



July 2025

PRODUCT CATALOGUE

Microlearning

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PINKTUM

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I Often Get Emotionally Overwhelmed



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Knowing ways to maintain composure in heated situations

Target group

Employees with or without Management Roles

Understanding Emotions and Behavior with the ABC Model



Available in these languages:



German



English

MICROLEARNING



2 minutes

Learning objectivesTyler

- Knowing the impact of inner beliefs and understanding (pre)judgments on emotional reactions

Target group

Employees with or without Management Roles

Calmly Navigate Everyday Life through Mindfulness



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Being mindful in everyday work

Target group

Employees with or without management roles

My Coworkers Annoy Me and Make Me Angry



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

Learning objectivesTyler

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

Target group

Employees with or without Management Roles

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



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

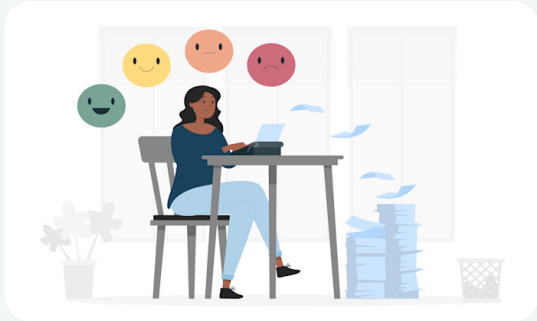
Learning objectivesTyler

- Taking a moment to reflect before reacting

Target group

Employees with or without Management Roles

I'm Overly Emotionally Invested in My Work



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

Learning objectivesTyler

- Regulating emotional involvement in the workplace

Target group

Employees with or without management roles

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



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

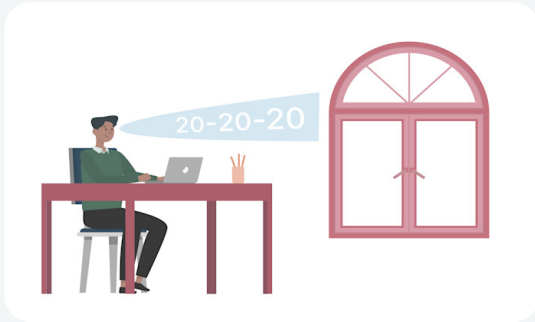
Learning objectivesTyler

- Handling weaknesses and uncertainties constructively

Target group

Employees with or without management roles

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



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

I Made an Insensitive Remark to a Team Member



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Being able to apologize respectfully after an insensitive remark

Target group

Employees with or without Management Roles

I Am Afraid to Make Difficult Decisions!



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Seeking support by sharing concerns about difficult decisions

Target group

Employees with or without Management Roles

Assess Challenges More Effectively with the Scenario Analysis



Available in these languages:



German

MICROLEARNING



3 minutes

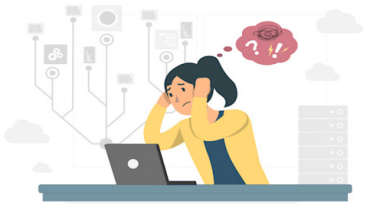
Learning objectivesTyler

- Using the scenario analysis to prepare for potential developments

Target group

Employees with or without Management Roles

I Am Afraid That AI Will Replace My Job



Available in these languages:



German



English



French

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Customer Conversations Can Sometimes Get Emotional



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Understanding tools for de-escalating emotional customer conversations.

Target group

Employees with or without Management Roles

I Can't Make Any Sense of My Customer's Behavior



Available in these languages:



German

MICROLEARNING



3 minutes

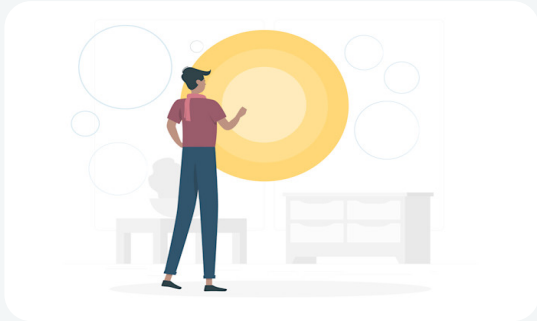
Learning objectivesTyler

- Gaining insight into the reasons behind seemingly irrational client behavior through a shift in perspective

