October 2025

PRODUCT CATALOGUE

Macrolearning

pinktum.com

PINKTUM

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Microsoft 365

Staying Fit and Active on the Job—Working Healthy and Mindful

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 60 minutes
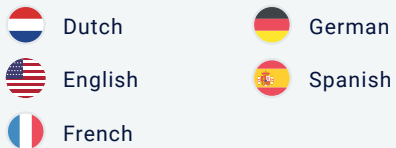
Learning objectivesTyler

- Understanding physical and mental stressors

- Being able to maintain your own physical health

- Planning breaks and downtime effectively

- Taking good care of yourself

- Implementing mindfulness into your daily work routine

Target group

Employees and (prospective) managers who want to do something for their health; Employees and (prospective) managers who are under a lot of strain and/or are not physically fit

Mental Health: Safeguarding Employee Mental Health—Prioritizing Well-Being

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Knowing the importance of mental health in a corporate context

- Understanding the influence of leadership styles on the mental health of your employees

- Knowing and being able to create organizational framework conditions to promote mental health in the workplace

- Protecting your own mental health as a manager

Target group

Managers who want to promote and maintain the mental health of their team and themselves

Mental Health: Being Mindful in Your Daily Work Routine
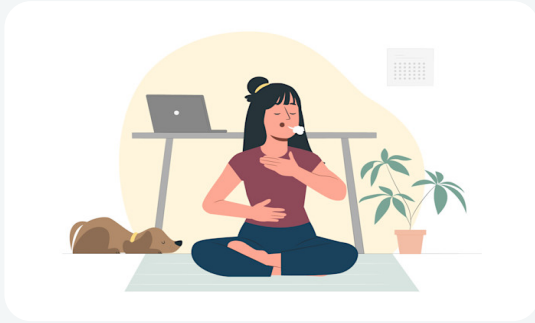
Learning objectivesTyler

- Grasping resource-oriented health concepts

- Understanding the significance of colleagues as well as social networks for mental health

- Embracing the concept of mindfulness and engaging in corresponding exercises

- Recognizing your own influence on mental health and feeling empowered to take action

Target group

Employees across all departments and levels, regardless of their managerial status, who seek to enhance their mental well-being in the workplace.

Available in these languages:

German   English

Spanish   French

MACROLEARNING

50 minutes

Mastering Changeability: Handling and Shaping Change

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Accepting change as a reality of life and a welcome challenge

- Adopting an open, curious mindset for navigating change

- Strengthening personal resilience and improving emotional self-regulation

- Taking self-determined action despite uncertainty or conflicting information

- Leveraging team resources and resilience to create meaning and benefits from major changes

Target group

Employees with and without a management position who want to actively shape and grow with future changes in (working) life

Self-Reflection and Self-Coaching: Turning Weaknesses into Personal Growth

Learning objectivesTyler

- Engaging in self-reflection in an appreciative and development-oriented way

- Analyzing personal strengths and weaknesses and deriving development goals

- Coaching oneself to proactively pursue personal development and building the willpower to achieve goals

Target group

Employees with or without leadership roles who want to better understand themselves – including their strengths and weaknesses – to find a constructive, development-oriented way of dealing with them.

Available in these languages:

German   English

MACROLEARNING

50 minutes

Resilience—Increasing Your Inner Resilience

Learning objectivesTyler

- Understanding the concept of resilience and its relevance for everyday work

- Knowing the seven pillars of resilience and being able to use them in difficult situations

- Promoting optimism, accepting stressful situations, and being able to act in a solution-oriented manner

- Being able to confidently deal with challenges and take on responsibility

- Using your own network and being able to actively create your own future

Target group

Employees with and without managerial responsibility who want to train their inner resilience; employees with and without managerial responsibility who want to prepare for professional challenges

Available in these languages:

- Japanese
- German
- Spanish
- Dutch
- English
- French

MACROLEARNING

🕐 60 minutes

Stress Management—Mastering Stress Successfully and Calmly

Available in these languages:

🔴	Japanese	🇳🇱	Dutch
🇩🇪	German	🇺🇸	English
🇪🇸	Spanish	🇫🇷	French

MACROLEARNING
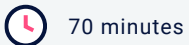
🕐 70 minutes

Learning objectivesTyler

- Understanding and being able to classify stress

- Understanding the relationship between stressors

- Learning about stress amplifiers

- Managing stress confidently and successfully

- encountering stress in a constructive way in your day-to-day life

Target group

Employees and managers who experience very high levels of stress; employees and managers who want to improve their stress management and take care of their health

Understanding and Managing Burnout Better

Available in these languages:

🇯🇵	Japanese	🇳🇱	Dutch
🇩🇪	German	🇺🇸	English
🇪🇸	Spanish	🇫🇷	French

MACROLEARNING

🕐 70 minutes

Learning objectivesTyler

- Being able to correctly classify the term "burnout"

- Being able to differentiate between the three phases of burnout development

- Knowing the risk factors for burnout

- Knowing preventive measures against burnout

- Being able to act correctly in the event of obvious burnout symptoms

Target group

Employees and managers who are highly stressed and strained; Employees and managers who have the feeling that they have, or are getting, burnout; Employees and managers who are interested in the topic of burnout and would like to learn more about it; Employees and managers who want to prevent burnout; Employees and managers who have the impression that someone in their environment is suffering from burnout, and would like to know how they can help

Smart Stress Management

Learning objectivesTyler

- Knowing the connection between stress and burnout

- Compiling a personal stress profile

- Being able to discern between stress, stressors and stress reactions

- Reducing stressors and managing stress

- Recognizing and preventing burnout

Target group

Employees showing signs of stress and overload; employees looking for methods to help them deal with stress

Available in these languages:

German   English

Spanish   French

Portuguese   Chinese

MACROLEARNING

🕐 120 minutes

Purpose—Understanding and Achieving Success
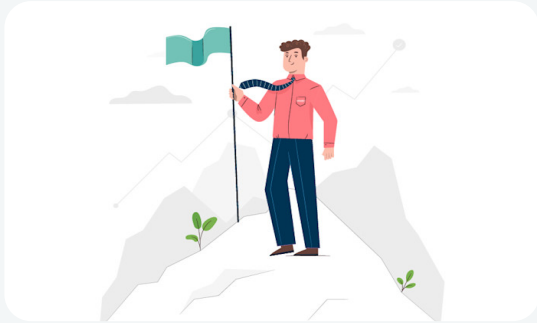
Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding the importance of purposeful work

- Knowing ways to find purpose and joy on the job

- Finding your own "why"

- Combining your passion with your purpose

- Bringing your own why to the company

Target group

Employee and managers who ask themselves about the purpose of their work; employees and managers who want to improve their job satisfaction

Moving into the Age of AI with Confidence
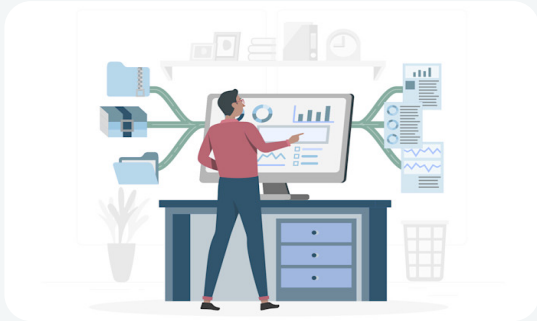
Available in these languages:

🇯🇵	Japanese	🇳🇱	Dutch
🇩🇪	German	🇺🇸	English
🇪🇸	Spanish	🇫🇷	French

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Acknowledging and embracing the growing influence of AI on the workplace and our daily activities

- Learning tactics to strengthen one's own resilience, to approach upcoming changes confidently and optimistically

- Identifying challenges within change processes and mastering tactics to effectively address them

- Discovering one's own purpose and adjusting your work accordingly using active job crafting

Target group

Employees, with or without a management role, who do not know how they and their team should deal with the changing world of work due to AI.

Bringing Ideas to Life: Turning Intentions into Action

Learning objectivesTyler

- Setting realistic, motivating goals

- Planning action steps to achieve goals

- Remaining disciplined when carrying out goal-oriented actions

- Analyzing the result of the action constructively

Target group

Employees with and without a management position who want to learn how to achieve their professional and personal goals better and more sustainably

Available in these languages:

German

MACROLEARNING

50 minutes

A Company-First Mindset: Taking Ownership and Making Decisions

Available in these languages:

German   English

MACROLEARNING

60 minutes

Learning objectivesTyler

- Understanding that acting and thinking in the interest of the company also benefits the employees themselves

- Taking responsibility for one's roles and decisions

- Making decisions thoughtfully and autonomously

- Dealing constructively with wrong decisions

- Aligning the company's perspective, the customer's perspective, and one's own perspective in a productive way

Target group

Managers and employees in non-leadership roles seeking to maximize their decision-making authority, recognize and embrace their responsibilities, and grow from their experiences

Staying in Control : Managing Uncertainty and Ambivalence with Confidence

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Develop tolerance for ambiguity

- Recognize uncertainty in yourself

- Question your own convictions

- Be able to interpret feelings

- Include intuition in situations

Target group

Employees with and without a management function; Project managers; Consultants

Emotional Intelligence Unlocked: Smart Strategies for Managing Emotions with Confi-

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Positively influencing one's own emotions

- Developing a sense for the demands of emotional situations

- Maintaining self-control in emotionally charged situations

Target group

Employees with or without leadership roles who want to improve their emotional intelligence

Dare to Try Something New: Moving Out of Your Comfort Zone with Confidence
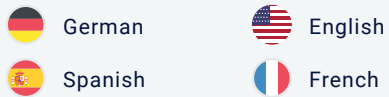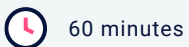
Learning objectivesTyler

- Pushing your own boundaries

- Handling failure

- Creating an alternative to the original plan

Target group

Employees with and without management responsibility, who want to gain new experiences

Available in these languages:

German   English

Spanish   French

MACROLEARNING

60 minutes

Self-Motivation

Learning objectivesTyler

- Finding motivators

- Staying motivated long term

- Feeling satisfied at the end of the day

- Staying focused, even when work isn't particularly exciting

Target group

employees in home offices; All employees who would like to work in a more concentrated and focused manner; employees who want to achieve their goals

Available in these languages:

Japanese	Dutch
German	English
Spanish	French
Chinese	

MACROLEARNING

70 minutes

Self-Organized Learning

Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish
- French
- Chinese

MACROLEARNING

80 minutes

Learning objectivesTyler

- Knowing the key elements of a learning process

- Finding out about your own learning needs

- Developing smart learning goals and figuring out learning content

- Selecting suitable learning resources

- Creating an individual framework for learning

- Evaluating the learning process

Target group

Employees who would like to take greater control over their own training

Workout for Your Career
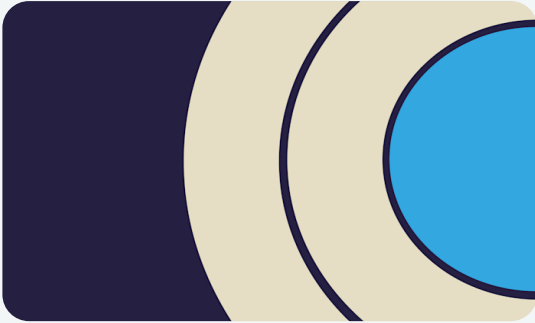
Available in these languages:

Dutch   German

English

MACROLEARNING

80 minutes

Learning objectivesTyler

- Acting confidently when taking responsibility at decisive moments

- Exercising focused willpower and courage for the next stage of the career

- Preparing for challenges with quantitative and qualitative practice

- Breaking out of routines to slow down thinking

- Recognizing and using empathy and appreciation as part and parcel of good leadership

Target group

Managers and people on their way to becoming managers who want to adapt to the demands of our increasingly fast-paced world and chart their own path in taking charge of their careers.

Enhancing Employability—Staying Competitive in the Job Market

Available in these languages:

🇩🇪 German   🇺🇸 English

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Exploring and comprehending the concept of employability and its significance

- Strengthening your own human capital

- Expanding social resources

- Cultivating mental resources

Target group

Employees who want to remain attractive and productive on the job market in the long term; Employees who want to learn more about employability and their own work-related resources; Employees who want to develop themselves and their own skills continuously and sustainably

Learning to Learn: Identifying and Seizing Further Development Opportunities

Learning objectivesTyler

- Understanding the importance of lifelong learning and adjusting one's personal development accordingly

- Identifying one's own learning and development needs

- Being familiar with diverse learning methods and utilizing them as appropriate

Target group

Employees across all departments and levels, regardless of their managerial status, who want to expand and update their knowledge and skills.

Available in these languages:

German

MACROLEARNING

50 minutes

How to Focus: Techniques to Resist Distractions and Boost Concentration

Learning objectivesTyler

- Maintaining focus on the task at hand despite digital and analog distractions

- Improving your environment to support concentration and establishing helpful routines

- Sustaining long-term focus in life and working on personal development

Target group

Employees with and without management positions who no longer want to be distracted by the distractions of the modern world.

