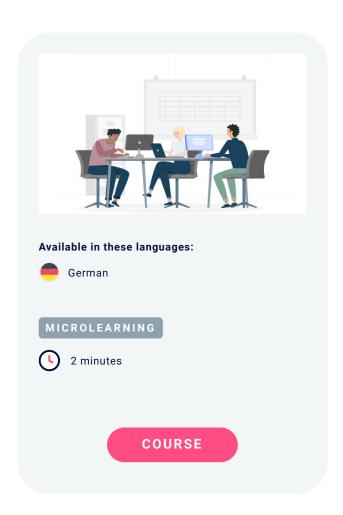
Understanding how managers can have a positive influence on their employees' stress levels.

#### **Target group**

Managers

#### **Matching Macrolearnings**

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



#### **Learning objectives**

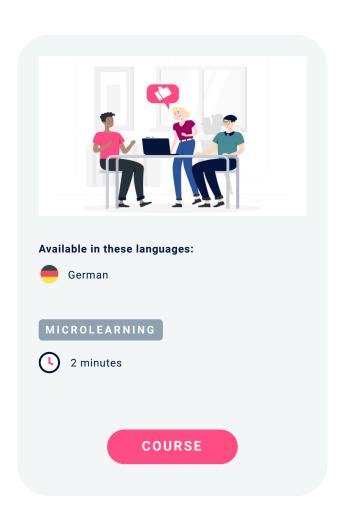
 Recognising how much room for manoeuvre your own employees need for their well-being and best performance

#### **Target group**

Managers

#### **Matching Macrolearnings**

### Greater employee well-being by avoiding gratification crises



#### **Learning objectives**

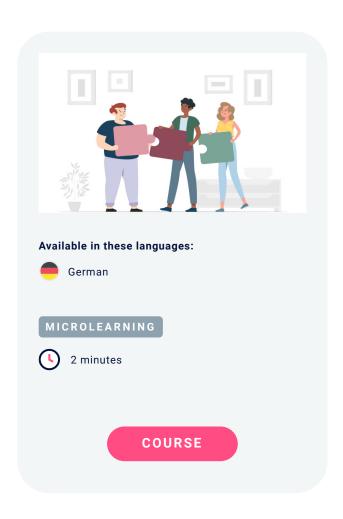
• Preventing or ending employee gratification crises

#### **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**

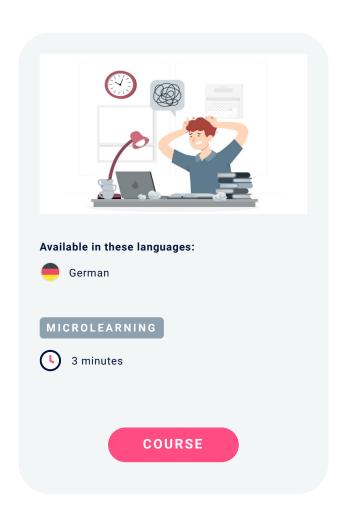
Being able to convey the importance of lifelong learning to the team through commitment and by acting as a role model.

#### **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**

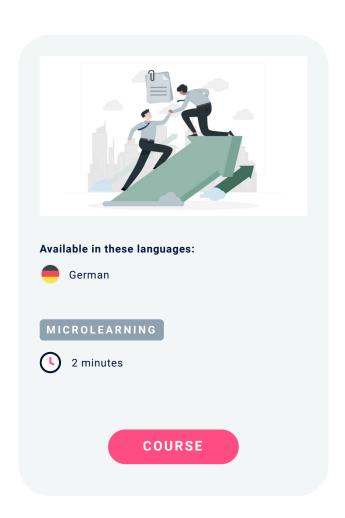
• Developing through exchange

#### **Target group**

Managers

#### **Matching Macrolearnings**

### Training employees in a targeted manner with learning plans



#### **Learning objectives**

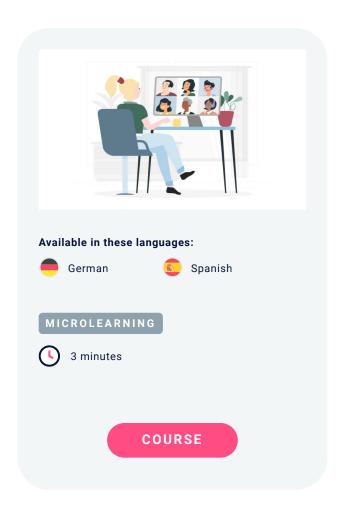
 Creating learning plans together with employees and being able to check progress

#### **Target group**

Executives

#### **Matching Macrolearnings**

### **Strengthening Cohesion in Your Hybrid Team**



#### **Learning objectives**

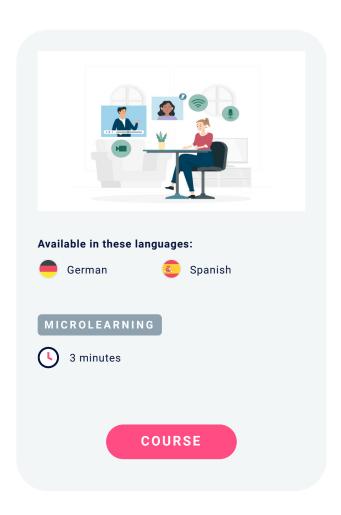
Strengthen connectedness and exchange in the hybrid team

#### **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**

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



#### **Learning objectives**

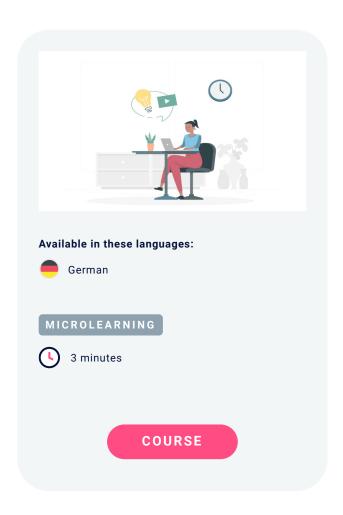
• Finding the right mix of autonomy and supervision when working with employees in the home office

#### **Target group**

Management

#### **Matching Macrolearnings**

# Promoting Development for Home Office Employees



#### **Learning objectives**

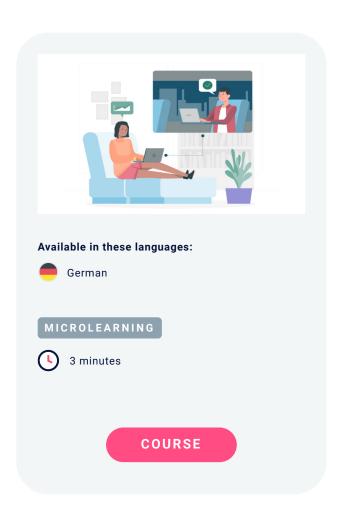
• Promoting development for home office employees

#### **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**

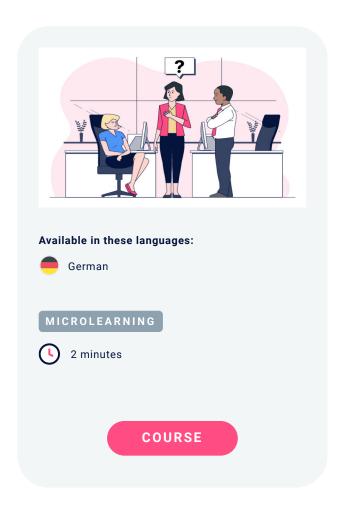
 Being able to react sensibly to employees' fears in times of crisis