Target group

Employees with or without Management Roles

Finding Meaning in Your Work with the Golden Circle



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Understanding action processes better with the Rubicon Model



Available in these languages:



MICROLEARNING



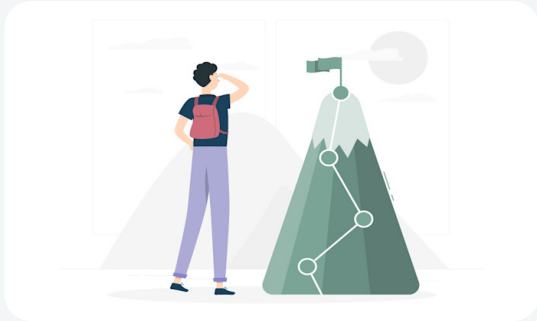
Learning objectivesTyler

- Understanding action processes better with the Rubicon Model

Target group

Employees with or without Management Roles

Giving Meaning to Tasks



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

Learning objectivesTyler

- Inspire employees with a real purpose

Target group

Management

Tackling the Fear of Acknowledging What I Don't Know



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without Management Roles

Persuading My Manager to Authorize Further Development



Available in these languages:



German

MICROLEARNING



3 minutes

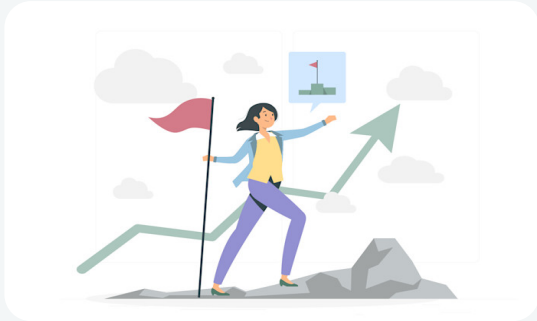
Learning objectivesTyler

- Convincing your manager of your development goals

Target group

Employees with or without Management Roles

Staying Self-Motivated



Available in these languages:



German

MICROLEARNING



3 minutes

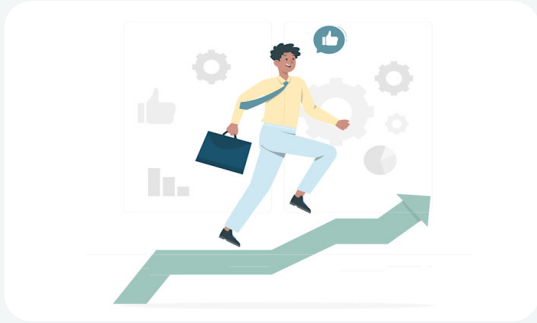
Learning objectivesTyler

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

Target group

Employees with or without management roles

Using Signature Strengths for Professional Development



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Passion at Work



Available in these languages:



German

MICROLEARNING



3 minutes

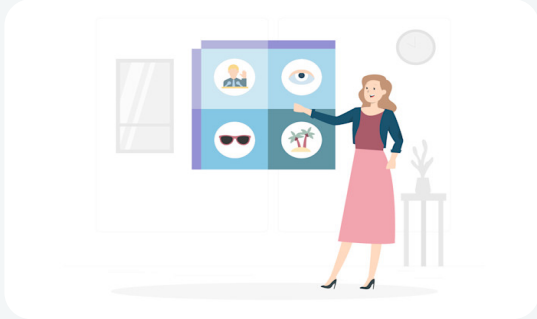
Learning objectivesTyler

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

Target group

Employees with or without management roles

Expanding the Self-Image with the Joahri Window



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

I'm Constantly Getting Sidetracked and Can't Get Anything Done During the Day



Available in these languages:



German

MICROLEARNING



2 minutes

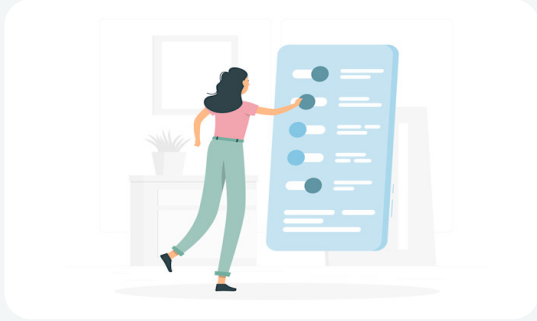
Learning objectivesTyler

- Working on tasks without distractions using mono-tasking

Target group

Employees with or without Management Roles

From Boredom to Joy: Using Job Crafting to Reshape Your Role



Available in these languages:



German



English

MICROLEARNING



3 minutes

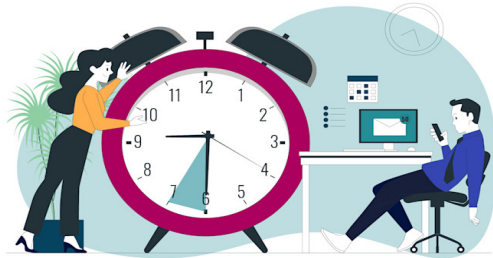
Learning objectivesTyler

- Designing your own work with job crafting

Target group

Employees with or without management roles

Avoiding Procrastination with the Five-Minute Rule



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Overcoming procrastination and tackling tasks with the five-minute rule

Target group

Employees with or without Management Roles

I Never Find the Right Time to Start Implementing My Ideas



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Putting your own ideas into practice with concrete intentions

Target group

Employees with or without Management Roles

I Struggle to See the Point in Mundane, Routine Tasks



Available in these languages:



German



English



Spanish

MICROLEARNING



4 minutes

Learning objectivesTyler

- Finding personal meaning in everyday tasks

Target group

Employees with or without Management Roles

My Work Responsibilities Are Exhausting Me



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without Management Roles

Achieve Goals More Reliably with Implementation Intentions



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Achieve Goals More Reliably with Implementation Intentions

Target group

Employees with or without Management Roles

Weekly Planning Made Simple for Achieving Goals



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Managing your time with smart weekly planning

Target group

Employees with or without Management Roles

Anchoring Knowledge through Sustainable Learning Methods



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Anchoring knowledge sustainably

Target group

Employees with and without Management Roles

Finding a Start in the Learning Process is Challenging



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Motivating yourself for learning and personal development

Target group

Employees with and without a management function

Remembering More Easily Using the Loci Method



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Understanding and applying the method of loci

Target group

Employees with or without Management Roles

Enhancing Comprehension with the SQ3R Reading Method



Available in these languages:



German

MICROLEARNING



2 minutes

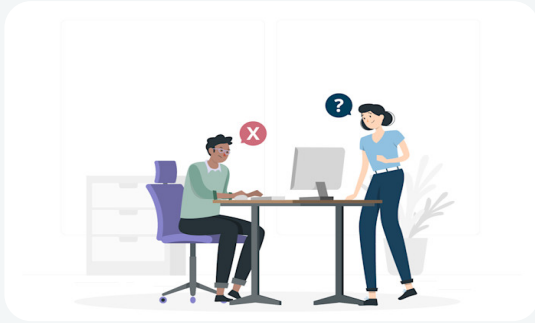
Learning objectivesTyler

- Understanding and applying the SQ3R method

Target group

Employees with or without Management Roles

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



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

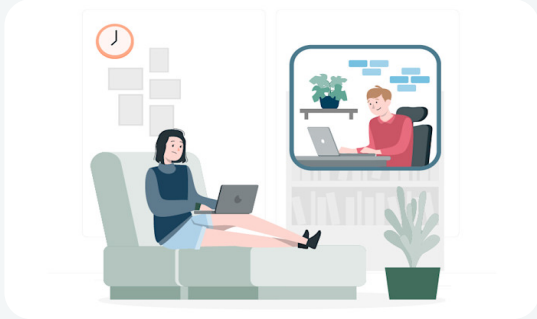
Learning objectivesTyler

- Delegating tasks—even when they are enjoyable

Target group

Management

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Structuring work time in your home office

Target group

Employees with or without management roles

Dealing with Interruptions from My Children in Home Office



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Coordinating concentrated work phases in the home office with your family

Target group

Employees with or without management roles

Staying Visible in Your Home Office



Available in these languages:



German

MICROLEARNING



3 minutes

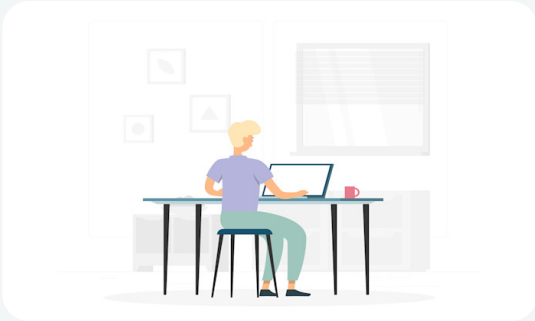
Learning objectivesTyler

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

Target group

Employees with or without management roles

Monotasking: Full Concentration



Available in these languages:



German

MICROLEARNING



3 minutes

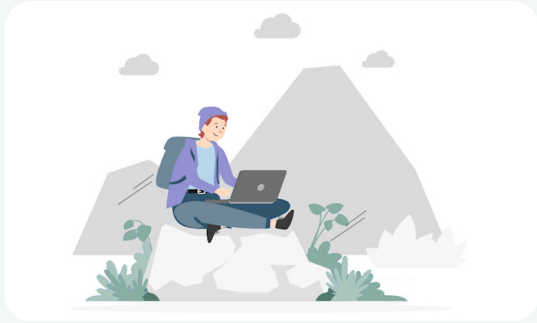
Learning objectivesTyler

- Learning to work on a task in a concentrated manner

Target group

Employees with or without management roles

Work More Productively with the ALPEN Method



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Know and apply the ALPEN method

Target group

Employees with or without management roles

The SMART Method



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Formulate goals according to the SMART logic

Target group

Employees with or without management responsibility

Clever Prioritization with the Eisenhower Matrix



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Apply the Eisenhower safely

Target group

Employees with or without management roles

How to Structure Working Time in Your Home Office



Available in these languages:



German

MICROLEARNING



3 minutes

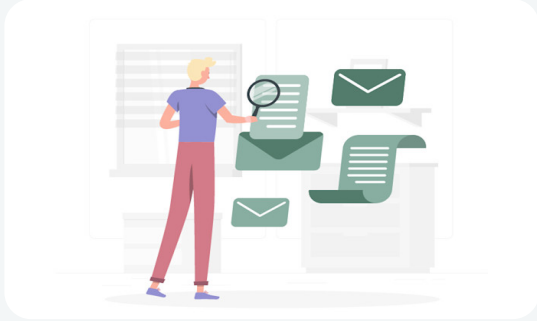
Learning objectivesTyler

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

Target group

Employees with or without management roles

Bringing Order to Your Mailbox Thanks to In-box Zero



Available in these languages:



German

MICROLEARNING



3 minutes

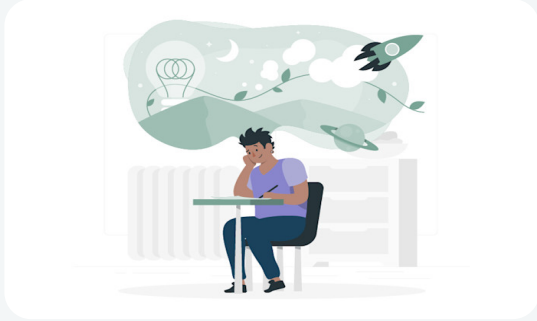
Learning objectivesTyler

- Create order in the inbox

Target group

Employees with or without management roles

How to Prepare Your Team for the Design Thinking Process



Available in these languages:



German

MICROLEARNING



3 minutes

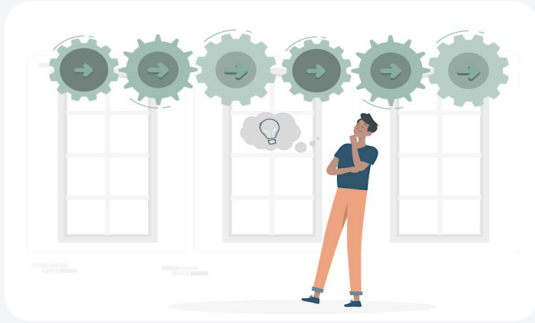
Learning objectivesTyler

- Creating ideal conditions for a Design Thinking process

Target group

Employees with or without Management Roles

Acting innovatively and customer-oriented with Design Thinking



Available in these languages:



German

MICROLEARNING



3 minutes

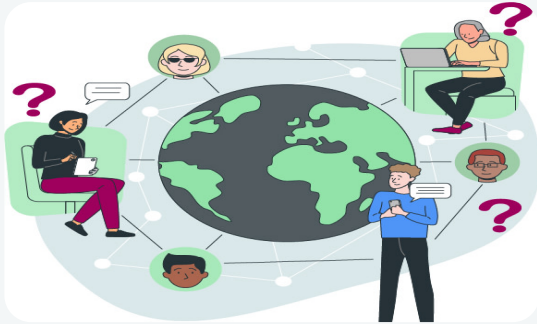
Learning objectivesTyler

- Develop products that meet the needs of our customers

Target group

Employees with or without management roles

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



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Finding a constructive way of dealing with cultural differences

Target group

Employees with or without Management Roles

Acting More Consciously with the Three-Pillar Model of Sustainability



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Acting more sustainably in your everyday work

Target group

Employees with or without management roles

Practicing Sustainability in the Company—with CSR



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Commit to a sustainable and mindful everyday working life

Target group

Employees with or without management roles

Overcoming Prejudice



Available in these languages:



German

MICROLEARNING



3 minutes

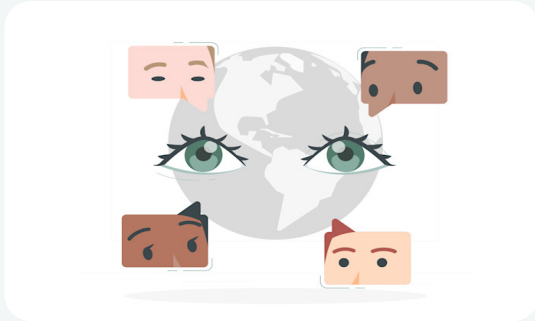
Learning objectivesTyler

- Being able to question one's own prejudices

Target group

Employees with or without management roles

Recognizing and Avoiding Biases



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Knowing and being able to recognize different biases

Target group

Employees with or without management roles

The Values of the Agile Manifesto



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

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

Target group

Employees with or without Management Roles

Encouraging Creativity Using the Walt Disney Method



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

Learning objectivesTyler

- Develop creative ideas and look at them from different angles

Target group

Employees with or without management roles

Identifying and Managing Risks in Project Management



Available in these languages:



German

MICROLEARNING



4 minutes

Learning objectivesTyler

- Recognizing risks in classic project management and taking countermeasures

Target group

Employees with or without Management Roles

Navigating VUCA with Flexibility



Available in these languages:



German

MICROLEARNING



3 minutes

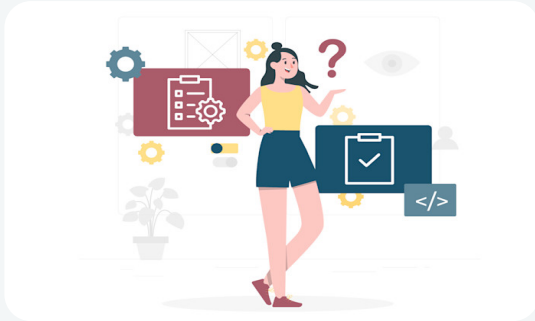
Learning objectivesTyler

- Managing the challenges of the VUCA world through self-efficacy

Target group

Employees with or without Management Roles


Distinguishing a Project from a Task



Available in these languages:

 German

MICROLEARNING

 2 minutes

Learning objectivesTyler

- Identifying a project as such

Target group

Employees with or without Management Roles

Four Success Factors for Classic Project Management



Available in these languages:



German

MICROLEARNING



3 minutes

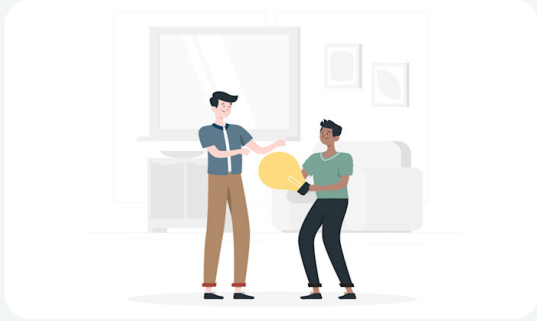
Learning objectivesTyler

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

Target group

Employees with or without Management Roles

Working Out Loud: Fostering Employee Knowledge Sharing



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Growing through collaborative knowledge sharing

Target group

Management

Planning Poker: Estimating Tasks Realistically



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Realistically estimate time and effort of tasks or projects together

Target group

Employees with and without management role

Creating Personas



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Adopting the perspective of customers

Target group

Employees with and without management function

Retrospective Meetings



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Improving processes and collaboration through regular retrospective meetings

Target group

Employees with and without management roles

What Is Agile Management?