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 60 minutes

Becoming More Productive and Satisfied at Work

Available in these languages:

🔴 Japanese   🇳🇱 Dutch

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French
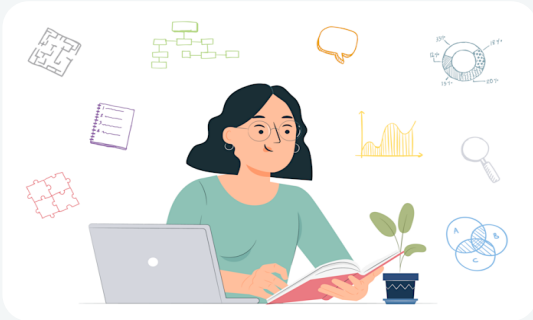
MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Learning how to plan the working day effectively in just a few minutes

- Discovering how to work more productively with less stress

- Finding out how to clear your mind for the things that are really important

- Owl or lark: Finding out what influence our internal clock has on our performance

- Finding out what a "flow state" is, when the "flow state" sets in, and what sets it in motion

- Learning how to succeed in attaining higher and lasting job satisfaction

Target group

Managers and employees who want to improve their productivity

Learning Strategies—Method Toolbox

Available in these languages:

- Dutch
- German
- Spanish
- Chinese
- Japanese
- English
- French

MACROLEARNING

🕐 70 minutes

Learning objectivesTyler

- Learning how to retain information using mnemonics, committing material to memory and recalling it later with confidence

- Consolidating new and existing knowledge using elaboration strategies

- Consolidating information and structuring it around the essentials

- Efficiently reading and processing texts that convey knowledge

- Taking helpful notes

Target group

Employees who want to acquire knowledge on their own

Time Management

Learning objectivesTyler

- Understanding the basics of time management

- Setting targets and deriving tasks from these

- Setting clear priorities

- Making batching more effective

- Benefiting from the advantages of timeboxing

- Using the Pomodoro method to focus on your work

Target group

Managers who need new methods of time managament; junior employees who are new to leadership roles; employees and teams who work in a self-organized manner and/or have difficulties in time management

Available in these languages:

●	Japanese	▬	Dutch
▬	German	▬	English
▬	Spanish	▮	French

MACROLEARNING

🕐 70 minutes

Working Successfully in Your Home Office

Available in these languages:

- 🇳🇱 Dutch
- 🇩🇪 German
- 🇺🇸 English
- 🇪🇸 Spanish
- 🇫🇷 French
- 🇨🇳 Chinese

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding the greatest challenges when working from home
- Using time effectively when working from home
- Designing your workspace in your home office
- Learning about the best ways to avoid distractions
- Staying self-motivated

Target group

Employees who work from home all or part of the time

Overcoming the Digital Information Overload

Available in these languages:

Japanese   Dutch

German   English

Spanish   French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Understanding the adverse consequences of the digital information overload

- Becoming familiar with the various strategies to reduce the digital information overload

- Working efficiently despite the information overload

- Keeping the ideal overview—with the right tools and tricks

- Finding your digital balance

Target group

Employees with or without management responsibilities, who use many different media in their everyday work and process a wealth of information on a daily basis

Hybrid Work – Scoring in Online and Offline Settings

Available in these languages:

🇩🇪 German   🇫🇷 French

MACROLEARNING

🕐 70 minutes

Learning objectivesTyler

- Learning what a hybrid team is, what opportunities and challenges exist there

- Internalizing the basic rules for hybrid collaboration

- Being aware of the limits of hybrid work and planning joint "office activities"

- Learning to shape and strengthen the team spirit despite physical distance

- Mastering (hybrid) team meetings

- Getting to know your own needs, claiming them and showing presence

Target group

This training is intended for employees who work in teams that split their time between the office and working from home, on either a permanent or temporary basis.

Effective Problem-Solving—Strategies for Identifying and Solving Issues

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Being able to categorize the term problem

- Understanding the prototypical process of problem-solving

- Applying problem analysis strategies

- Utilizing methods to find solutions

- Recognizing that executing problem-solving can be a lengthy procedure

Target group

Employees with and without management positions from all business areas and industries who encounter (complex) challenges in their professional life without directly apparent solutions

Fostering Creativity—Methods for Your Tool-box

Learning objectivesTyler

- Getting to know different creativity methods for finding ideas

- Knowing the necessary framework for the implementation of creative methods

- Practical use of certain techniques in certain situations

Target group

Employees who collaborate in creative teams; prospective as well as experienced managers and everyone who is interested in refreshing their skills with methods in the area of creativity techniques

Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish
- French
- Portuguese
- Chinese

MACROLEARNING

50 minutes

Female Leadership—Leading Successfully Despite Gender Barriers

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 80 minutes

Learning objectivesTyler

- Identifying what female leadership is and means

- Exploring the difficulties women in leadership often face

- Dealing with difficulties successfully, and thus becoming (even better) leaders

- Considering the importance of goals in your own leadership career

- Learning to be visible and present in the company

- Determining ways and means to balance career and family

- Reflecting on your attitude towards networking

Target group

Women who are already in a leadership role, or who want to get there

Corporate Sustainability—Social, Economic, and Environmental Responsibility

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding sustainability—the concept and its great importance

- Acting sustainably

- Reducing your own ecological footprint

- Being aware of social and economic aspects of sustainability and considering them on a daily basis

Target group

Employees and managers who would like to learn more about sustainability; Employees and managers who want to actively promote sustainable actions and sustainable management in the company

Unconscious Bias—Recognizing and Reducing Prejudices and Stereotypes

Learning objectivesTyler

- Understanding the meaning of the term unconscious bias and the effects of unconscious bias

- Understanding unconscious bias as a shortcut and part of human survival strategy

- Knowing the most common and important mechanisms underlying unconscious bias

- Knowing and applying strategies for countering unconscious bias

Target group

Employees with and without leadership functions who understand the causes of unconscious bias and want to develop new strategies for overcoming them

Available in these languages:

🔴	Japanese	🇳🇱	Dutch
🇩🇪	German	🇺🇸	English
🇪🇸	Spanish	🇫🇷	French

MACROLEARNING

🕐 50 minutes

Intercultural Communication in Teams

Available in these languages:

Japanese	Dutch
German	English
Spanish	French
Chinese	

MACROLEARNING

60 minutes

Learning objectivesTyler

- Understanding the cultural definitions from the works of Geert Hofstede and Edward T. Hall

- Developing sensitivity around cultural differences

- Learning about common misunderstandings in intercultural teams

- Applying management tools in intercultural teams

- Developing and extending intercultural skills

Target group

Employees and managers who work in an intercultural environment

Diversity & Inclusion—Facilitating and Promoting Diversity

Available in these languages:

●	Japanese	🇳🇱	Dutch
🇩🇪	German	🇺🇸	English
🇪🇸	Spanish	🇫🇷	French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Understanding why diversity is becoming increasingly important in companies

- Recognizing diversity as a resource and success factor

- Recognizing and being able to grasp the different dimensions of diversity

- Understanding diversity management as a holistic strategy

- Recognizing and promoting the existing diversity in the team, as well as individual potential

Target group

Managers who want to put diversity to good use in the company; managers who lead diverse teams; executives who want to be role models within the company

Intercultural Teams—Basics of Successful Co-operation

Available in these languages:

●	Japanese	🇳🇱	Dutch
🇩🇪	German	🇺🇸	English
🇪🇸	Spanish	🇫🇷	French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Knowing and understanding cultural differences

- Overcoming prejudices and stereotypes

- Expanding cultural intelligence and being able to use it in a professional setting

- Laying a good foundation for successful intercultural cooperation

- Being able to interact with people from different cultures in a respectful and appreciative manner

Target group

Employees working in intercultural teams; employees who want to learn more about other cultures and cultural differences

Intercultural Teams—Communicating with Colleagues from Other Cultures

Available in these languages:

- Japanese
- German
- Spanish
- Dutch
- English
- French

MACROLEARNING

70 minutes
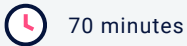
Learning objectivesTyler

- Understanding the challenges of intercultural communication

- Preventing conflicts and managing them successfully

- Being able to adapt communication and critical behavior with regards to intercultural interactions

- Being able to overcome language barriers effectively

- Being able to interact with people from different cultures in a respectful and appreciative manner

Target group

employees who work together in intercultural teams; employees who want to acquire more knowledge about how to deal with colleagues from other cultures; Employees who want to communicate effectively within an international team; employees who work together on intercultural teams; employees who want to acquire more knowledge about how to interact with colleagues from other cultures

Agile Toolbox for Workshops and Meetings

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding the concept of agile and what makes up an agile meeting or workshop

- Creating a common foundation for working as a team

- Identifying current pressing issues, develop new ideas and rethink old ideas

- Planning and holding large-group workshops in a targeted manner

- Integrating agile meeting formats regularly and successfully into the daily work routine

- Implementing and realizing agile techniques

Target group

Executives as well as technical managers; project managers; team leaders, etc., who have not yet worked with agile methods to any great extent, but who want to change this for themselves and their (project) team and—perhaps even more important-ly—are able to do so.

Agile Toolbox for Everyday Work

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Learning about agile approaches and understanding the difference between agile techniques and agile methods

- Communicating respectfully, openly, and as agilely as possible

- Planning and implementing time management and team organization in an agile manner

- Ensuring quality and increasing efficiency with the right agile tools

- Practicing and applying customer-centric thinking

Target group

Employees and managers who currently still work in mostly traditional structures and have little experience with agile methods, but who want to AND can change this in their own daily work.

The Basics of Business Process Management

Learning objectivesTyler

- Understanding what constitutes a process

- Learning about various process management methods

- Identifying and addressing sources of errors

- Continuously improving processes

Target group

Employees who are project leaders or are being introduced to process management; Managers who want to implement process management and familiarize themselves with the basics

Available in these languages:

German

MACROLEARNING

50 minutes

Classic Project Management—Managing Projects Successfully

Available in these languages:
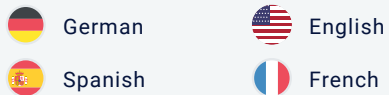
🇩🇪 German 🇺🇸 English
🇪🇸 Spanish 🇫🇷 French

MACROLEARNING
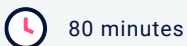
🕐 80 minutes

Learning objectivesTyler

- Keeping project objectives in view and achieving targeted control of a project's time

- Identifying the right time and starting points for project management during a project and taking action accordingly

- Understanding the role of project planning in project steering and implementation

- Considering costs and scope of work

- Analyzing, evaluating and managing identified stakeholders

- Analyzing, evaluating and managing identified risks

- Preparing projekt reports in an addressable and target-oriented manner

Target group

All members of a project team who want to gain insight into the processes of project management; Project managers who want to successfully steer their project on the basis of their project planning

Developing an Agile Mindset

Available in these languages:

🇳🇱 Dutch	🇯🇵 Japanese
🇩🇪 German	🇺🇸 English
🇪🇸 Spanish	🇫🇷 French
🇧🇷 Portuguese	🇨🇳 Chinese

MACROLEARNING

🕐 80 minutes

Learning objectivesTyler

- Knowing what a mindset is

- Knowing the difference between "fixed mindset" and "growth mindset"

- Understanding what an agile mindset means and what effect it has

- Knowing the values that makeup an agile mindset

- Learning how to develop an agile mindset

Target group

Team members looking for ways to be more agile at work; Employees who want to renew their mindset and are interested in developing an agile mindset

Agile Project Management: Basics

Available in these languages:

Dutch   Japanese

German   English

Spanish   French

Chinese

MACROLEARNING

60 minutes

Learning objectivesTyler

- Understanding the difference between classic and agile project management

- Understanding the benefits of agile project management and its fields of application

- Defining your own values and principles for the agile approach

- Understanding and being able to apply the typical processes of agile project management

- Understanding and using the key features of agile project management

Target group

Teams that intend to tackle an agile project; employees and teams who are looking for new methods of project management; employees who are interested in learning about agile project management

Classic Project Management—Planning Projects Successfully

Available in these languages:

Dutch   Japanese

German   English

Spanish   French
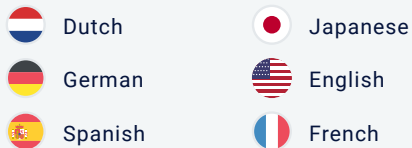
MACROLEARNING

90 minutes

Learning objectivesTyler

- Evaluating a task's project nature through the use of project attributes

- Analyzing the suitability of classic project management as a management method for a project

- Understanding the importance of project planning in classic project management

- Recognizing the importance of having clear responsibilities over the course of the project

- Defining the different roles in classic project management

- Treating the project assignment as the primary planning document

- Designing a successful transition from project planning to execution

Target group

Project managers who want to prepare themselves fully for a new project; Project managers aiming to draw lessons from challenges faced in previous project management and seeking to equip themselves for their upcoming projects.; Those involved in a project team, including clients, steering committees, and project stakeholders, seeking to explore the breadth and depth of goal-oriented project planning.