#### **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**

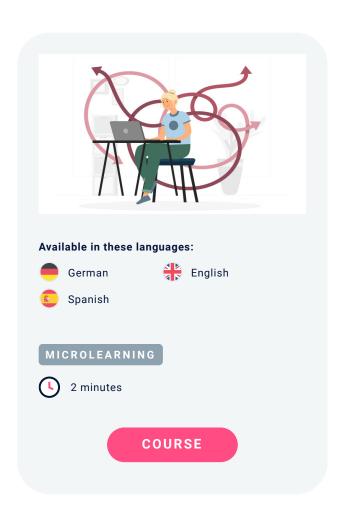
 Know the five phases of change processes and employee management tips for each phase

#### **Target group**

Management

#### **Matching Macrolearnings**

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



#### **Learning objectives**

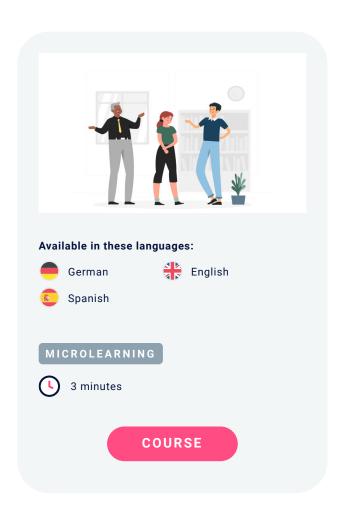
 Reducing expectations of perfection and developing an authentic leadership style

#### **Target group**

Management

#### **Matching Macrolearnings**

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



#### **Learning objectives**

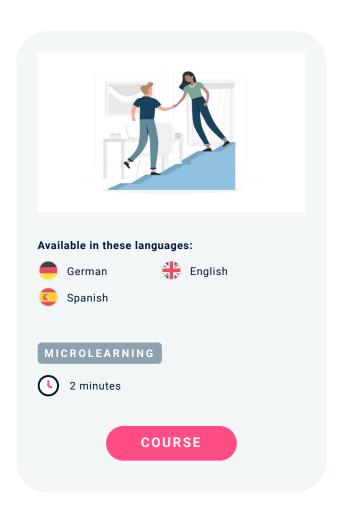
Strengthening your own self-confidence and ending disrespect in the team

#### **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**

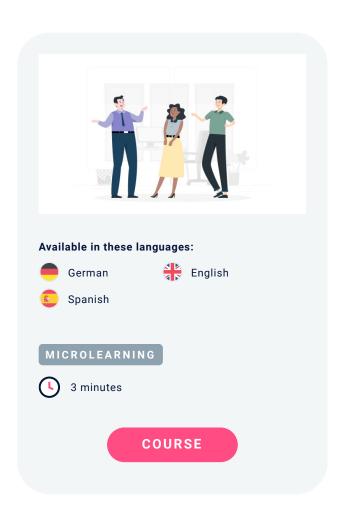
Appearing competent and assertive in a leadership position

#### **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**

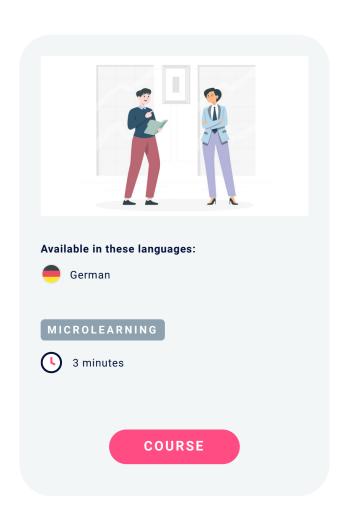
· Knowing and managing the different types of conflicts

#### **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**

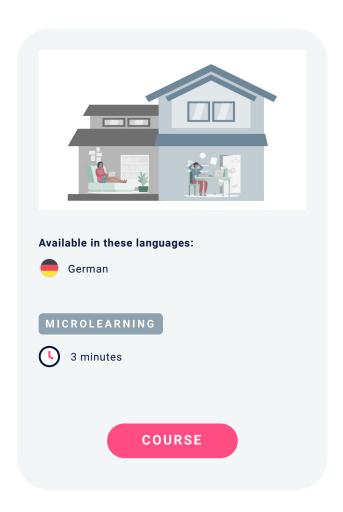
• Identifying different lateral leadership instruments

#### **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**

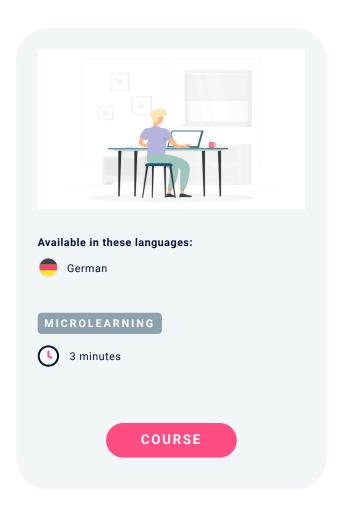
Coordinating concentrated work phases in he home office with your family

#### **Target group**

Employees with or without management roles

#### **Matching Macrolearnings**

### **Monotasking: Full Concentration**



#### **Learning objectives**

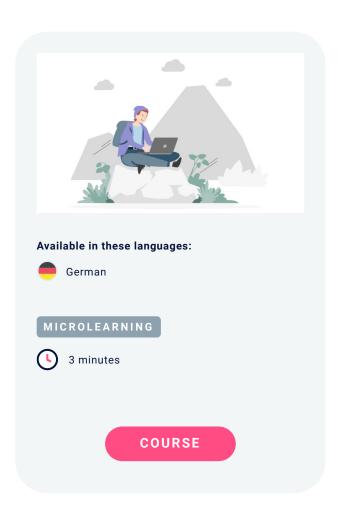
· Learning to work on a task in a concentrated manner

#### **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**

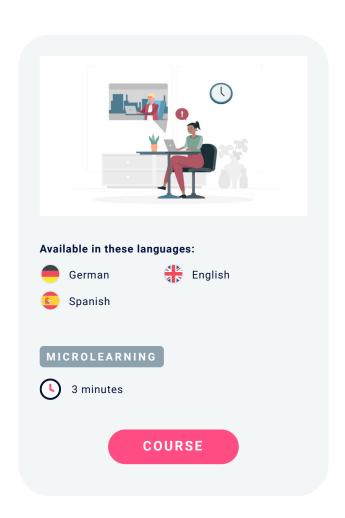
· Create order in the inbox

#### **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**

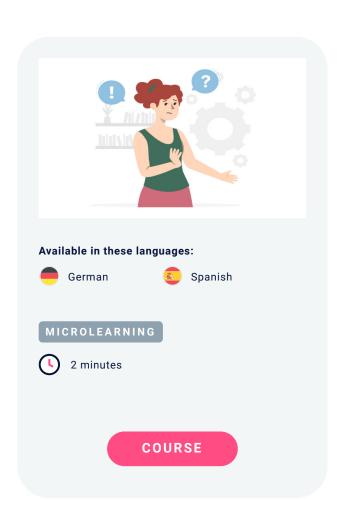
· Make decisions for yourself and not for others

#### **Target group**

Employees with or without management roles

#### **Matching Macrolearnings**

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



#### **Learning objectives**

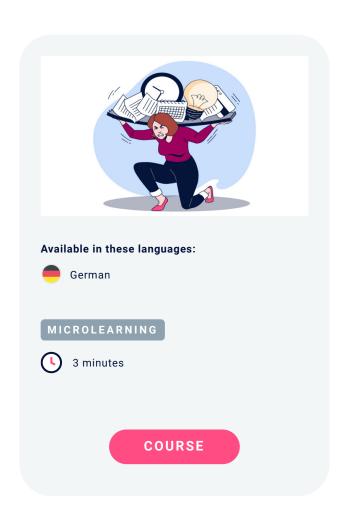
· Making informed and balanced decisions