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Understanding the connection between globalization, digitalization, and agility

Target group

Employees with or without Management Roles

Use Daily Stand-Up Meetings for Task Visibility



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Using stand-up meetings in agile collaboration

Target group

Employees with or without management roles

Collaborate Effectively in the Scrum Team



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Learning and being able to assign the three scrum roles

Target group

Employees with or without management roles

Work Innovatively and Effectively with Scrum



Available in these languages:

 German

MICROLEARNING

 3 minutes

Learning objectivesTyler

- Learning and being able to classify the most important scrum terms

Target group

Employees with or without management roles

Effectively Manage Everyday Work with Agile Tools



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Team Culture Workshop



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

The 9 Agile Values



Available in these languages:

 German

MICROLEARNING

 3 minutes

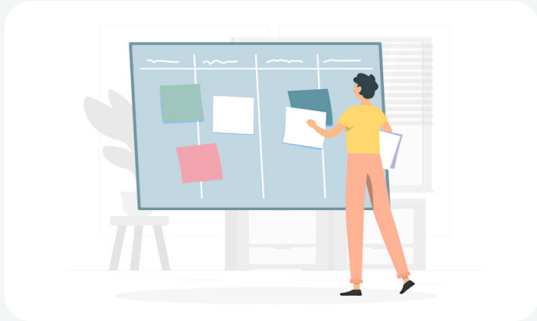
Learning objectivesTyler

- Understand and internalize the nine agile values

Target group

Employees with and without management function

Visualize Processes with Kanban



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Visualize team work steps with Kanban

Target group

Employees with or without management roles

Developing Good Ideas with the Brainstorming Method



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Be able to use the brainstorming method correctly

Target group

Employees with or without management roles

Use Line Balancing to Streamline the Value Stream



Available in these languages:



German

MICROLEARNING



3 minutes

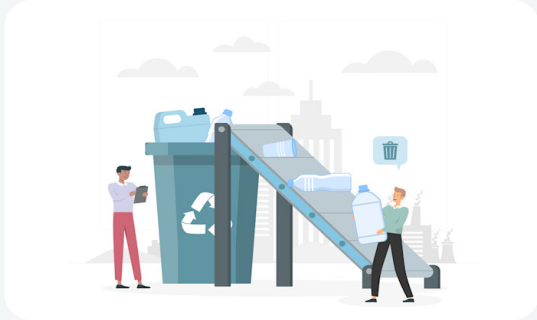
Learning objectivesTyler

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

Target group

Employees with or without management roles

Seven Types of Waste



Available in these languages:

 German

MICROLEARNING

 3 minutes

Learning objectivesTyler

- Know the seven types of waste and countermeasures to them

Target group

Management

Continuous Improvement with the PDCA Cycle



Available in these languages:



German

MICROLEARNING



3 minutes

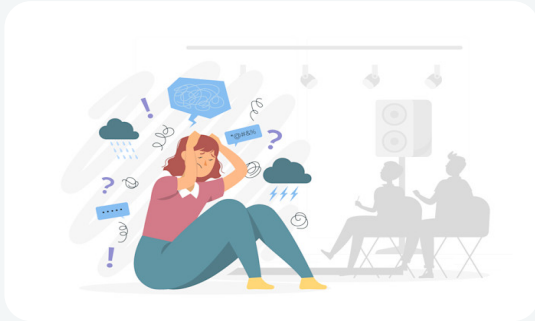
Learning objectivesTyler

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

Target group

Management

I Have a Presentation Coming Up and I'm Nervous



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Transform your anxiety into positive energy before presentations

Target group

Employees with or without management roles

I Find It Difficult to Convey Unpleasant Messages with Tact



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Being able to deliver unpleasant messages to employees with sensitivity

Target group

Employees with or without Management Roles

I Need to Be Persuasive, but I'm a Straightforward Person



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Conveying authenticity, confidence, and storytelling in presentations

Target group

Employees with or without Management Roles

Identifying Needs Using the GVZ Method



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Using the GVZ method for effectively identifying customer needs.