Scrum—The Overview

Available in these languages:

Japanese	Dutch
German	English
Spanish	French
Portuguese	Chinese

MACROLEARNING

80 minutes

Learning objectivesTyler

- Understanding what is behind Scrum

- Learning how Scrum works

- Identifying the important roles in Scrum

- Understanding how a Scrum board is organized

- Learning how to implement a project based on Scrum

Target group

Employees of all hierarchical levels who will work in Scrum teams in the future; employees who are interested in Scrum and/or who are preparing for further education to become a Product Owner or Scrum Master

Working with the Kanban Board

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French   🇧🇷 Portuguese

🇨🇳 Chinese

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding the ideas that Kanban is based on

- Implementing Kanban for team tasks

- Adapting Kanban boards to individual needs

- Improving the work organization of a team with the Kanban principles

- Using the pull principle to create the basis for self-organized work in a team

Target group

Teams that are looking for more productive ways to collaborate and use Kanban; project managers; executives; team leaders who want to use the Kanban board in a meaningful way and who are interested in and want to use agile methods

Targeted Networking

Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish
- French

MACROLEARNING

🕐 100 minutes

Learning objectivesTyler

- Understanding what networking is and how individuals and the company as a whole benefit from it

- Developing a networking strategy and how to prepare yourself

- Analyzing your own network, evaluating existing contacts and drawing conclusions from them

- Knowing how to enter conversations and what to look for while networking on the spot

- Using social and digital networks consciously

- Maintaining contacts

Target group

Specialists and managers who regularly want to establish and maintain external contacts, i.e. service providers, potential customers, partners or experts; managers and employees with a good level of self-assessment and initial contacts within a still unstructured network who want a general introduction to the topic

Customer-Oriented Communication on the Phone
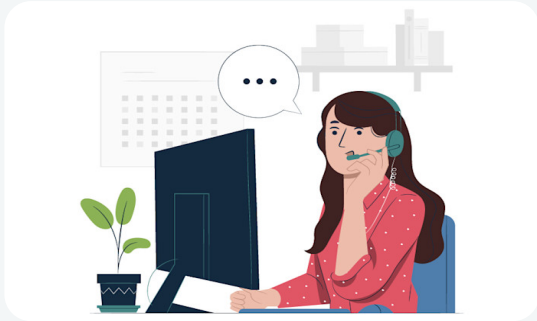
Learning objectivesTyler

- Understanding common challenges during customer contact on the phone

- Using your own voice convincingly and authentically

- Planning and preparing for customer phone calls

- Leading through customer phone conversations professionally

- Confidently handling complaint calls

- Using techniques to be more persuasive on the phone

Target group

Sales staff who are new to telephone sales; Other sales staff (e.g. office staff) who would like to be more confident during phone calls with customers; Employees who work in telephone customer service for external and internal customers who want to feel more confident on the phone; Call center agents with little work experience

Available in these languages:

Dutch   German

English   Spanish

French

MACROLEARNING

80 minutes

Tough Customers: Navigating Challenging Situations with Confidence

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Developing a service-oriented mindset that addresses customer needs

- Leading challenging conversations constructively and de-escalating effectively

- Setting boundaries and responding to boundary crossers

- Understanding tactics for resolving common challenges in customer interactions

Target group

Employees with customer contact

Customer Service: Support That Makes a Difference

Available in these languages:

German

MACROLEARNING

50 minutes

Learning objectivesTyler

- Understanding the importance of customer service for customer satisfaction and loyalty

- Communicating constructively and respectfully with customers

- Identifying and narrowing down customer needs or issues

- Adapting the approach to service based on the communication channel used

- Handling crisis situations in customer service with confidence and professionalism

Target group

Customer service employees with and without management responsibility who want to improve their own skills and/or the skills of their team in terms of customer service.

Methods and Tools for Online Knowledge Transfer

Available in these languages:

Japanese   Dutch

German   English

Spanish   French

Chinese

MACROLEARNING

50 minutes

Learning objectivesTyler

- Knowing the specifics to consider when conducting trainings in an online context

- Getting to know helpful digital tools to assist with the transfer of knowledge

- Learning how to prepare the knowledge development of the seminar participants in a systematic way

- Learning strategies for winning over participants, engaging them, and steering them in a virtual context

Target group

Professionals who need to share their knowledge online with employees and colleagues; trainers without online experience; career changers in the field of continuing vocational training; members of cross-locational and/or virtual teams; employees who are in contact with online meetings and/or moderate them themselves

Presenting—Basics of Professional Presentations

Available in these languages:

Dutch   German

English   Spanish

French

MACROLEARNING

60 minutes

Learning objectivesTyler

- Aligning your presentation with audience goals and expectations

- Understanding presentation structure

- Applying content preparation strategies effectively

- Mastering key aspects of organizational preparation and applying them

Target group

Employees with and without a management role who want to learn or improve basic practical presentation skills.

Justification and Persuasion Techniques

Learning objectivesTyler

- Being able to argue your point professionally, even in difficult situations

- Mastering the key techniques for structuring statements

- Arguing your position confidently and persuasively

- Having a strong and convincing manner way of expressing yourself

- Applying strategies for difficult negotiations

- Knowing the rules of conduct and conversation, so that you always stay cool when arguing a point

Target group

managers and supervisors; Staff in Marketing; sales and procurement

Available in these languages:

- Japanese
- Spanish
- French
- Portuguese
- Chinese

MACROLEARNING

200 minutes

Managing Groups in a Training

Available in these languages:

Japanese	Dutch
German	English
Spanish	French
Chinese	

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding the typical training phases and how they can be accomplished optimally

- Dealing with challenging types of participants

- Overcoming disruptions and conflicts in the group

- Staying cool in difficult situations

Target group

Specialists who want to pass on their know-how to employees and colleagues; people who are moving into the field of internal training

Basics of Communication
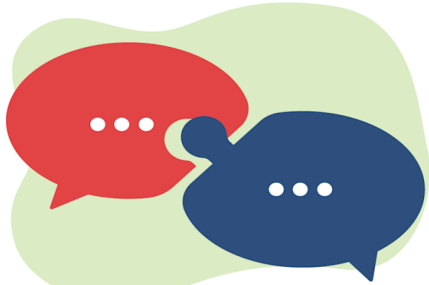
Available in these languages:

Japanese

Dutch

German

English

Spanish

French

Portuguese

Chinese

MACROLEARNING

50 minutes

Learning objectivesTyler

- Knowing the different levels of communication and make use of them to communicate successfully

- Recognizing which messages are being conveyed below the factual level of the communication, using Friedemann Schulz von Thun's "Four Sides Model"

- Knowing your own listening and speaking behavior

- Being able to communicate effectively and reduce inefficiencies caused by unclear speaking and inattentive listening

Target group

Employees who work in fields with communicative demands; young management employees who you wish to prepare for their future tasks; experienced managers who want to gain a better understanding of communication

How to Use Questioning Techniques

Available in these languages:

Japanese   Dutch

German   English

Spanish   French

Chinese

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Being able to guide discussions with the right questions

- Knowing and mastering the various questioning techniques

- Acheiving results by asking the right questions, even in unclear discussion situations

- Applying the rules for formulating and asking questions

Target group

Management staff at all levels

Principles for Effective Knowledge Transfer

Available in these languages:

🇯🇵 Japanese   🇳🇱 Dutch

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

🇨🇳 Chinese

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Understanding basic didactic models relating to knowledge transfer, and learning how to apply these models in real-life scenarios

- Learning how to present confidently with a solid grasp of a trainer's tasks and responsibilities

- Being able to develop well-structured training courses using the MASTER model

- Involving participants from the beginning to improve concentration and engagement

Target group

Professionals who pass on their knowledge to employees and colleagues; employees who are tasked with internal training

Methods of Training

Available in these languages:

Japanese   Dutch

German   English

Spanish   French

Chinese

MACROLEARNING

50 minutes

Learning objectivesTyler

- Learning how to integrate and activate participants with the right methods from the very start of the training course

- Knowing and applying methods that go beyond the typical presentation

- Understanding how to inspire participants to collaborate creatively

- Being able to apply methods for consolidating lessons learned

Target group

Specialists who want to pass on their know-how to employees and colleagues; people who will be working as internal trainers in the future; experienced trainers looking to refresh their know-how

Arguing and Persuading Using the Five-Sentence Method

Available in these languages:

🇯🇵 Japanese   🇳🇱 Dutch

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish

MACROLEARNING

🕐 100 minutes
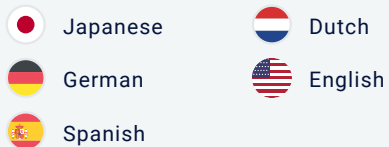
Learning objectivesTyler

- Successfully shaping arguments with the help of the five-sentence method

- Recognizing the importance of the "right" discussion atmosphere and shaping discussions with attention to the factors necessary to achieve this

- Successfully designing the situational entry, weighing the pros and cons, acting or reacting

- Researching the content of discussion topics properly and classifying one's own arguments with the help of the ETHOS scheme

- Prioritizing one's own arguments with the help of an analysis of the conversation partners and identifying benefit arguments

- Giving more weight to arguments with the help of examples, proof, references, etc.

- Using a purpose sentence to summarize the main point of your argument and formulate the consequences of it

- Parrying factual counter-arguments with the appropriate counter-strategy

- Deflecting verbal attacks with the appropriate counter-strategy of the 4 'I' method

Target group

All employees from all areas and levels of a company who want to be able to argue more convincingly in the future

Active Listening

Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish
- French
- Chinese

MACROLEARNING

60 minutes

Learning objectivesTyler

- Being able to use active listening as a method

- Using the advantages of active listening to hold more effective discussions with staff, colleagues and partners

- Effectively using the different techniques of active listening

- Being able to hear what colleagues, staff and team colleagues need, in order to be able to work productively

Target group

Staff who need an excellent flow of information; team workers; managers; young managers who wish to communicate more effectively

Communicating with Respect and Appreciation

Available in these languages:

Japanese	Dutch
German	English
Spanish	French
Portuguese	Chinese

MACROLEARNING

50 minutes

Learning objectivesTyler

- Understanding yourself and your communication behaviour better

- Being able to communicate with respect and appreciation by preparing properly

- Being able to communicate your view in an understandable way

- Knowing the various types of I-statements, giving you a better understanding of communicative acts

Target group

Managers at all executive levels who are interested in the topic of appreciative communication and who want to be able to communicate with respect and appreciation

How Communication Works

Learning objectivesTyler

- Understanding communication processes

- Knowing and applying Paul Watzlawick's five axioms

- Consciously shaping your own communication behavior

- Detecting and eliminating sources of communication interference

Target group

Staff and management employees who have to communicate well; employees at all levels who want to improve their communication and understand the concept of communication better

Available in these languages:

Japanese   Dutch

German   English

Spanish   French

Chinese

MACROLEARNING

50 minutes

The Eight Types of Communicators

Available in these languages:

Japanese   Dutch

German   English

Spanish   French

Portuguese   Chinese
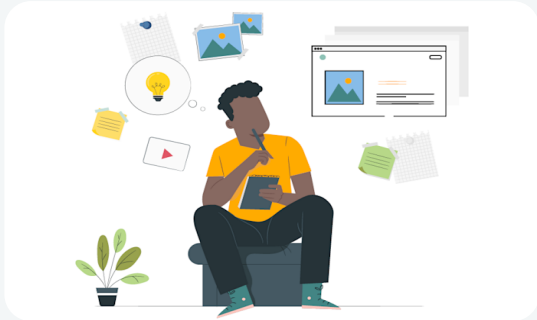
MACROLEARNING

60 minutes

Learning objectivesTyler

- Knowing and recognizing the different styles of communication

- Knowing your own style of communication

- Being able to vary your communication styles for more effective discussions

- Taking discussions with difficult partners to a successful conclusion

- Knowing the psychological backgrounds of the different communication styles and hold effective discussions using that knowledge

Target group

Managers and staff whose performance is closely linked to good communication

How to Design and Prepare a Training

Available in these languages:

Dutch   German

English   Spanish

French   Chinese

MACROLEARNING

70 minutes

Learning objectivesTyler

- Obtaining professional briefings and ensuring that you understand what the client wants

- Analyzing the intended participants based on key factors

- Being able to make the goals of the training course understandable

- Knowing and using methods and techniques for compiling the content

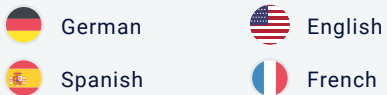- Keeping an eye on the organizational demands and compiling professional seminar documents

Target group

Specialists who want to pass on their know-how to employees and colleagues; trainers who want to be involved more in course design

Presenting: How to Command Attention in Virtual Spaces

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Understanding the unique features of online presentations

- Knowing the basic functions of common tools

- Preparing optimally for online presentations

- Conducting a successful technology check

- Using different media effectively in online presentations

- Applying methods to maintain the audience's attention and focus online

Target group

Employees with and without management positions who have basic experience in "analog" presentations but want to learn more about the new possibilities of online presentations

Presenting with Confidence: Personal, Poised, Professional

Available in these languages:

German   English

Spanish   French

MACROLEARNING

70 minutes

Learning objectivesTyler

- Presenting in a personalized, motivating, and compelling manner

- Identifying and explaining the fundamentals of verbal, non-verbal, and paraverbal communication

- Interpreting and effectively using personal body language

- Differentiating and evaluating mindsets through transactional analysis

- Applying techniques for managing challenging situations

- Implementing methods for reducing presentation anxiety

Target group

Employees with and without management positions who want to enhance their presentations with greater presence and persuasiveness.