#### **Target group**

Employees with or without management roles

#### **Matching Macrolearnings**

# 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 Implementa**tion 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**

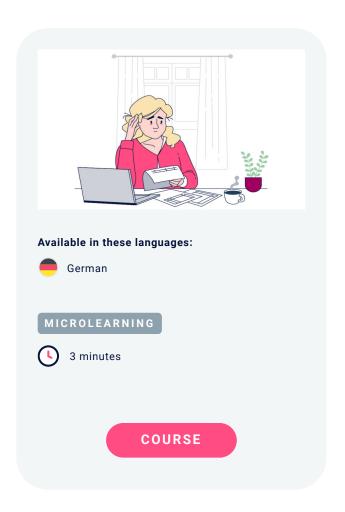
Understanding action processes better with the Rubicon Model

#### **Target group**

Employees with or without Management Roles

#### **Matching Macrolearnings**

## My Work Responsibilities Are Exhausting Me



#### **Learning objectives**

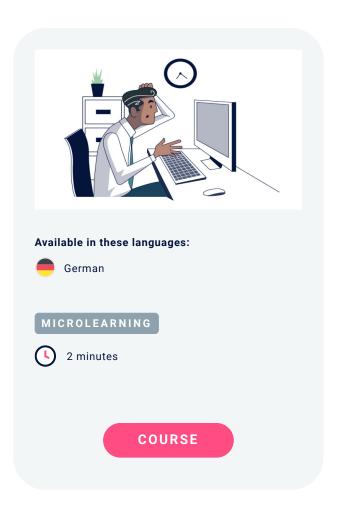
 Assessing and taking on responsibilities with the 'Love it, change it, or leave it' approach

#### **Target group**

Employees with or without Management Roles

#### **Matching Macrolearnings**

### I Made a Wrong Decision



#### **Learning objectives**

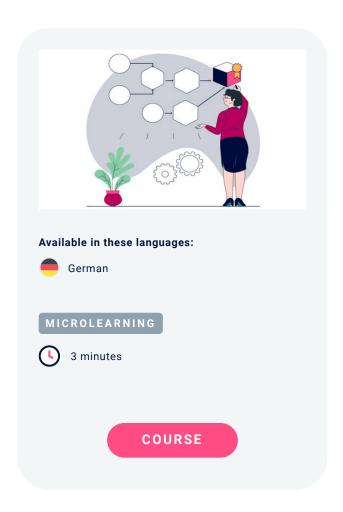
Growing from mistakes with the right mindset and thorough analysis

#### **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**

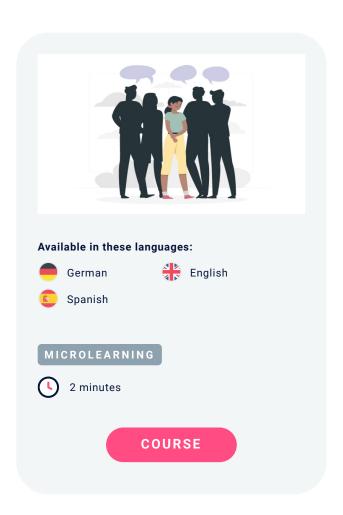
• Regulating emotional involvement in the workplace

#### **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**

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

Get your free trial access here

## 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**

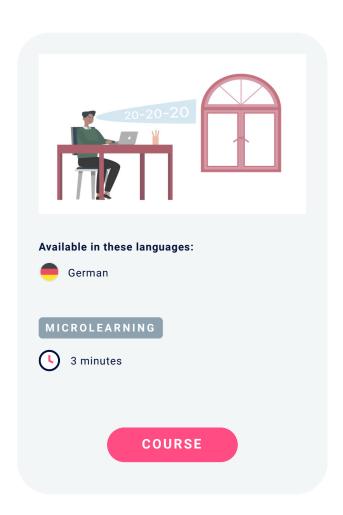
 Addressing colleagues' concerns and excessive demands in an appreciative, empathetic and confidential manner

#### **Target group**

Employees with or without Management Roles

#### **Matching Macrolearnings**

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



#### **Learning objectives**

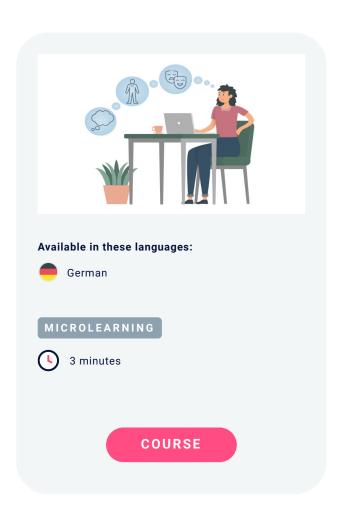
 Learning about the 20-20-20 rule and applying it to your daily work

#### **Target group**

Employees with or without management roles

#### **Matching Macrolearnings**

## **Calmly Navigate Everyday Life through Mind- fulness**



#### **Learning objectives**

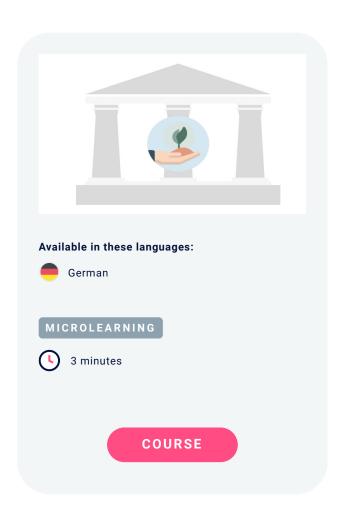
• Being mindful in everyday work

#### **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**

# 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**

# I Don't Know What My Customers Really Want



## **Learning objectives**

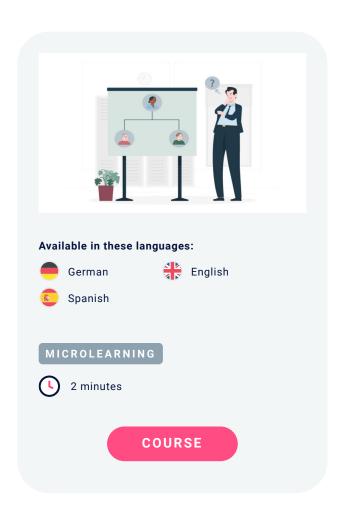
· Finding out what really motivates your customer

# **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**

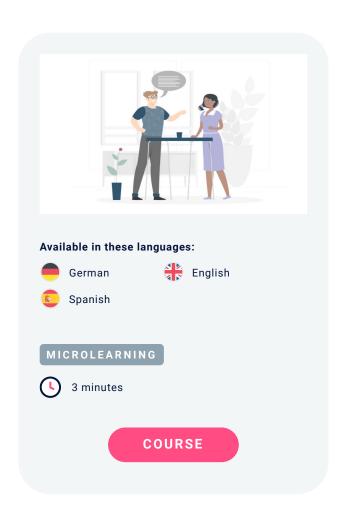
• Offering customers comprehensive solutions

# **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**

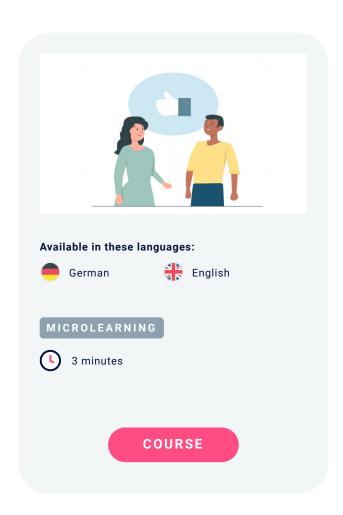
• Learning how to be more personable with customers

# **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**

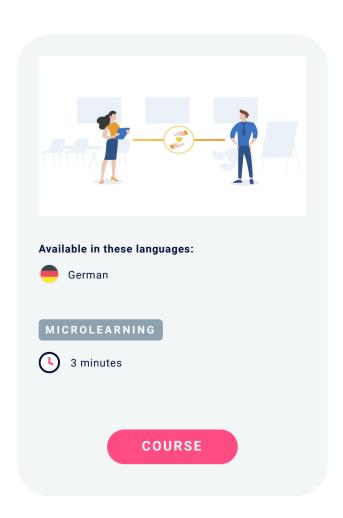
 Understand why employees are not actively cross-selling and support them in doing so.