How to be Convincing – Online and in Person

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Recognizing that the content of arguments alone is not enough to be persuasive

- Realizing that good preparation has a great impact on self-confidence and persuasiveness

- Successfully applying the rules for descriptive and understandable language

- Learning to use figurative language to create mental cinema in their counterparts

- Being able to regulate one's personal stress level to a medium level in order to be able to convince

- Keeping an eye on and controlling one's inner and outer attitudes

- Being able to apply the appropriate strategy for the respective situation in order to master interruptions and blackouts

Target group

employees who want to convince their managers of an idea; all employees from all areas and levels of a company who want to present themselves convincingly in both analog and digital form in the future ; managers who want to get their team in the mood for a challenging project; Sales employees who want to help their customers close deals

How to Give a Presentation

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

🇧🇷 Portuguese   🇨🇳 Chinese
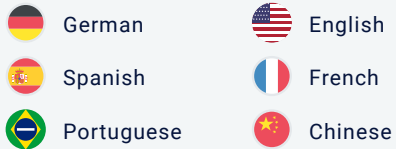
MACROLEARNING

🕐 140 minutes

Learning objectivesTyler

- Presenting professionally in a business-related context

- Defining the key message

- Preparing information in an excellent way

- Tailoring to the target group

- Addressing different types of people in the audience

- Knowing how to visualize effectively

- Knowing how to react in challenging situations

Target group

experienced managers who want to refresh their presentation skills.; Everyone who wants to learn the basics of a professional and effective presentation in front of their team members, supervisors or in other corporate contexts

Conflict Resolution for Managers

Available in these languages:

- Japanese
- German
- Spanish
- Chinese
- Dutch
- English
- French

MACROLEARNING

60 minutes

Learning objectivesTyler

- Recognizing when a conflict is brewing in your team

- Gauging which level of escalation the conflict has reached

- Empowering your employees to resolve conflicts on their own

- Learning about methods for mediation and decisive action

- Knowing what to do in seriously escalating conflicts

Target group

Young executives; Experienced managers; Managers with a need for cooperative methods of team leadership

Talking through Conflict

Available in these languages:

Japanese Dutch

English Spanish

French Portuguese

Chinese

MACROLEARNING

50 minutes

Learning objectivesTyler

- Knowing how to talk through conflict

- Learning about respectful behavior during a conflict resolution

- Getting to know what conflict resolution looks like

- Learning how to structure the phases of a conflict resolution discussion: preparation, execution and follow-up work

- Learning how to communicate with a cooperative and conversational style

Target group

Employees who frequently work in teams or have an urgent need for the training; junior managers

Conflict Resolution between Colleagues

Available in these languages:

- Japanese
- English
- French
- Chinese

- Dutch
- Spanish
- Portuguese

MACROLEARNING

60 minutes

Learning objectivesTyler

- Knowing the types of conflict

- Learning how to manage conflict in the workplace

- Conducting conflict resolution with colleagues

- Understanding the six strategies of conflict resolution

Target group

Employees of all hierarchical levels who work in teams

The 6 Strategies of Conflict Resolution

Learning objectivesTyler

- Recognizing and expanding one's own conflict resolution strategy

- Knowing the six essential strategies of conflict resolution

- Recognizing the conflict resolution strategies of employees and colleagues

- Being able to bring about "consensus" as the best strategy for resolving conflicts

Target group

Employees who work together in teams; experienced leaders who want to refresh their knowledge in the area of conflict resolution; leadership development candidates; aspiring leaders

Available in these languages:

German

MACROLEARNING

60 minutes

Understanding and Identifying Types of Conflicts

Learning objectivesTyler

- Recognizing the different levels of a conflict

- Recognizing conflicting goals

- Recognizing appraisal conflicts

- Recognizing distribution conflicts

- Recognizing personal conflicts

Target group

Employees who work together in teams; aspiring managers

Available in these languages:

German

MACROLEARNING

60 minutes

Avoiding and Defusing Workplace Conflicts
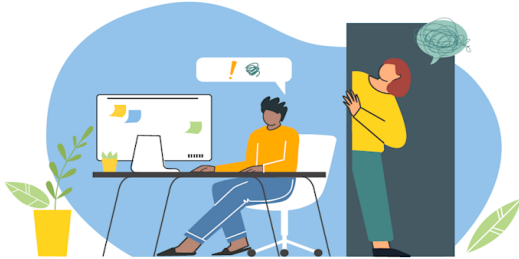
Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 70 minutes

Learning objectivesTyler

- Recognizing and defusing conflicts in the early stages

- Recognizing and reflecting on one's own conflict behavior

- Dealing with conflict partners in an appreciative manner

- Stopping power games and divisions before they become a problem

Target group

Employees who frequently work in teams; junior managers; employees with acute needs; teams that have difficulty with independent conflict resolution

Talking through Conflict

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Knowing how to talk through conflict

- Learning about respectful behavior during a conflict resolution

- Getting to know what conflict resolution looks like

- Learning how to structure the phases of a conflict resolution discussion

- preparation

Target group

preparation

The Harvard Approach to Conflict Management

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Being able to apply the principles of appropriate action in a professional context

- Being able to distinguish between interests and positions

- Being able to creatively resolve conflicts and problems

- Resolving disagreements in a constructive and appreciative manner

Target group

Employees who frequently work in teams; all employees who would like to establish appreciative communication; junior managers; employees with an acute need

Navigate Difficult Employee Conversations with Confidence

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 70 minutes
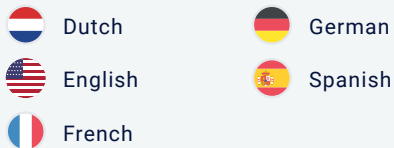
Learning objectivesTyler

- Developing an attitude that helps you act confidently and solution-oriented in challenging employee conversations

- Responding effectively when your counterpart gives you critical feedback

- Handling objections and concerns from the other party in a solution-oriented manner

- Dealing confidently with different reactions from employees

- Managing emotions effectively and keeping a cool head

- Helping your employees regain control of their emotions

Target group

Aspiring and current managers who want to handle challenging employee conversations confidently.; Aspiring and current managers who want to learn helpful techniques to bring difficult employee conversations to a mutually acceptable conclusion.

Actively Reduce Employee Turnover

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Discovering what types of turnover exist and what causes employees to leave

- Understanding what characterizes an effective selection process as well as a successful onboarding. Learning how to stay connected and know how employees feel about their tasks and roles, and how to handle warning signs

- Finding out which benefits and perks employees expect and consider essential

- Learning what employees want as individuals, how they wish to be developed, and when they want to have a say

- Understanding what defines meaningful work, as well as an attractive company culture and vision

- Discovering how to turn a "goodbye" into a "see you again"

Target group

This course is designed for managers, HR personnel, department heads, project leaders, and team leaders who face the challenge of retaining their employees, especially high performers, within the company.

Unleashing the Power of Connection: Turning Employees into Partners

Available in these languages:

German   English

MACROLEARNING

🕐 70 minutes

Learning objectivesTyler

- Articulating the economic, strategic, and human importance of cohesion in business

- Recognizing leadership's key role in building employee loyalty

- Identifying what drives employee engagement and belonging

- Empowering employees to take pride in their work and to align career growth with life goals

- Fostering a culture of appreciation, authentic praise, and recognition.

- Crafting a mutually achievable company vision while investing in your people, not just their roles

- Understanding the risks of over-involvement, including conformity and groupthink

Target group

(Experienced) managers with development responsibility

Successfully introducing e-training courses in a company
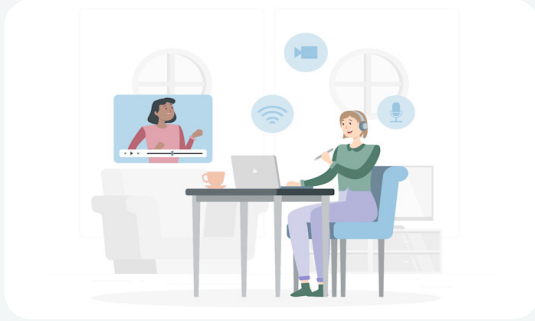
Available in these languages:

German

MACROLEARNING

70 minutes

Learning objectivesTyler

- Recognize that e-learning is a process in which employees need support and guidance.

- Recognize the importance of and establish a good learning culture for learning success.

- Use different learning methods in an individually targeted manner.

- Actively work with the motivational factors of the ARCS-V model to motivate employees in their learning process.

- Motivate for e-learning through targeted preparatory, accompanying and follow-up communicative measures.

- Accompany learners in the learning process in order to motivate them long term.

Target group

Personnel developers, HR managers and executives who want to successfully implement e-learning in their company or in their teams.

Leading with Praise—Showing Appreciation and Recognition

Learning objectivesTyler

- Integrating more appreciation into the daily work routine

- Adopting an appreciative attitude towards others

- Communicating criticism appreciatively

- Being authentic

- Being appreciative of yourself

Target group

(Prospective) managers who want to show more appreciation to their employees; (prospective) managers who want to establish a culture of appreciation in the company; (prospective) managers who want to feel valued themselves

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 50 minutes

Seamless Onboarding: Proven Tactics for a Successful Start
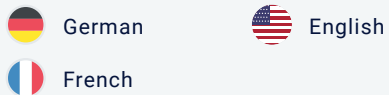
Learning objectivesTyler

- Integrating new employees before their start date

- Shaping the first day on the job

- Guiding employees through their first weeks

- Supporting the integration into the company

Target group

HR Managers; Executives; Team Leads

Available in these languages:

German   English

French

MACROLEARNING

50 minutes

Sparking Innovation: Strategies for Effective Knowledge Sharing
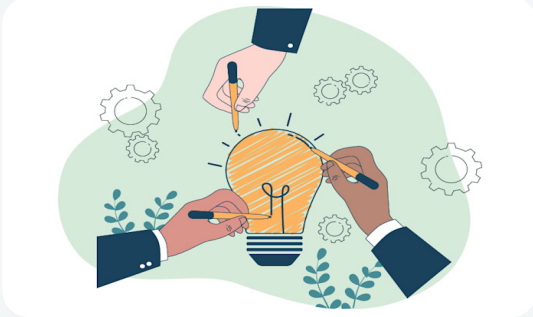
Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Understanding the importance of knowledge management in the company

- Developing and implementing knowledge management strategies

- Understanding the role of knowledge management in promoting innovation

- Knowing methods and tools for knowledge exchange and collaboration

- Preserving and continuously improving knowledge

Target group

Executives and managers; Employees in knowledge-intensive areas who work with knowledge on a daily basis (research and development, IT departments, product development, marketing and sales); HR developers and HR professionals responsible for implementing knowledge management initiatives and training programs

Delegating Responsibilities: Balancing Employees and AI
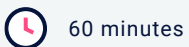
Learning objectivesTyler

- Identifying delegable tasks

- Getting into the right mindset for delegating responsibility

- Selecting the right employees for delegating tasks

- Avoiding re-delegation by employees and other pitfalls

- Delegating productive tasks to AI

Target group

Managers and employees without a management function who want to improve their ability to transfer tasks in a sustainable, productive manner

Available in these languages:

German   English

Spanish   French

MACROLEARNING

60 minutes

New to the leadership role: start safely, lead clearly
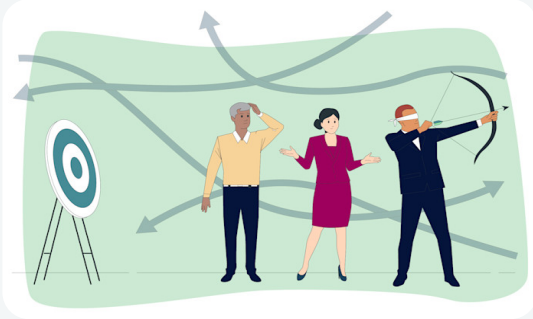
Learning objectivesTyler

- Shaping the role change

- Assuming and distributing responsibility

- Apply self-management

Target group

Employees who are new to a management role and are looking for practical support for this challenging situation

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 60 minutes

Conducting Termination Meetings

Learning objectivesTyler

- Preparing for and conduct termination meetings

- Be aware of the typical reactions and know how to deal with them

- Managing your own emotions during the meeting

- Learning what to expect in online termination meetings

Target group

Managers who will eventually need to conduct termination meetings

Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish

MACROLEARNING

60 minutes

Conducting the Interview

Learning objectivesTyler

- Creating the job description

- Developing the requirements profile

- Conducting the job interview

- Asking the right questions

- Drawing the right conclusions

Target group

Employees of HR departments; managers with HR responsibilities; team leaders

Available in these languages:

Dutch   Japanese

German   English

Spanish   French

Chinese

MACROLEARNING

80 minutes

Motivating Team Members

Learning objectivesTyler

- Understanding basic principles of motivation

- Recognizing and eliminating demotivators

- Creating individual incentives for team members

- Making task descriptions and activities motivating

- Motivating your employees

Target group

New or inexperienced managers in their first management role; managers whose teams are not performing as desired

Available in these languages:

- Dutch
- Japanese
- German
- English
- Spanish
- French
- Chinese

MACROLEARNING

90 minutes

New to the Leadership Role

Available in these languages:

Dutch		Japanese	
German		English	
Spanish		French	
Chinese			

MACROLEARNING

50 minutes

Learning objectivesTyler

- Being able to discern between specialist and leadership tasks

- Knowing your own strengths and weaknesses

- Knowing the expectations on managers and being able to deal with them

- Avoiding management errors and being able to react properly to a wide range of demands

- Being able to perform the strategic tasks of a manager

Target group

Young managers; specialists who are new to management responsibility

Leading and Motivating Employees in Home Office

Learning objectivesTyler

- Recognizing the greatest challenges in remote leadership

- Building and maintaining trust in employees while working from home

- Achieving results remotely

- Resolving conflicts remotely

- Discovering options to promote the development of remote employees

- Knowing how to motivate employees working from home

Target group

Managers who supervise employees working from home

Available in these languages:

- Dutch
- Japanese
- German
- English
- Spanish
- French
- Chinese

MACROLEARNING

70 minutes

Delegating Tasks

Available in these languages:

● Japanese   ● Dutch

● German   ● English

● Spanish   ● French

● Chinese

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Being able to discern between tasks that can be delegated and those that can't

- Delegating professionally by communicating properly

- Knowing the tools for monitoring delegated tasks

- Recognizing and dealing productively with people who re-delegate tasks

- Delegating in such a way that team members can develop

Target group

Experienced managers needing to learn sustainable delegation; Employees developing into managers

Leadership in Times of Crisis

Available in these languages:

🇳🇱	Dutch	🇯🇵	Japanese
🇩🇪	German	🇺🇸	English
🇪🇸	Spanish	🇫🇷	French
🇨🇳	Chinese		

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Not seeing crises only as catastrophes

- Knowing the five phases of a crisis

- Communicating well in a crisis

- Dealing with pressure in times of crisis

- Strengthening resilience and mastering crises

Target group

Managers with HR responsibility; employees of HR departments

Change Management—Successfully Shaping Change Processes
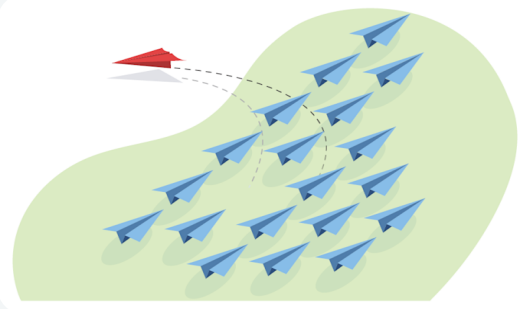
Available in these languages:

Dutch | Japanese
German | English
Spanish | French
Portuguese | Chinese

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Learning how to successfully shape change processes

- Knowing the commonalities between the most popular change models

- Becoming familiar with the steps involved in the vast majority of change processes

- Learning the specific measures and tools for the individual steps

- Understanding how to deal with resistance

Target group

Team leaders; change managers; managers with HR responsibility; employees of HR departments

Lead Constructive and Lasting Conversations with Employees

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Understanding why performance reviews and appraisal processes are becoming such important management tools

- Preparing as a manager to conduct successful performance reviews •Structuring the conversation in a productive way

- Using techniques that are helping to make the discussion more productive

- Considering specific factors when conducting an appraisal interview online

Target group

Aspiring and current managers who want to conduct evaluation interviews with confidence and success; Aspiring and current managers who seek helpful techniques for conducting employee evaluations more effectively and sustainably

Storytelling within the Company

Available in these languages:

- Japanese
- German
- Spanish
- Dutch
- English
- French

MACROLEARNING

🕐 80 minutes

Learning objectivesTyler

- Understanding the advantages of stories in comparison to facts

- Perceiving the usefulness of storytelling in almost every area of work

- Using storytelling in the leadership of employees and teams

- Finding "stories" for your own company

- Realizing the fundamental principles behind every story

- Applying the five steps to create suspense in a great story

Target group

For all managers, team leaders, members of development teams, and product owners who want to motivate their team members and get buy-in for specific ideas; account managers and sales managers who want get their ideas across to their audiences better and be genuinely convincing

Leading with Empathy

Available in these languages:

Japanese   Dutch
German   English
Spanish   French

MACROLEARNING

80 minutes

Learning objectivesTyler

- Understanding the ways in which leadership require-ments are currently changing

- Understanding what empathy means

- Recognizing the benefits of leading with empathy, but also the challenges associated with it

- Reflecting on your own management style and how you interact with other people

- Being more perceptive of other people, putting your-self in their shoes, and adjusting your own emotions to where they are at

- Understanding people and their communication, their personality, and their motives better

- Acting with empathy and engaging with people at their level

Target group

Managers who want to learn how to take a mea-sured and solution-oriented approach to leadership, even in challenging situations; managers who want to develop their emotional and social skills and use them successfully during their interactions with their employees

Navigating an Error Culture in the Team—Fostering a Positive Approach to Mistakes

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 70 minutes

Learning objectivesTyler

- Understanding the characteristics, types and potential benefits of mistakes

- Differentiating between the concepts of blame culture and just culture and comprehending the effects of a positive error culture

- Learning what the components of a positive error culture is, and how it encompasses various error strategies tailored to the organization's context

- Getting a handle on methods for error prevention and error management

- Growing as a team by learning from mistakes

Target group

For aspiring and experienced managers aiming to establish a positive error culture in their teams

Leading Across Generations
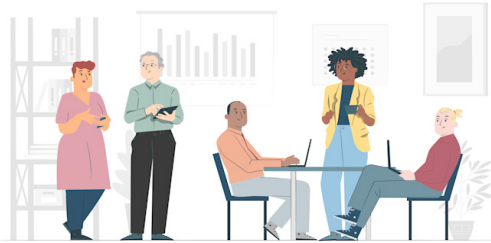
Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Recognizing the value of various generations in the context of work and leadership

- Getting to know the unique traits of different generations without making sweeping generalizations

- Mastering the challenges of leadership when handling teams and team members

- Becoming aware of the potential for conflict in a team consisting of several generations

- Implementing appropriate measures to foster team cohesion across age groups

- Taking advantage of a diverse mix of generations and learning from one another's insights and experiences

Target group

The training is designed for leaders who are faced with the challenge of individually supporting and motivating employees of different ages, as well as promoting productive teamwork within the team.

Virtual Teams—Motivation and Trust
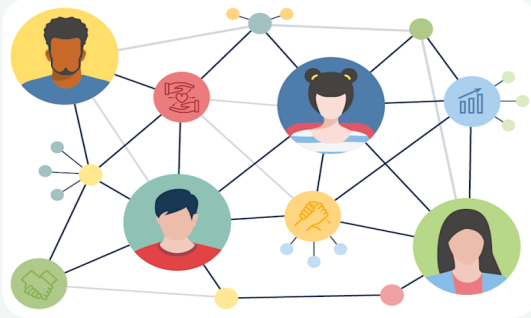
Available in these languages:

🇳🇱	Dutch	🇯🇵	Japanese
🇩🇪	German	🇺🇸	English
🇪🇸	Spanish	🇫🇷	French
🇧🇷	Portuguese	🇨🇳	Chinese

MACROLEARNING

🕐 80 minutes

Learning objectivesTyler

- Motivating virtual teams in a media-appropriate manner

- Building trust in virtual teams

- Promoting social networking in virtual teams

- Giving media-appropriate feedback

Target group

Junior and/or project managers; Leaders of virtual and agile teams

Virtual Teams—Communication

Available in these languages:

Dutch   Japanese

German   English

Spanish   French

Chinese

MACROLEARNING

50 minutes

Learning objectivesTyler

- Using digital media

- Controlling collaboration

- Avoiding misunderstandings

- Conducting virtual meetings

Target group

Leaders of virtual and agile teams; project managers; junior managers

Successfully Structuring Team Development

Available in these languages:

Dutch   Japanese

German   English

Spanish   French

Chinese

MACROLEARNING

🕐 90 minutes

Learning objectivesTyler

- Setting motivating goals

- Clearly setting task assignments

- Promoting constructive communication

- Building trust and promoting a feeling of togetherness

Target group

Employees who lead agile and/or virtual project teams; junior managers who are new to their management roles

Correct Deployment of External Personnel—What Managers Need to Know

Available in these languages:

Dutch   Japanese

German   English

MACROLEARNING

60 minutes

Learning objectivesTyler

- Knowing how to deploy external personnel in a legally secure manner

- Knowing the various options for deploying external personnel

- Knowing the differences between contracts for work, service contracts and employee leasing or temporary employment

- Being able to distinguish between contracts for work, service contracts and employee leasing

- Selecting the appropriate form of contract and draft contracts correctly in order to avoid illegal employment relationships

- Being able to classify facts quickly and consult experts when necessary

Target group

Managers with staffing responsibilities; employees of human resource departments

Successfully Leading Hybrid Teams

Available in these languages:

Dutch

Japanese

German

English

Spanish

French

MACROLEARNING

90 minutes

Learning objectivesTyler

- Establishing binding rules as a basis for hybrid collaboration

- Being aware of the limits of hybrid work and planning shared "office activities"

- Holding hybrid team meetings which are inclusive and free of technical glitches

- Learning to strengthen the team spirit despite physical distance

- Keeping an eye on all team members, considering their individual needs and acting accordingly with fairness and empathy—no matter whether they work from home or in person at the office

- Exemplifying hybrid work as a manager and setting an example

Target group

Experienced, long-standing department heads who want to get a feel for hybrid work; "freshly minted" team leaders who want to get used to their role; managers who lead teams that divide their time between the office and working from home, either permanently or temporarily; managers who have only worked remotely so far and now need to narrow the gap between working in-person at the office and working remotely

Knowing Team Roles and Making Them Pro-ductive

Learning objectivesTyler

- Understanding the basic principles of motivation

- Recognizing and being able to eliminate demotivation among staff members

- Being able to create incentives tailored to individual employees

- Making effective use of key staff motivation tools

- Structuring job descriptions in a motivating way

Target group

Employees who lead agile and/or virtual project teams; junior managers who are new to their management roles

Available in these languages:

Dutch

Japanese

German

English

Spanish

French

Chinese

MACROLEARNING

60 minutes

Manage Team Phases Successfully

Learning objectivesTyler

- Knowing the four team phases according to Bruce Tuckman

- Recognizing what phase the team is in

- Using the right management instruments in every phase

- Learning how to smoothly transition through the four phases: forming, storming, norming, and performing

Target group

Employees who lead virtual and/or agile teams; project and junior managers with their first management experience

Available in these languages:

- Dutch
- Japanese
- German
- English
- Spanish
- French
- Chinese

MACROLEARNING

70 minutes

The Basics of the OKR Method

Available in these languages:

🇳🇱 Dutch 🇩🇪 German

🇺🇸 English 🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Recognizing the benefits of the OKR method for one-self, one's own team, and the entire company

- Formulating, communicating, and tracking good objectives

- Formulating key results to make objectives measurable and trackable

- Monitoring work with OKRs throughout an OKR cycle

Target group

Managers who want to introduce and establish the OKR method in their teams; Employees who want to/should work with the OKR method in the future

The Basics of Lean Management
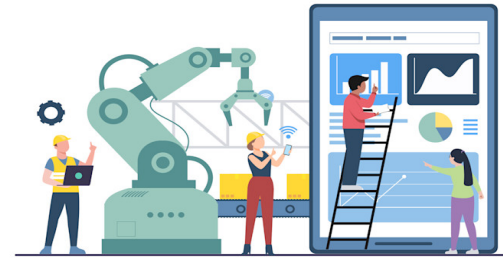
Available in these languages:

Dutch

German

Spanish

Japanese

English

French

MACROLEARNING

50 minutes

Learning objectivesTyler

- Getting to know the characteristics of Lean management and it's advantages

- Knowing the seven types of waste, being able to identify and avoid them in the future

- Achieving improvements in production and administration with the help of Lean techniques Value-stream mapping, 5S and problem-solving

- Producing faster and more efficiently with the tools OEE, SMED and Poka Yoke

- Internalizing and applying the PDCA cycle

Target group

All employees who are involved in Lean processes and who (will) help shape them. Both in production and in administration.; In addition, this training is intended for managers who want to implement Lean and familiarize themselves with the basics or refresh basic knowledge and close gaps.

Lean Management Advanced Course
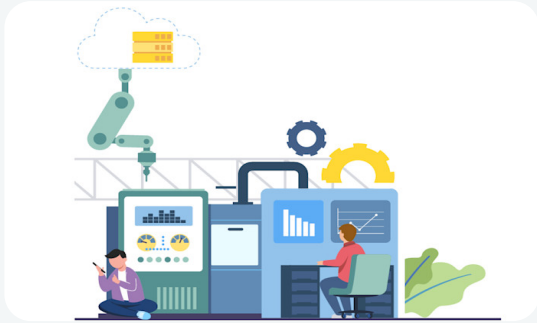
Available in these languages:

Dutch   Japanese

German   English

Spanish   French

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Knowing the enemies of Lean Management and learning to work around them

- Motivating employees to actively participate in Lean processes

- Controlling and making sense of the interplay between demand signal and order for the customers and the company

- Optimizing the existing value stream

Target group

Managers, division and production managers in production planning and control as well as manufacturing and quality management.; The focus is on executives who are already implementing lean and are looking for answers to the following questions: How should you implement lean? How do you optimize it? And how can you deal with doubts among employees? ; However, the training can serve as a guide for all employees.

Leading by Skill Level: Giving Employees the best Possible Support

Learning objectivesTyler

- Recognizing factors that contribute to effective leadership

- Being able to determine the individual level of development of your team members in terms of skills and motivation

- Exerting a positive influence on your employees based on their level of development

Target group

Managers who want to lead and develop their employees individually based on their respective skill level

Available in these languages:

Dutch   German

English

MACROLEARNING

60 minutes

Leading According to Personality Type

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French
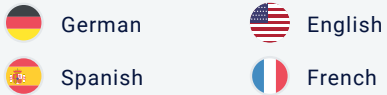
MACROLEARNING
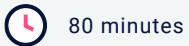
🕐 80 minutes

Learning objectivesTyler

- Recognizing your own personality type and understanding its impact on your leadership style

- Adapting leadership approaches based on different employee types

- Understanding what personality type models are and how they simplify—but also limit—our working world

- Assessing individuals using a personality type model

- Sharpening self-perception and perception of others for everyday leadership tasks

- Applying personality-based strategies to solve conflicts and build effective teams

Target group

Leaders who want to learn how to target specific types of people and win them over; Emerging executives who want to expand their knowledge of human nature and use it successfully in their work environment.

The Manager as a Coach

Available in these languages:

Dutch   Japanese

German   English

Spanish   French

Chinese

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Distinguishing the most important differences between leading and coaching

- Understanding the benefits of coaching

- Using the coaching approach

- Knowing the basic prerequisites for effective coaching

- Building key coaching skills

- Structuring coaching conversations using the established GROW model

Target group

Managers who want to support and guide their employees in the capacity of coach

Transformational- Leadership—Motivating and Inspiring Employees

Available in these languages:

Dutch   Japanese

German   English

Spanish   French

MACROLEARNING

🕐 60 minutes
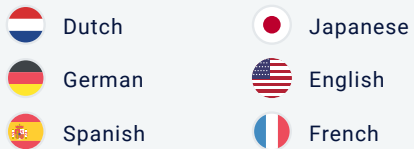
Learning objectivesTyler

- Knowing the differences between transactional and transformational leadership style

- Being able to inspire employees with vision

- Inspiring employees to think of new concepts and solutions

- Extending the best possible individual support for employees and having a charismatic style

- Being able to implement tranformational leadership in your own daily work routine

Target group

Managers who are interested in reflecting on and improving their leadership on a practical level; Managers and those aspiring to become managers

Agile Leadership

Available in these languages:

🇳🇱 Dutch   🇯🇵 Japanese

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding the importance of an agile mindset in the workplace

- Distinguishing between mindset, skillset, and toolset

- Learning the most important skills for agile working

- Getting comfortable using the key tools for agile working

Target group

Experienced leaders; Leaders who want to review their methods; Junior managers

Lateral Leadership—Leading Effectively Without Being a Supervisor

Available in these languages:

🇳🇱 Dutch   🔴 Japanese

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

🇨🇳 Chinese

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Knowing the importance and relevance of lateral leadership

- Knowing the difference between lateral and disciplinary leadership

- Understanding how lateral leadership works even without disciplinary authority

- Discovering the tools of lateral leadership and the benefits they bring

- Dealing constructively with possible conflicts

Target group

Managers who are responsible for the results of a project or assignment, without being a disciplinary superior in charge of the team.