# **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**

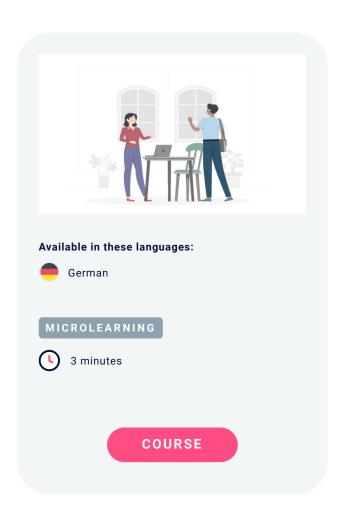
 Knowing the 5-step technique and being able to use it in everyday counseling

# **Target group**

Employees with or without management roles

## **Matching Macrolearnings**

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



# **Learning objectives**

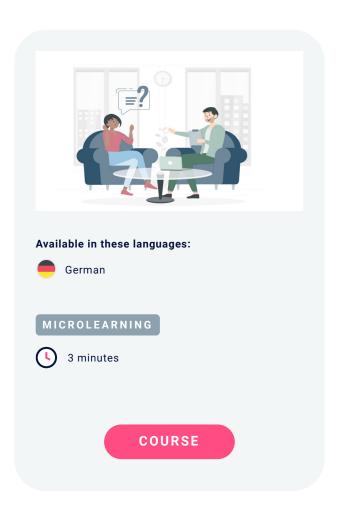
• Responding constructively to customer objections

# **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**

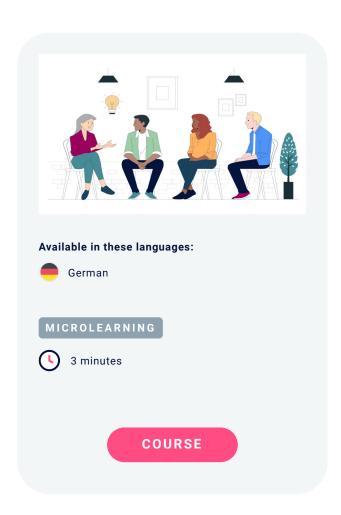
Conveying knowledge in a varied and exciting way

# **Target group**

Employees with and without a management function

## **Matching Macrolearnings**

# **Anchoring Knowledge through Sustainable Learning Methods**



# **Learning objectives**

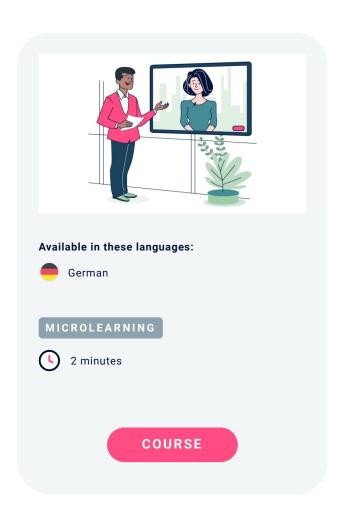
Anchoring knowledge sustainably

# **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**

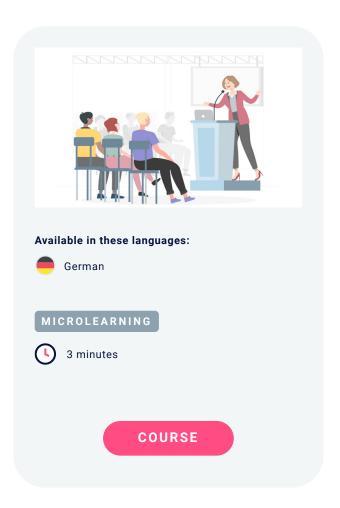
• Being able to successfully impart knowledge online

## **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**

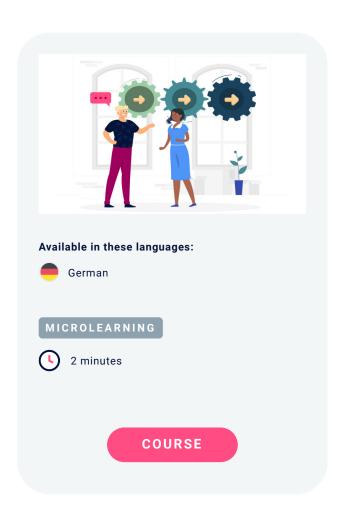
 Understanding the appropriate actions to take for each of the five typical phases of a training session

# **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**

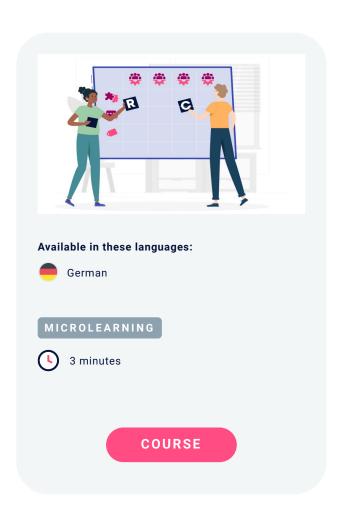
Being able to argue the advantages of process management

# **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

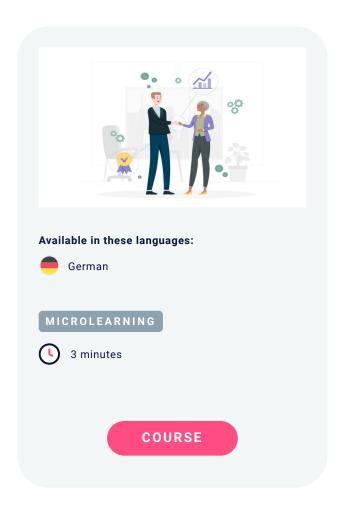
# **Target group**

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**

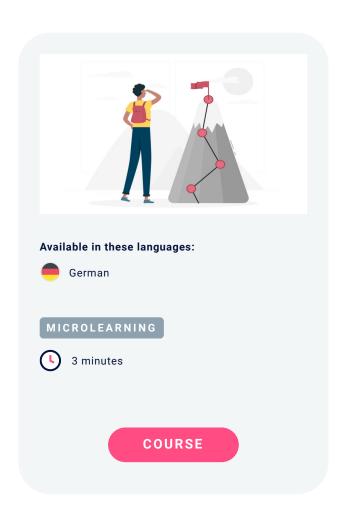
• Identifying a project as such

# **Target group**

Employees with or without Management Roles

# **Matching Macrolearnings**

# Four Success Factors for Classic Project Management



#### **Learning objectives**

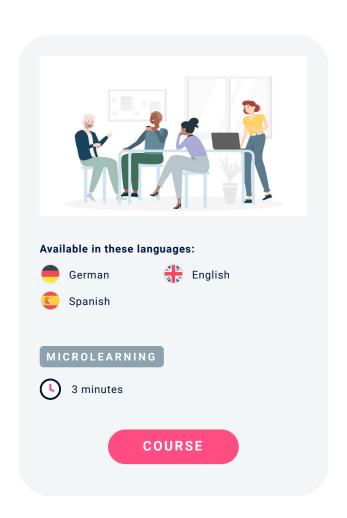
 Getting to know and internalizing the four success factors for successful project planning and implementation

#### **Target group**

Employees with or without Management Roles

#### **Matching Macrolearnings**

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



#### **Learning objectives**

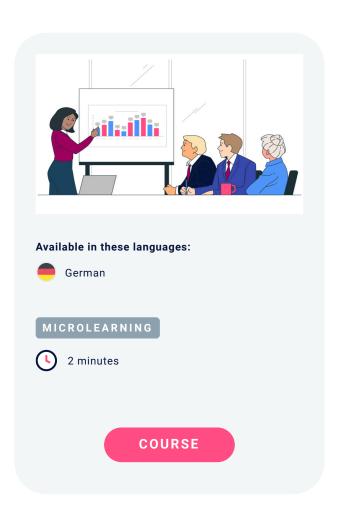
• Engaging participants effectively in online meetings

#### **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**

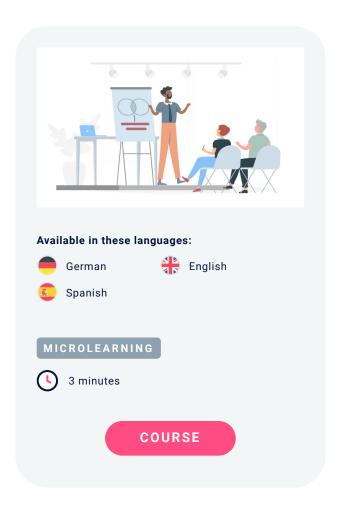
• Learn how to structure the introduction, main body and conclusion of a presentation.

#### **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**

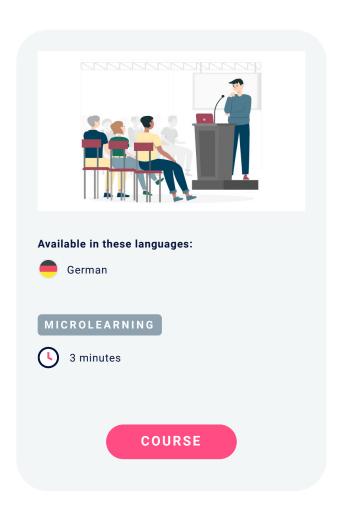
Knowing and being able to apply the four "Presentation Zen" tips: simplify more, have a solid structure, remove the nonessential, and show and do the unexpected

#### **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**

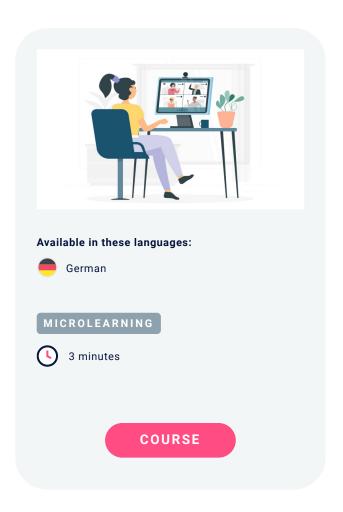
• Being confident online and wowing the audience

#### **Target group**

Employees with or without management roles

#### **Matching Macrolearnings**

## **Engage Participants in Online Meetings**



#### **Learning objectives**

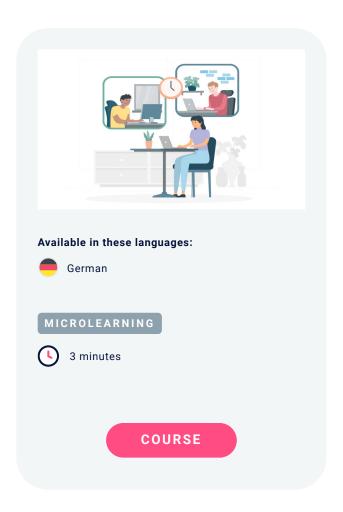
• Effectively engage participants in online meetings

#### **Target group**

Employees with or without management roles

### **Matching Macrolearnings**

## **Conducting Online Meetings Successfully**



#### **Learning objectives**

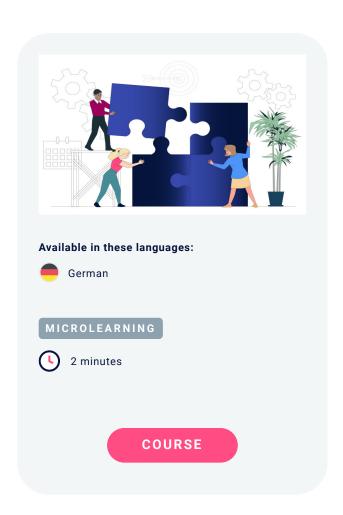
Successfully prepare, conduct and follow up online meetings

#### **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**

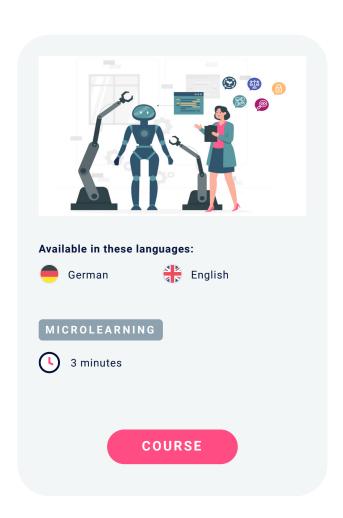
Develop creative ideas and look at them from different angles

#### **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**

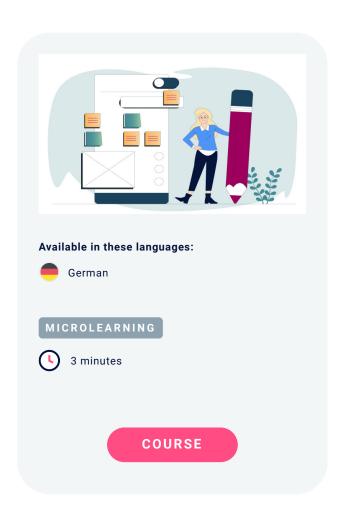
 Knowing industry-specific challenges posed by AI and their solutions using Responsible AI

#### **Target group**

Employees with and without Management Roles

#### **Matching Macrolearnings**

# Analogue methods of testing: card sorting and pre-mortem



#### **Learning objectives**

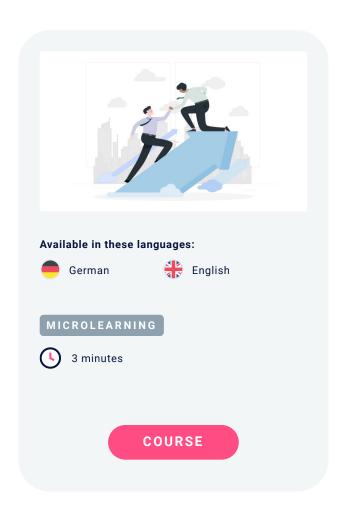
 Carry out preliminary tests to develop new products and services cost-effectively and in line with demand