Situational Leadership®

Available in these languages:

Japanese	Dutch
German	English
Spanish	French
Chinese	

MACROLEARNING

50 minutes

Learning objectivesTyler

- Being able to apply the model leading by maturity level/Situational Leadership® in everyday management practice

- Recognizing the maturity level of your employees

- Adapting your leadership methods to the maturity level of your employees

- Getting staff members with fading motivation back on board

- Protecting motivated but inexperienced employees against excessive demands

- Giving highly motivated employees freedoms without losing sight of the goals

Target group

New managers who want to or are expected to apply the concept of maturity levels in practice; Managers who are feeling limited in the motivation and performance of their team

Moderating Meetings

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French   🇨🇳 Chinese

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding the importance of effective meetings

- Understanding meeting formats

- Understanding the stages of a meeting

- Preparing properly for meetings

- Conducting meetings well

- Following up effectively after meetings

Target group

Managers and members of agile teams; employees in partly self-organized projects, and assistants

Moderating Online Meetings

Available in these languages:

Dutch   German

English   Spanish

French   Portuguese

Chinese

MACROLEARNING

60 minutes

Learning objectivesTyler

- Understanding the advantages and disadvantages of online meetings

- Understanding the unique challenges of online meetings

- Preparing and planning online meetings well

- Applying the specific rules of online meetings

- Actively managing online meetings

Target group

Members of cross-locational and/or virtual teams; employees who are in contact with online meetings and/or moderate them themselves

Feedback between Colleagues

Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish
- French

MACROLEARNING

50 minutes

Learning objectivesTyler

- Learning how feedback can create a productive atmosphere in a team

- Finding out what is important when giving feedback

- Understanding how to gracefully accept feedback

- Discovering how peer feedback can broaden your own perspective

- Learning how to address critical points so that something will actually change

Target group

Employees of all hierarchical levels who work in teams

Giving Feedback

Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish
- French
- Chinese

MACROLEARNING

70 minutes

Learning objectivesTyler

- Knowing how to use feedback as a management tool

- Using the Johari Window, knowing the difference between how you perceive yourself and how others perceive you, allowing you to give staff members constructive feedback

- Being able to prepare critical feedback and use it constructively

- Using positive feedback in a way that promotes the development of the staff and team

Target group

Staff members with leadership responsibilities but without a management position; managers who have a need for cooperative team-leadership methods; young managers

Making Good Decisions

Learning objectivesTyler

- Recognizing and being able to analyze problems

- Knowing and using methods for finding solutions

- Being able to approach decision-making processes in a structured way

- Communicating decisions well and involving staff

- Implementing decisions

Target group

Young managers and managers who need to be able to make decisions in an understandable and struc- tured manner

Available in these languages:

Japanese	Dutch
German	English
Spanish	French
Chinese	

MACROLEARNING

70 minutes

Promoting Professional Development—Fostering a Culture of Learning within Your Team

Available in these languages:

🇩🇪 German   🇺🇸 English

MACROLEARNING

🕐 45 minutes

Learning objectivesTyler

- Promoting and embodying awareness of the necessity of a learning culture within the company

- Creating conditions for a successful learning culture

- Being a role model for employees in learning

- Strengthening employees' sense of empowerment and ownership

Target group

Management

The Purchasing Department of Tomorrow: Mastering Complexity and Developing Negoti-

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding your role in negotiations

- Recognizing why thorough preparation is crucial for successful negotiations

- Applying the fundamentals of strategic and tactical dialogue management

- Transfering insights from one negotiation to future conversations

- Building and maintaining long-term business relationships

Target group

Employees in procurement (with and without a management function) who would like to develop their negotiation skills in a targeted manner

Customer success: Satisfied customers, long-term loyalty

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Understanding what customer success means

- Recognising customer needs

- Building customer loyalty for the future

- Measuring customer success

Target group

Employees with and without management responsibility; Sales; Key account management; Customer service management; Distribution; Marketing; Customer service; Product development

Big Data—Understanding the World of Data

Available in these languages:

🇳🇱 Dutch   🔴 Japanese

🇩🇪 German   🇺🇸 English

🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Knowing the definition and characteristics of Big Data

- Understanding the potential and challenges of Big Data for society and business

- Being familiar with the Big Data lifecycle

- Having an overview of important Big Data technologies

- Being able to classify artificial intelligence in the context of Big Data

Target group

Employees with or without a management role who know little about Big Data and related topics such as artificial intelligence and want to acquire basic knowledge about them.

Understanding Digitalization
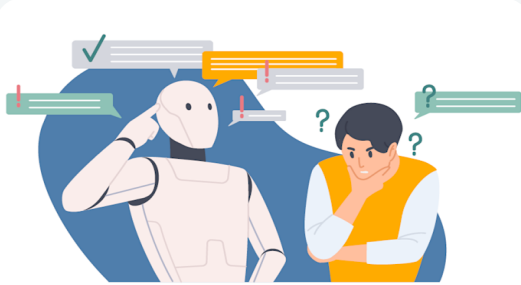
Available in these languages:

🇳🇱 Dutch   🇯🇵 Japanese

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Recognizing the essential drivers of digitalization

- Becoming familiar with the term VUCA and the associated diagnosis of time

- Understanding the impact of digitalization on traditional business models

- Recognizing that successes from the past are not automatically perpetuated

- Understanding customer centricity as a consequence of digitalization

Target group

Employees who want to be primed for digitalization; teams analyzing their working environment with digitalization in mind; managers who are looking for new techniques, customers, and markets

Innovation—Needs-Based Development and Testing of Prototypes

Available in these languages:

🔴 Japanese   🇳🇱 Dutch

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Creating the right essential conditions for testing your innovations with your team

- Relying on analog methods for directional insights and needs-based prioritizing

- Pretending that your prototypes are further along than they actually are and learning from the behavior of the test subjects

- Letting yourself be guided by the ten basic rules for successful testing

Target group

Managers and employees who want to focus on strategies and support innovation teams during the testing phase.

Design Thinking

Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish
- French
- Chinese

MACROLEARNING

🕐 70 minutes

Learning objectivesTyler

- Recognizing the need for innovation and new creative methods

- Creating the right conditions for design thinking

- Understanding the design thinking process

- Becoming an immediate expert and understanding users' needs

- Implementing the process of finding solutions

- Being able to use prototyping, personas, and learning journeys

Target group

Teams that intend to initiate a Design Thinking process; employees who are interested in Design Thinking; employees and teams who are looking for new methods of creative problem solving

Innovation—Promoting an Innovative Mindset

Learning objectivesTyler

- Finding out what innovative thinking means and what conditions you can create for it

- Eliminating disruptors and overcome distractions to allow innovation to thrive

- Deliberately ignoring normality in your creative phases and learn to succeed through failure

- Leading in an innovation-friendly manner and promote the innovative power of your employees

Target group

The target group for this training course are employees and managers who focus on strategy or are keen to do so. The e-training course offers valuable suggestions to promote your own innovative power and that of the whole team.

Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish
- French

MACROLEARNING

60 minutes

Innovation—Methods for the Innovation Process

Learning objectivesTyler

- Getting to know the phases of possible innovation processes

- Being inspired by the approaches of successful innovation drivers

- Gaining insights into new products that are as insightful as possible, with little effort

- Engaging people with crowdsourcing and benefiting from external input

- Analyzing the needs of advanced users and staying ahead of the competition

Target group

Managers and employees who want to focus on the innovation process and innovation methods. The course offers many suggestions for brainstorming and a comprehensive set of methods.

Available in these languages:

🔴 Japanese   🇳🇱 Dutch

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

MACROLEARNING

🕐 60 minutes

Strategic Sales—Basics of Strategic Sales

Available in these languages:

- Dutch
- German
- English
- Spanish
- French

MACROLEARNING

60 minutes

Learning objectivesTyler

- Understanding the importance and content of strategic sales

- Being able to use strategic approaches in a meaningful way

- Knowing and mastering basic competencies and personal skills for strategic sales

Target group

Salespersons who are responsible for the development of strategically important customers; salespersons who want to build a better relationship with their customers; salespersons who want to sell effectively and efficiently

Strategic Sales—Strategic Customer Development

Available in these languages:

- Dutch
- German
- English
- Spanish
- French

MACROLEARNING

60 minutes
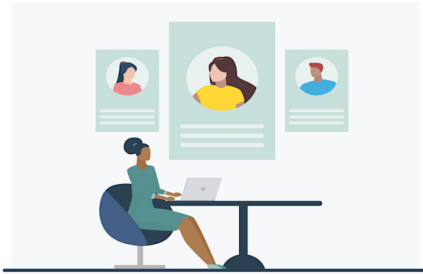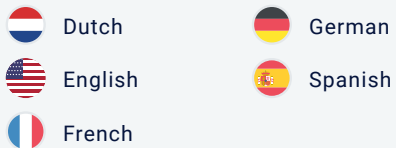
Learning objectivesTyler

- Knowing and being able to classify key account management

- Being able to identify your own key account customers and key people

- Being able to assess stakeholders correctly

- Being able to develop a strategic partnership with key customers

Target group

Sales people; sales field service; employees in sales; inside sales; key account managers, especially in the B2B area

Strategic Sales—Building Relationships

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Knowing the importance of good customer care

- Understanding and being able to serve the motives of customers

- Knowing individual marketing measures and being able to use them effectively

- Asking the right questions to find out more about the customers

- Being able to successfully use cross-selling to shape relationships

Target group

Salespersons; key account managers; inside sales; sales staff; sales representatives

Demonstrating Value

Available in these languages:

Dutch		German	
English		Spanish	
French		Italian	
Chinese			

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Knowing why sales is always about customer value – not product features

- Recognizing and responding to your customers' most important buying motives

- Arguing the benefits of a purchase with the help of the 5-step model in a simple and structured way

- Crafting a personalized demonstration of value

Target group

Salespeople; Sales Staff; inside Sales; key Account Managers; Field Sales Representatives

Handling Objections

Available in these languages:

🇳🇱 Dutch		🇩🇪 German	
🇺🇸 English		🇪🇸 Spanish	
🇫🇷 French		🇮🇹 Italian	
🇨🇳 Chinese			

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Distinguishing objections from pretexts

- Reading objections correctly

- Developing a reaction pattern for different objections

- Knowing the acknowledgment method, and using it confidently to overcome objections

- Knowing how to systematically record, and deal with the objections that occur in everyday work

Target group

Salespeople; inside sales; sales staff; field sales representatives; key account managers

Making Initial Contact
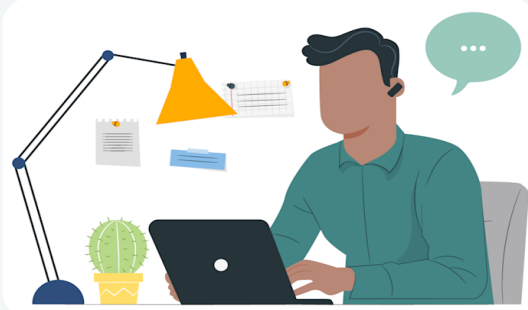
Available in these languages:

- Japanese
- Dutch
- German
- English
- Spanish
- French
- Chinese

MACROLEARNING

🕐 50 minutes

Learning objectivesTyler

- Recognizing and using opportunities to make contact with potential customers

- Systematically expanding your customer network

- Quickly identifying potential customers

- Using research tools

- Working effectively and efficiently thanks to good preparation

- Using the elevator pitch as a method for customer acquisition

- Mastering the basic rules for the right appearance and behavior in front of customers

Target group

Salespeople; Field Sales Representatives; Sales Staff; Inside Sales; Key Account Managers

Customer Centricity—Understanding, Inspiring and Retaining Customers

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 70 minutes

Learning objectivesTyler

- Focusing on customer needs and wants

- Contributing to customer centricity

- Understanding customers and learning how to motivate them and earn their loyalty

- Influencing the customer journey in a targeted and successful way

- Turning complainers into loyal customers

Target group

Employees facing customer-centric issues; Employees who want to attract new customers and inspire their current ones

Identifying Needs

Learning objectivesTyler

- Learning how important identifying needs is for the sales process

- Determining customer needs in a targeted manner

- Categorizing questions and learning how to use them to determine requirements

- Identifying requirements that are individually tailored to a specific practice

- Understanding customer needs through active listening

Target group

Salespeople; Sales Staff; Field Sales Representatives; key Account Managers; Inside Sales

Available in these languages:

Dutch   German
English   Spanish
French   Chinese

MACROLEARNING

60 minutes

Building Relationships in Sales

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French   🇨🇳 Chinese

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Building relationships with other people in a targeted way

- Using small talk to establish good contact with others

- Recognizing non-verbal and verbal signals of approval and rejection

- Controlling your own body language

- Being responsive to other people

Target group

Salespeople; field sales representatives; sales staff; inside sales; key account managers

Closing the Sale

Available in these languages:

🇳🇱 Dutch 🇩🇪 German

🇺🇸 English 🇪🇸 Spanish

🇫🇷 French 🇨🇳 Chinese

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Knowing and identifying verbal and non-verbal buying signals

- Knowing the means to effectively close sales

- Systematically applying the closing question as a method

- Providing customers the best possible support in their purchase decision

Target group

Salespeople; field sales representatives; sales staff; inside sales; key account managers

Online Negotiations

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Understanding how online negotiations differ from face-to-face negotiations

- Preparing for an online negotiation

- Building relationships online with your negotiating partner

- Knowing what you must keep in mind during an online negotiation

- Managing difficult situations in online negotiations

- Communicating and delivering presentations effectively, even in online negotiations.