#### **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**

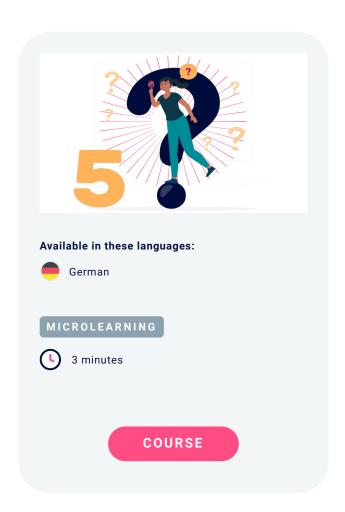
· Knowing and being able to use the OKR method

#### **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**

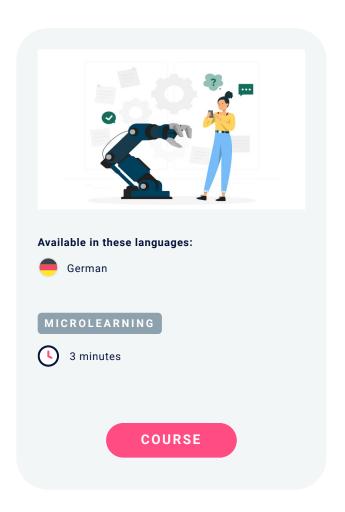
 Understanding the connection between globalization, digitalization, and agility

#### **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**

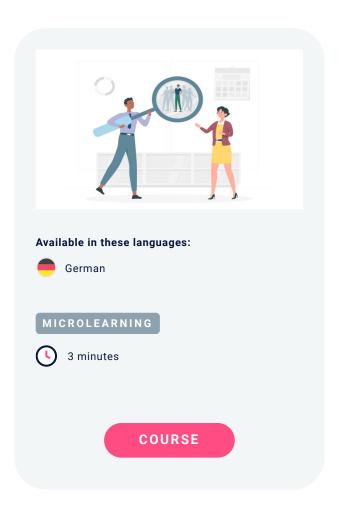
• Using stand-up meetings in agile collaboration

#### **Target group**

Employees with or without management roles

#### **Matching Macrolearnings**

### **Customer Focus Works—First Steps**



#### **Learning objectives**

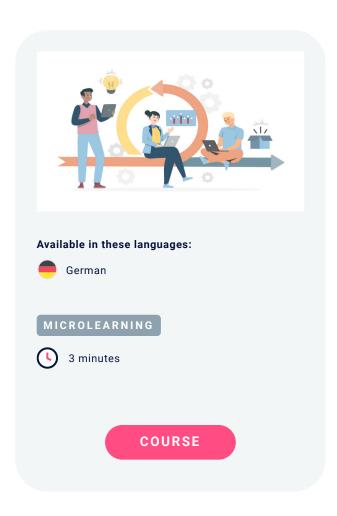
 Always align your own actions with the needs and wishes of your customers in order to be successful

#### **Target group**

Employees with or without management roles

### **Matching Macrolearnings**

## **Collaborate Effectively in the Scrum Team**



#### **Learning objectives**

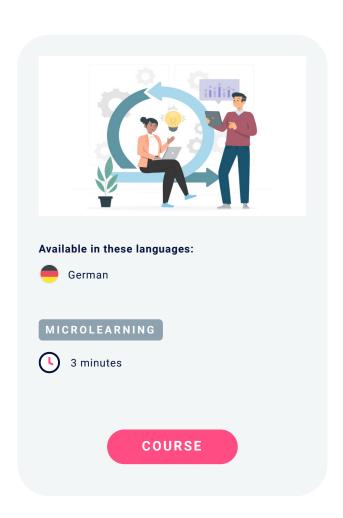
Learning and being able to assign the three scrum roles

#### **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**

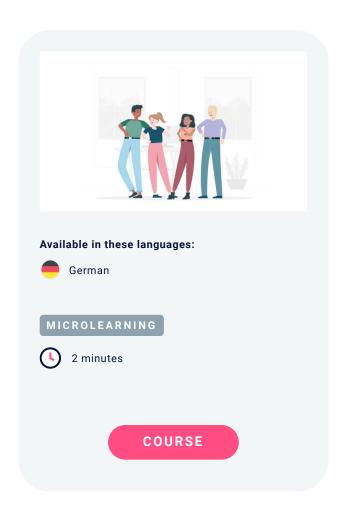
Learning and being able to classify the most important scrum terms

#### **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**

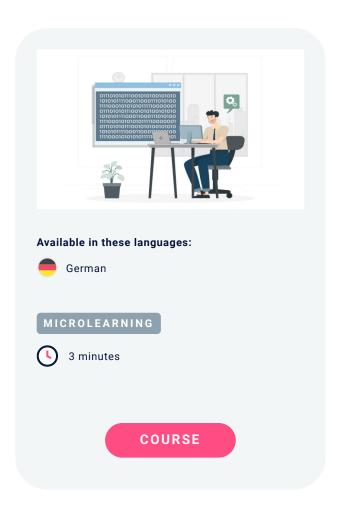
• Understand and internalize the nine agile values

#### **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**

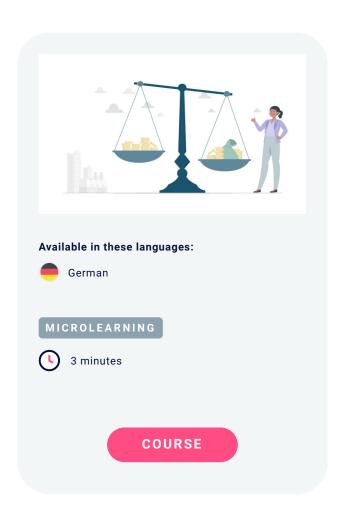
• Visualize team work steps with Kanban

# **Target group**

Employees with or without management roles

# **Matching Macrolearnings**

# **Use Line Balancing to Streamline the Value Stream**



## **Learning objectives**

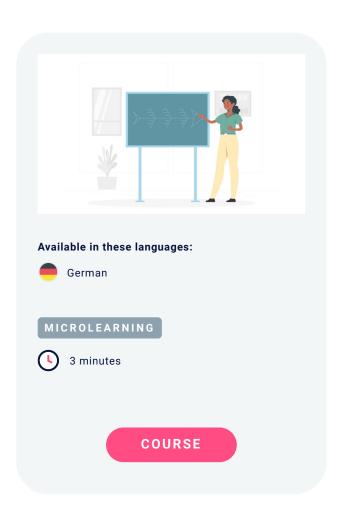
 Learn to use line balancing to streamline the value stream of your production line

# **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.

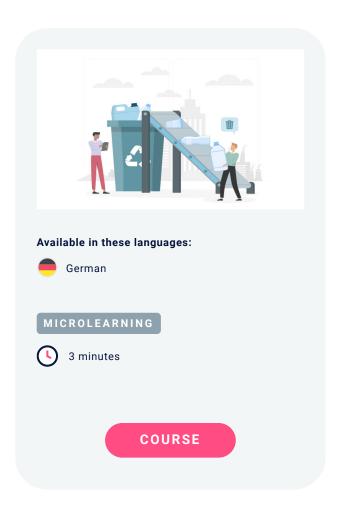
# **Target group**

Employees with or without management roles

# **Matching Macrolearnings**



# **Seven Types of Waste**



# **Learning objectives**

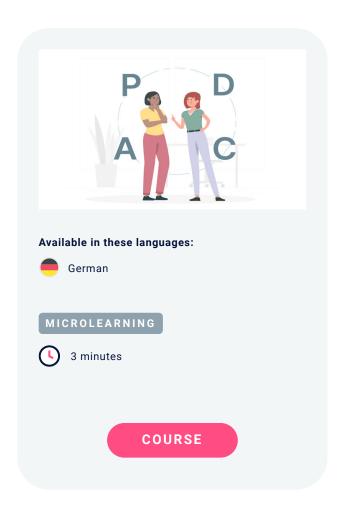
Know the seven types of waste and countermeasures to them

#### **Target group**

Management

# **Matching Macrolearnings**

# **Continuous Improvement with the PDCA Cycle**



### **Learning objectives**

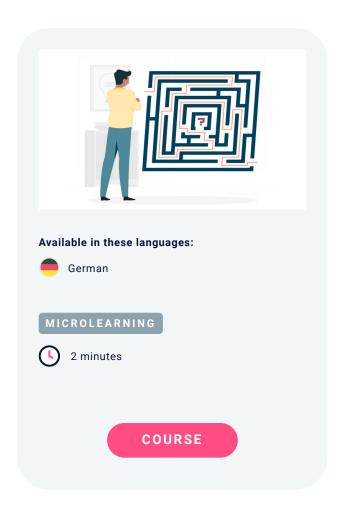
 Know and be able to apply the four phases of the PDCA cycle

#### **Target group**

Management

# **Matching Macrolearnings**

# **The Decision-Making Process**



# **Learning objectives**

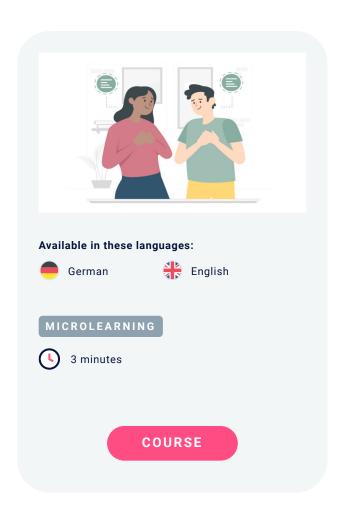
• Making decisions with confidence

### **Target group**

Employees with or without Management Roles

# **Matching Macrolearnings**

# **Nonviolent Communcation**



# **Learning objectives**

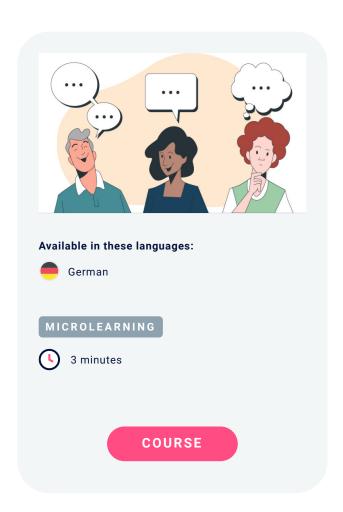
Integrating the four steps of nonconfrontational communication into practice

# **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**

# 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**

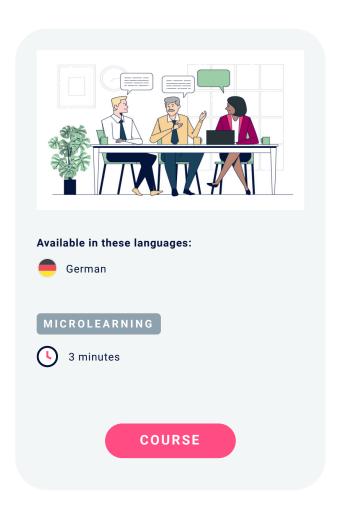
• Improve your own dialogue skills

# **Target group**

Employees with and without a management function

### **Matching Macrolearnings**

# Leading conversations to the goal with appropriate questions



## **Learning objectives**

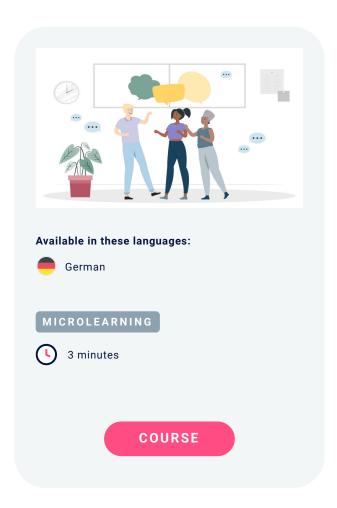
Formulate and use open and closed questions in a targeted manner

# **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**

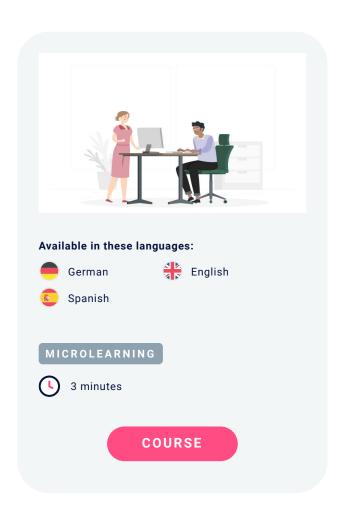
Being able to deliver unpleasant messages to employees with sensitivity

# **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**

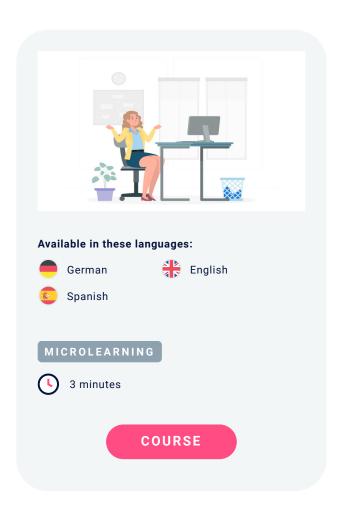
• Ending conversations politely and appreciatively

# **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 E-training Courses



## **Learning objectives**

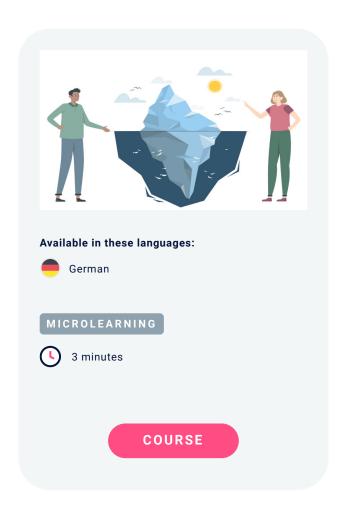
Motivating employees to participate in e-training courses

# **Target group**

Management

# **Matching Macrolearnings**

# **Successfully Communicating with the Iceberg Model**



## **Learning objectives**

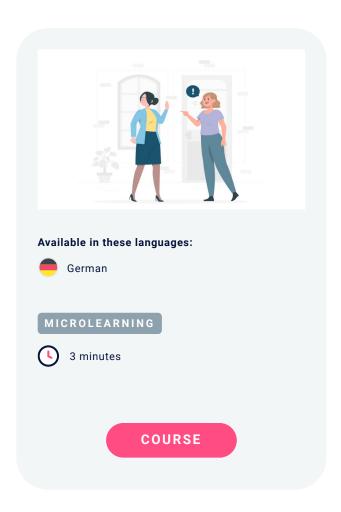
Understanding the iceberg model and using it for successful communication

# **Target group**

Employees with or without management roles

## **Matching Macrolearnings**

# Deflect Verbal Attacks with the 4-1-Method



# **Learning objectives**

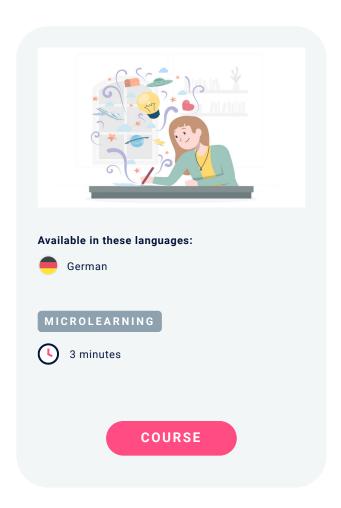
Use the four possible counter techniques of the 4-I method appropriately and unerringly