Target group

Experienced sales managers and sales professionals

Basics of Negotiations

Learning objectivesTyler

- Using ZOPA and BATNA to get negotiations off to the best start

- Systematically consolidate your position of power

- Build sustainable business relationships

- Correctly presenting offers

- Presenting a structured argument of the benefits

- Reliably concluding negotiations

Target group

Employees who conduct negotiations with customers, partners and suppliers

Available in these languages:

- Dutch
- German
- English
- Spanish
- French

MACROLEARNING

60 minutes

Difficult Negotiations

Available in these languages:

🇳🇱 Dutch   🇩🇪 German

🇺🇸 English   🇪🇸 Spanish

🇫🇷 French

MACROLEARNING

🕐 60 minutes

Learning objectivesTyler

- Responding to unfair attacks

- Negotiating in a solution-oriented manner, based on the Harvard Concept

- Bringing stalled negotiations back on track

- Recognizing, and putting an end to, bargaining games

- Working on a factual level, even in difficult situations

Target group

Employees who conduct negotiations with customers, partners, and suppliers

Cyber security: your key to digital security

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Basics of cyber security and protection against digital threats

Target group

Employees regardless of role or department

Phishing - how to recognise and effectively fend off phishing attempts
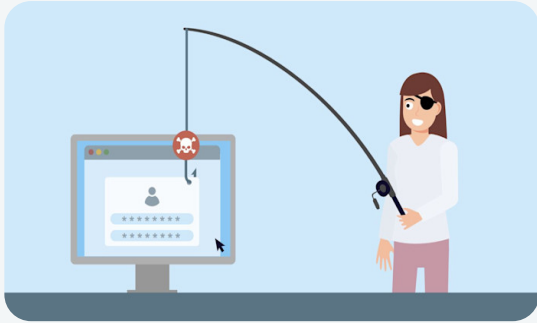
Available in these languages:

German

MACROLEARNING

20 minutes

Learning objectivesTyler

- Recognise phishing, react correctly and defend against it effectively

Target group

Employees regardless of role or department

Vishing
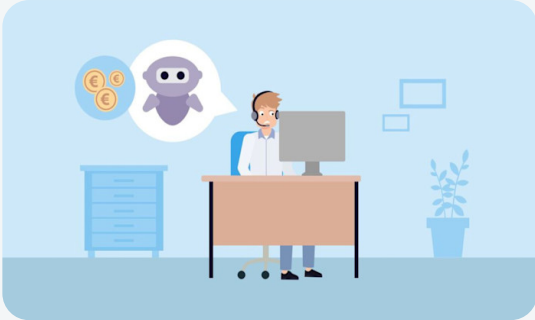
Available in these languages:
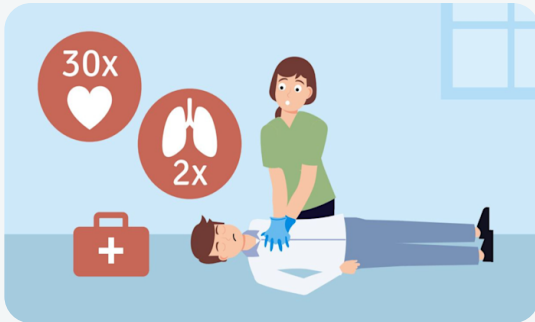
🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Understanding the term vishing

- Recognising the methods of fraudsters

- Assessing risks for sensitive data

- Apply protective measures

- Develop safe reactions in an emergency

Target group

Employees regardless of role or department

Secure use of websites and domains
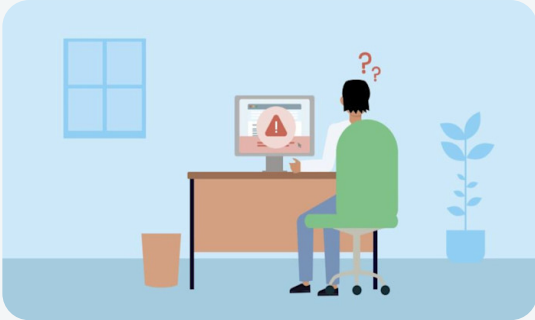
Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Recognising fake websites

- Identify phishing websites

- Understanding malware websites

- Avoid fake online shops

- Apply strategies to protect personal and financial data

Target group

Employees regardless of role or department

Malware

Available in these languages:

German

MACROLEARNING

25 minutes

Learning objectivesTyler

- Know the types of malware

- Recognise typical attacks

- Assessing risks

- Apply protective measures

- Respond appropriately to infections

Target group

Employees regardless of role or department

Shadow IT: Why you should only use approved devices and applications

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 20 minutes

Learning objectivesTyler

- Understanding the term shadow IT

- Recognising risks for companies

- Identify security gaps

- Promote responsible use of IT

- Strengthening corporate security

Target group

Employees regardless of role or department

Security risk passwords
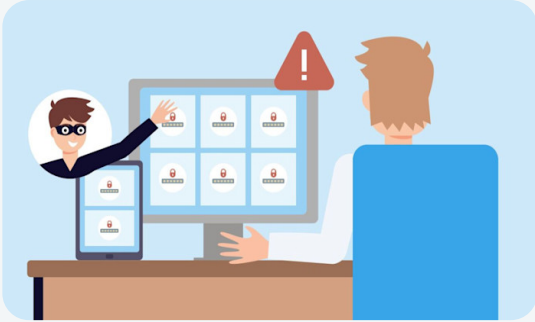
Available in these languages:

German

MACROLEARNING

25 minutes

Learning objectivesTyler

- Know the basics of password security

- Create secure passwords

- Use two-factor authentication

- Avoid common mistakes

- Strengthen digital security

Target group

Employees regardless of role or department

Physical security

Available in these languages:

German

MACROLEARNING

25 minutes

Learning objectivesTyler

- Know the basics of physical security

- Understanding the importance of data security

- Recognising risks in the environment

- Apply physical protection measures

- Promote a holistic security strategy

Target group

Employees regardless of role or department

CEO fraud scam

Learning objectivesTyler

- Understanding the term CEO fraud

- Recognising the approach of perpetrators

- Identify typical warning signals

- Assessing risks for companies

- Apply protection strategies

Target group

Employees regardless of role or department

Available in these languages:

German

MACROLEARNING

25 minutes

Data protection violations

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Recognising, evaluating and reporting data breaches

Target group

Employees regardless of role or department

Email security: tips for avoiding data protection mishaps
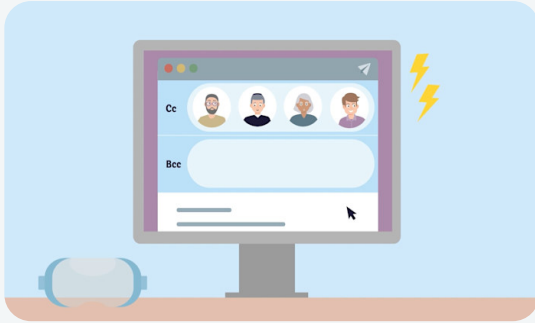
Available in these languages:

German

MACROLEARNING

20 minutes

Learning objectivesTyler

- Secure e-mail use and avoidance of typical data protection mishaps

Target group

Employees regardless of role or department

Data protection on business trips

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Basics of data protection when travelling

- Recognising risks to personal data

- Apply technical measures

- Implement organisational measures

- Ensure data security on the move

Target group

Employees regardless of role or department

Rights of data subjects
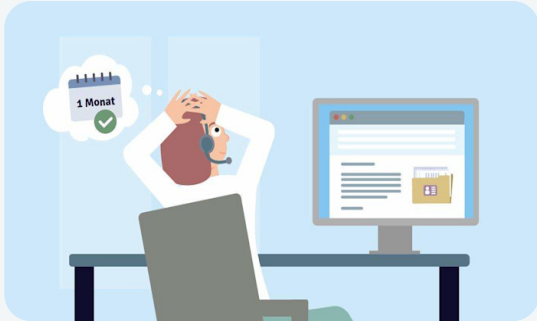
Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Know the basics of data subject rights

- Understanding the right to information

- Applying the right to rectification and erasure

- Consider data portability

- Implement legally compliant processing of enquiries

Target group

Employees regardless of role or department

Working from home - five common mistakes
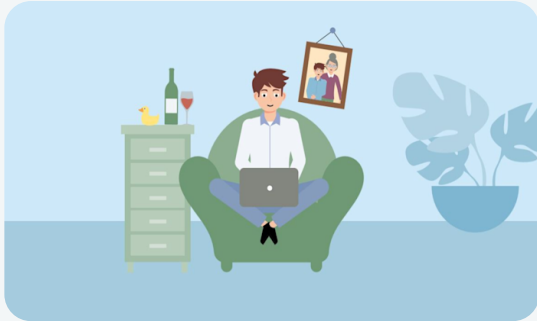
Available in these languages:

German

MACROLEARNING

25 minutes

Learning objectivesTyler

- Know common mistakes in the home office

- Recognising risks to security and data protection

- Implement secure data processing

- Mastering individual challenges

- Apply practical tips in everyday life

Target group

Employees regardless of role or department

Clean Desk: Why (almost) no document is unimportant
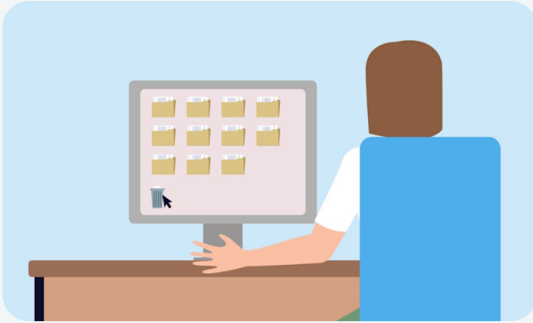
Learning objectivesTyler

- Understanding the clean desk principle
- Apply the clear screen principle
- Recognising risks due to disorder
- Avoid data protection incidents
- Promoting order in the workplace

Target group

Employees regardless of role or department

Available in these languages:

German

MACROLEARNING

25 minutes

EU AI Act: Dos & Don'ts when dealing with AI
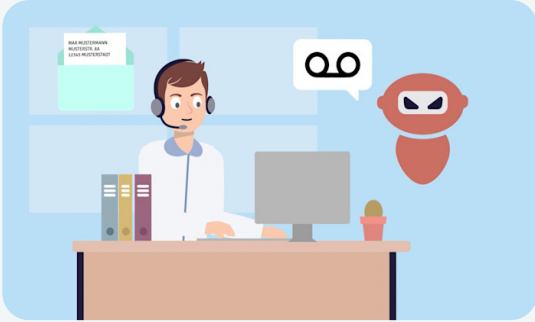
Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Dealing with artificial intelligence (AI) under the EU AI Act

Target group

Employees regardless of role or department

Basic knowledge GDPR

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Basics of data protection and the GDPR in everyday working life

Target group

Employees regardless of role or department

Supply chain due diligence obligations for employees and suppliers

Learning objectivesTyler

- Basics LkSG

- Recognising risks

- Apply prevention measures

- Understanding responsibilities

- Gain confidence in your actions

Target group

Employees regardless of role or department

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Protecting and promoting whistleblowers

Learning objectivesTyler

- Principles of the Whistleblower Protection Act

- Rights and obligations of whistleblowers

- Understanding protection mechanisms

- Recognising the importance of compliance

- Promoting transparency and ethics

Target group

Employees regardless of role or department

Available in these languages:

German

MACROLEARNING

🕐 25 minutes

Recognising and preventing money laundering

Learning objectivesTyler

- Recognising, preventing and reporting suspected cases of money laundering in accordance with legal requirements.

Target group

Employees, regardless of role or department

Available in these languages:

German

MACROLEARNING

25 minutes

The basics of compliance

Learning objectivesTyler

- Building an understanding of compliance, recognising risks and acting in accordance with the rules.

Target group

Available in these languages:

German

MACROLEARNING

25 minutes

Preventing corruption

Available in these languages:

German

MACROLEARNING

25 minutes

Learning objectivesTyler

- Recognising corruption, assessing risks and preventing them through compliant behaviour.

Target group

Employees, regardless of role or department

AGG - General Equal Treatment Act

Learning objectivesTyler

- Recognising and avoiding discrimination and actively shaping an inclusive working environment.

Target group

Employees, regardless of role or department

Available in these languages:

German

MACROLEARNING

25 minutes

Occupational safety

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Know the basics of occupational safety

- Understanding the employer's obligations

- Recognising the role of managers

- Promote active cooperation in occupational health and safety

- Ensure safety in the workplace

Target group

Employees regardless of role or department

Rights and obligations of employees

Available in these languages:

German

MACROLEARNING

25 minutes

Learning objectivesTyler

- Knowing the rights of employees

- Understanding occupational health and safety oblig-
ations

- Taking responsibility in the workplace

- Actively promoting safety and health

- Common goal Strengthen occupational health and
safety

Target group

Employees regardless of role or department

Safety labelling

Available in these languages:

German

MACROLEARNING

25 minutes

Learning objectivesTyler

- Understanding the meaning of safety signs

- know different types of licence plates

- Correctly categorise information and hazards

- Derive safety-compliant behaviour

- Support occupational safety through labelling

Target group

Employees regardless of role or department

Initial instruction

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Know the basics of safe working

- Recognise health burdens

- Avoid risks

- Implement prudent behaviour

- Prevent accidents

Target group

Employees regardless of role or department

First aid

Available in these languages:

🇩🇪 German

MACROLEARNING

🕐 25 minutes

Learning objectivesTyler

- Know the basics of first aid

- Understanding legal obligations

- Assess dangers

- React correctly in emergencies

- Take necessary measures

Target group

Employees regardless of role or department

Windows 10

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

🇮🇹 Italian   🇧🇷 Portuguese

🇨🇳 Chinese

MACROLEARNING

🕐 55 minutes

Learning objectivesTyler

- Finding your way around Windows 10

- Using programs and apps

Target group

IT Anwender für Windows

Windows 11

Learning objectivesTyler

- Finding your way around Windows 11

- Using programs and apps

Target group

IT Anwender für Windows

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

52 minutes

Clipchamp: Video Editing Made Easy

Available in these languages:

🇩🇪 German   🇺🇸 English

MACROLEARNING

🕐 17 minutes

Learning objectivesTyler

- Introduction

- Use cases

Target group

IT Anwender für Office 365

Microsoft 365 Copilot: A Beginner's Guide

Available in these languages:

German

English

MACROLEARNING

102 minutes

Learning objectivesTyler

- Controlling Copilot: How to use Copilot for Microsoft 365 correctly

- Exploring web-wide: Copilot for Microsoft 365 in Edge

- Precision landing: Using Copilot for Microsoft 365 in apps

Target group

Delve

Learning objectivesTyler

- Find and organise content

- Maintain profile and use network

Target group

IT Anwender für Office 365

Available in these languages:

German

English

Spanish

French

Italian

Portuguese

Chinese

MACROLEARNING

37 minutes

Edge

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

🇮🇹 Italian   🇧🇷 Portuguese

🇨🇳 Chinese

MACROLEARNING

🕐 35 minutes

Learning objectivesTyler

- Setting Edge up

- Using web pages

Target group

IT Anwender für 365

Excel Advanced

Learning objectivesTyler

- Advanced formulas and functions

- More functions of Excel

- PivotTable and PivotChart

Target group

IT Anwender für Office 2016/2019

Available in these languages:

- German
- English
- Spanish
- French
- Italian
- Portuguese
- Chinese

MACROLEARNING

95 minutes

Excel Basic

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

🇮🇹 Italian   🇧🇷 Portuguese

🇨🇳 Chinese

MACROLEARNING

🕐 251 minutes

Learning objectivesTyler

- Charts

- Finishing touches

- Formatting

- Formulas and functions

- Tables

- Workbooks

Target group

IT Anwender für Office 2016/2019

Excel: Sorting, evaluating and visualising data

Learning objectivesTyler

- Designing a clearly arranged worksheet

- Evaluating data visually

- Visualising data using a chart

Target group

IT Anwender für Office 365

Available in these languages:

German English

Spanish French

Italian Portuguese

Chinese

MACROLEARNING

102 minutes

Excel: Basics

Learning objectivesTyler

- Editing, formatting and protecting a worksheet

- Finalising and printing a worksheet

- Using basic functions

Target group

IT Anwender für Office 365

Available in these languages:

German English

Spanish French

Italian Portuguese

Chinese

MACROLEARNING

108 minutes

Excel: Working with formulas and functions

Learning objectivesTyler

- Basics of using formulas and functions

- Getting to know the most important functions

Target group

IT Anwender für Office 365

Available in these languages:

German English

Spanish French

Italian Portuguese

Chinese

MACROLEARNING

97 minutes

Excel: PivotTables and PivotCharts

Learning objectivesTyler

- Evaluating data with a PivotTable

- Visualising data with a PivotChart

Target group

IT Anwender für Office 365

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

65 minutes

Forms

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

39 minutes

Learning objectivesTyler

- Creating and editing a form or quiz

- Sharing and evaluating a form or quiz

Target group

IT Anwender für Office 365

Lists

Learning objectivesTyler

- Creating and managing lists

- Editing a list

- Embedding and sharing lists

- Sorting and filtering list entries

Target group

IT Anwender für Office 365

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

32 minutes

Office Starter

Available in these languages:

🇩🇪 German		🇺🇸 English	
🇪🇸 Spanish		🇫🇷 French	
🇮🇹 Italian		🇧🇷 Portuguese	
🇨🇳 Chinese			

MACROLEARNING

🕐 120 minutes

Learning objectivesTyler

- Edit content
- Editing files together
- Interface and options
- Pasting content

Target group

IT Anwender für Office 2016/2019

OneDrive

Learning objectivesTyler

- Accessing OneDrive online and locally

- Working with files

Target group

IT Anwender für Office 365

Available in these languages:

German English

Spanish French

Italian Portuguese

Chinese

MACROLEARNING

73 minutes

OneNote

Available in these languages:

🇩🇪 German 🇺🇸 English

🇪🇸 Spanish 🇫🇷 French

🇮🇹 Italian 🇧🇷 Portuguese

🇨🇳 Chinese

MACROLEARNING

🕐 129 minutes

Learning objectivesTyler

- Basic Tasks

- Collaboration in OneNote

- Exchanging data between OneNote and Outlook

Target group

IT Anwender für Office 2016/2019

Outlook

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

🕐 336 minutes

Learning objectivesTyler

- Calendar and scheduling

- Email basics

- Email options

- Email views

- Interaction between the programs

- Organizing emails

- Outlook special knowledge

- People

- Searching for emails

- Tasks

- Using Outlook while travelling

Target group

IT Anwender für Office 2016/2019

Outlook: Email

Learning objectivesTyler

- Email basics

- Email views

- Managing permissions and setting up delegates

- Organizing emails

- Searching for emails

- Setting email options

Target group

IT Anwender für Office 365

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

182 minutes

Outlook: Calendar, Tasks, People and more

Learning objectivesTyler

- Calendar and scheduling

- Interaction between the programs

- People

- Tasks

Target group

IT Anwender für Office 365

Available in these languages:

German
Spanish
French
Italian
Portuguese
Chinese

MACROLEARNING

145 minutes

Outlook: General settings

Available in these languages:

German   English

MACROLEARNING

36 minutes

Learning objectivesTyler

- Customise the Outlook interface

- Manage permissions

Target group

IT Anwender für Office 365

Outlook: Getting started

Learning objectivesTyler

- Customise the Outlook layout in general

- Find your way around Outlook

- Organise absence

Target group

IT Anwender für Office 365

Available in these languages:

German   English

MACROLEARNING

38 minutes

Outlook: Structuring and managing e-`mails

Available in these languages:

🇩🇪 German   🇺🇸 English

MACROLEARNING

🕐 46 minutes

Learning objectivesTyler

- Create rules

- Create tasks

- Search Outlook items

- Structure e-mails

- Use categories

- Use quick steps

- Work with folders

Target group

IT Anwender für Office 365

Outlook: Sending and receiving e-mails

Available in these languages:

🇩🇪 German   🇺🇸 English

MACROLEARNING

🕐 63 minutes

Learning objectivesTyler

- Add signature

- Deal with spam and phishing

- Insert and format elements in e-mails

- Print and export e-mail

- Use attachments

- Write or reply to an e-mail

Target group

IT Anwender für Office 365

Outlook: Organising events in the calendar

Learning objectivesTyler

- Customise calendar interface and settings

- Manage calendar

- Plan and manage events

Target group

IT Anwender für Office 365

Available in these languages:

German   English

MACROLEARNING

95 minutes

Outlook: Managing contacts and groups

Available in these languages:

German   English

MACROLEARNING

28 minutes

Learning objectivesTyler

- Manage contacts and contact lists

- Work with Microsoft 365 groups

Target group

IT Anwender für Office 365

Planner

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

83 minutes

Learning objectivesTyler

- Managing plans and tasks

- Setting up a plan

Target group

IT Anwender für Office 365

Power Automate

Available in these languages:

🇩🇪 German   🇺🇸 English

MACROLEARNING

🕐 41 minutes

Learning objectivesTyler

- Getting to know Power Automate

- Sharing flows

- Working with cloud flows

Target group

IT Anwender für Office 365

Power BI

Learning objectivesTyler

- Creating and publishing a report

- Using reports and evaluations

Target group

IT Anwender für Office 365

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

91 minutes

PowerPoint

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

140 minutes

Learning objectivesTyler

- Creating presentations

- Embedding media

- Managing presentations

- Reviewing and corrections

- Slide show

- Using animations

- View data

Target group

IT Anwender für Office 2016/2019

PowerPoint: Basics

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

🇮🇹 Italian   🇧🇷 Portuguese

🇨🇳 Chinese

MACROLEARNING

🕐 135 minutes

Learning objectivesTyler

- Creating a presentation
- Embedding content
- Presenting a slide show

Target group

IT Anwender für Office 365

PowerPoint: Enhancing and finalising a presentation

Learning objectivesTyler

- Checking and correcting
- Embedding and visualising data
- Inserting animations
- Using the slide master

Target group

IT Anwender für Office 365

Available in these languages:

- German
- English
- Spanish
- French
- Italian
- Portuguese
- Chinese

MACROLEARNING

67 minutes

SharePoint

Available in these languages:

🇩🇪 German		🇺🇸 English	
🇪🇸 Spanish		🇫🇷 French	
🇮🇹 Italian		🇧🇷 Portuguese	
🇨🇳 Chinese			

MACROLEARNING

🕐 211 minutes

Learning objectivesTyler

- Basics

- Collaborating in the workspace

- Organizing a workspace

Target group

IT Anwender für Office 2016/2019

SharePoint: Basics

Available in these languages:

🇩🇪 German 🇺🇸 English

🇪🇸 Spanish 🇫🇷 French

🇮🇹 Italian 🇧🇷 Portuguese

🇨🇳 Chinese

MACROLEARNING

🕐 114 minutes

Learning objectivesTyler

- Collaboration

- Getting started with SharePoint

- Working with documents and lists

Target group

IT Anwender für Office 365

SharePoint: Building and managing a SharePoint site

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

🕐 53 minutes

Learning objectivesTyler

- Building and structuring a SharePoint site

- Creating and managing a SharePoint site

Target group

IT Anwender für Office 365

Teams: Meetings and webinars

Learning objectivesTyler

- Organising a webinar

- Planning and holding meetings

Target group

IT Anwender für Office 365

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

92 minutes

Teams: Setting up a team and customising the app

Available in these languages:

German		English	
Spanish		French	
Italian		Portuguese	
Chinese			

MACROLEARNING

107 minutes

Learning objectivesTyler

- Creating and managing a team
- Customising the Teams app to suit your own needs

Target group

IT Anwender für Office 365

Teams: Phone

Available in these languages:

German   English

MACROLEARNING

34 minutes

Learning objectivesTyler

- Coordinating phone calls

- Making phone calls with Teams

- Managing phone calls when you are out of the office

Target group

IT Anwender für Office 365

Teams: Collaboration

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

105 minutes

Learning objectivesTyler

- Communicating with individuals

- Communicating within a team

- Working with files

Target group

IT Anwender für Office 365

To Do
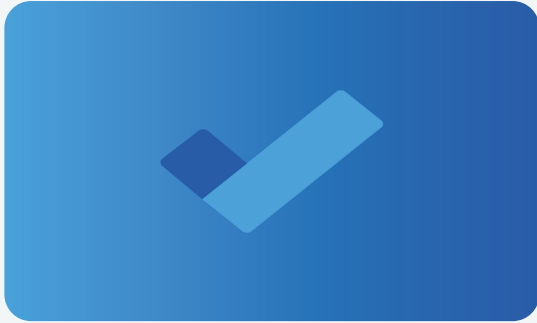
Available in these languages:

German	English
Spanish	French
Italian	Portuguese
Chinese	

MACROLEARNING

31 minutes

Learning objectivesTyler

- Getting started with Microsoft To Do

- Structuring Microsoft To Do

Target group

IT Anwender für Office 365

Upgrading to Office

Available in these languages:

German Spanish

French Italian

Portuguese Chinese

MACROLEARNING

163 minutes

Learning objectivesTyler

- General New Features and Office

- New Features in Excel

- New Features in Outlook

- New Features in PowerPoint

- New Features in Word

Target group

IT Anwender für Office 2016/2019

Visio

Learning objectivesTyler

- Collaborating on a drawing

- Creating a drawing

- Editing a drawing

Target group

IT Anwender für Office 365

Available in these languages:

German   English

MACROLEARNING

🕐 31 minutes

Viva Engage

Available in these languages:

German   English

MACROLEARNING

62 minutes

Learning objectivesTyler

- Administering a community

- Getting started with Viva Engage

- Interacting in Viva Engage

Target group

IT Anwender für Office 365

Whiteboard

Learning objectivesTyler

- Creating and sharing a whiteboard

- Working with Whiteboard

Target group

IT Anwender für Office 365

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

41 minutes

Word Advanced

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

🇮🇹 Italian   🇧🇷 Portuguese

🇨🇳 Chinese

MACROLEARNING

🕐 219 minutes

Learning objectivesTyler

- Advanced formatting

- Document organization

- Elements of a document

- Special tools

- Working efficiently in Word

Target group

IT Anwender für Office 2016/2019

Word Basic

Available in these languages:

German   English
Spanish   French
Italian   Portuguese
Chinese

MACROLEARNING

153 minutes

Learning objectivesTyler

- Entering and editing text
- Form letters
- Setting up a document
- Tables

Target group

IT Anwender für Office 2016/2019

Word: Editing documents

Available in these languages:

🇩🇪 German   🇺🇸 English

🇪🇸 Spanish   🇫🇷 French

🇮🇹 Italian   🇧🇷 Portuguese

🇨🇳 Chinese

MACROLEARNING

🕐 125 minutes

Learning objectivesTyler

- Creating and formatting a document

- Get to know advanced functions and settings

- Inserting extended texts and dynamic text boxes

- Reading and navigating

- Structuring and organising a document

- Working with references

Target group

IT Anwender für Office 365

Word: Basics

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

123 minutes

Learning objectivesTyler

- Editing and formatting texts

- Finalising a document

- Setting up a document

Target group

IT Anwender für Office 365

Word: Working with graphics and objects

Learning objectivesTyler

- Inserting graphics and objects

- Inserting tables and charts

Target group

IT Anwender für Office 365

Available in these languages:

German English

Spanish French

Italian Portuguese

Chinese

MACROLEARNING

65 minutes

Word: Form letters

Available in these languages:

German   English

Spanish   French

Italian   Portuguese

Chinese

MACROLEARNING

31 minutes

Learning objectivesTyler

- Creating a form letter

- Finalising a form letter

Target group

IT Anwender für Office 365

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