#### **Target group**

Employees with or without management roles

# **Matching Macrolearnings**

# **Tracking Down Good Stories**



### **Learning objectives**

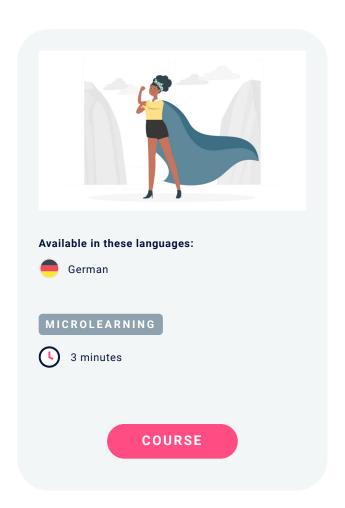
 Finding good stories in your own company and using them in conversations and presentations

# **Target group**

Employees with or without management roles

# **Matching Macrolearnings**

# **Captivate Listeners with the Hero's Journey**



#### **Learning objectives**

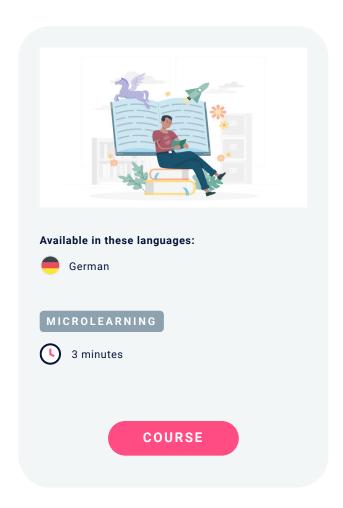
 Knowing and being able to use the concept of the Hero's Journey

# **Target group**

Employees with or without management roles

# **Matching Macrolearnings**

# **Telling Compelling Stories with Storytelling**



### **Learning objectives**

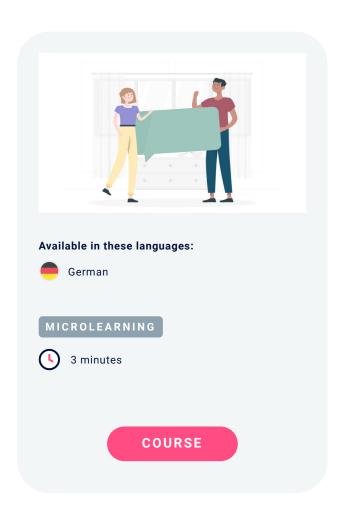
• Using storytelling to tell compelling stories

# **Target group**

Employees with or without management roles

#### **Matching Macrolearnings**

# **Expressing and Addressing Emotions with the Verbalization Technique**



## **Learning objectives**

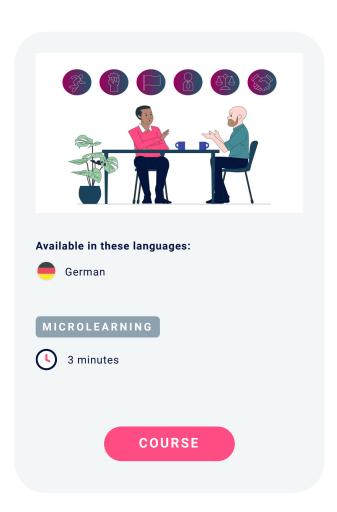
· Knowing and using the verbalization technique

# **Target group**

Employees with or without management roles

### **Matching Macrolearnings**

# Use typical conflict resolution strategies constructively



## **Learning objectives**

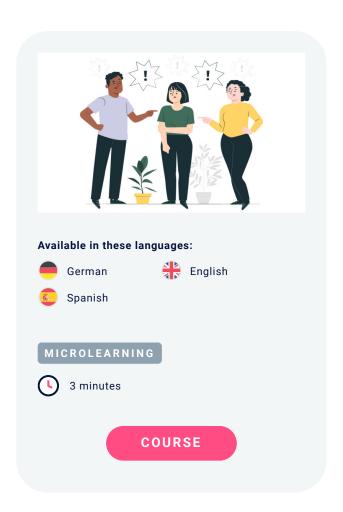
 Know different strategies for conflict resolution in professional life and be able to use them constructively

# **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**

# 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**

# **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**

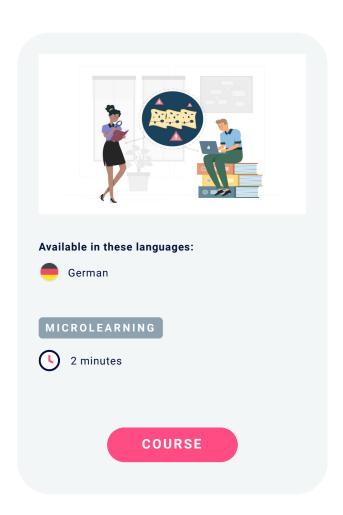
 Address the impression that feedback is not taken seriously and find countermeasures

# **Target group**

Employees with or without management roles

# **Matching Macrolearnings**

# Eliminating Errors at the Root Sustainably with the Swiss Cheese Model



## **Learning objectives**

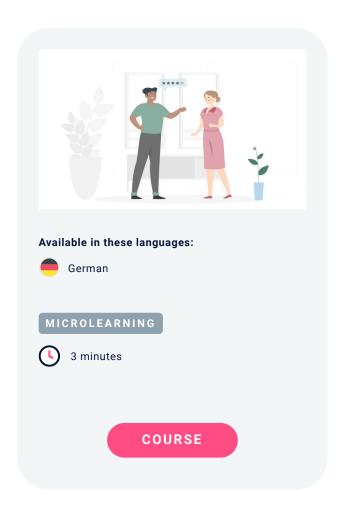
 Understanding the Swiss Cheese Model and being able to analyze the causes of errors

# **Target group**

Employees with or without management roles

# **Matching Macrolearnings**

# **Giving Effective Feedback**



# **Learning objectives**

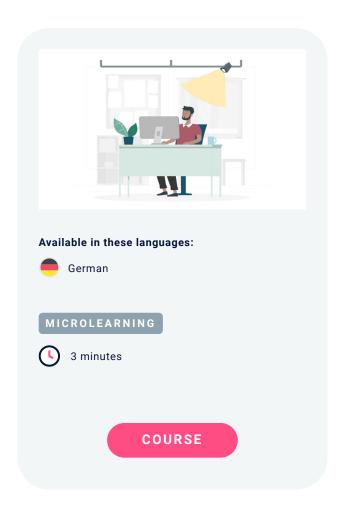
• Expressing feedback appreciatively and respectfully

# **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**

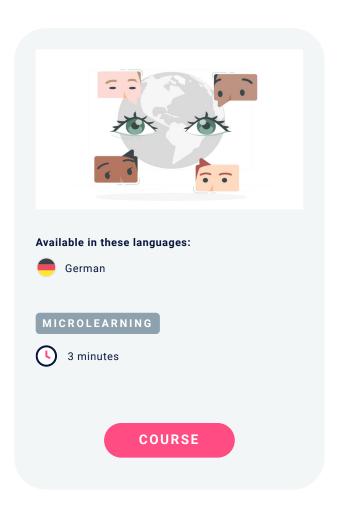
• Being able to question one's own prejudices

# **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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