Target group

Employees with or without Management Roles

Using Active Listening to Understand the Interlocutor



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Practicing and perfecting six key techniques of active listening

Target group

Employees with or without management roles

Optimize Your Communication with Questioning Techniques



Available in these languages:



MICROLEARNING



3 minutes

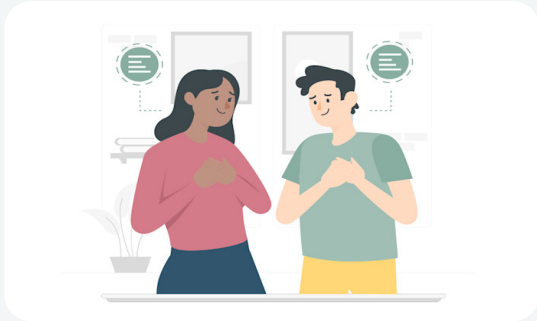
Learning objectivesTyler

- Improving your own communication skills

Target group

Employees with or without Management Roles

Nonviolent Communcation



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Integrating the four steps of nonconfrontational communication into practice

Target group

Employees with or without management roles

Paul Watzlawick's Five Axioms of Communication



Available in these languages:



German

MICROLEARNING



3 minutes

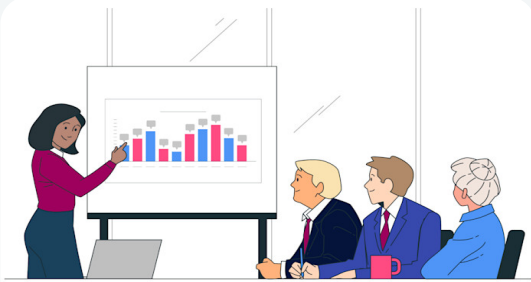
Learning objectivesTyler

- Understanding Watzlawick's five axioms of communication

Target group

Employees with or without Management Roles

Wow Your Audience with Organized and Prepared Presentations



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Organizing your presentation for maximum impact

Target group

Employees with or without Management Roles

Engaging Your Audience with Dynamic Knowledge Sharing



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Conveying knowledge in an engaging and dynamic way

Target group

Employees with or without Management Roles

Guiding Conversations to Your Goal Using the Right Questions



Available in these languages:



German

MICROLEARNING



3 minutes

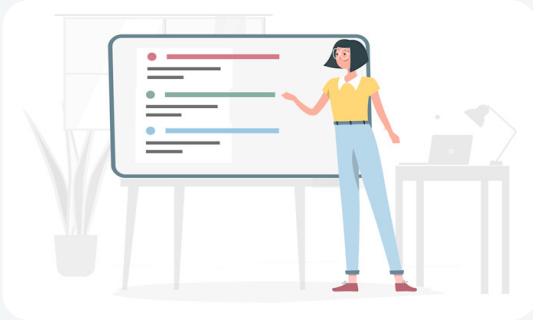
Learning objectivesTyler

- Formulating and using open and closed questions effectively to achieve your goal

Target group

Employees with or without Management Roles

The Basic Elements of a Presentation



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Plan Ahead and You'll Present More Relaxed



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

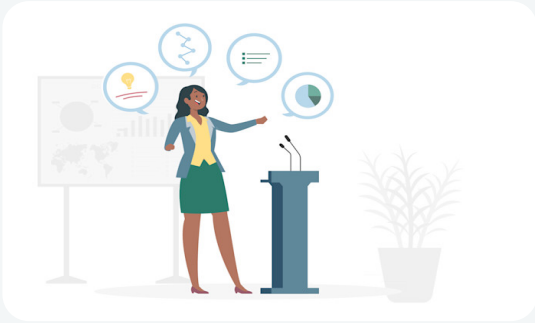
Learning objectivesTyler

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

Target group

Employees with or without management roles

Present Better with the Four 'Presentation Zen' Tips



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

The Eight Basic Communication Styles from Schulz von Thun



Available in these languages:



German

MICROLEARNING



3 minutes

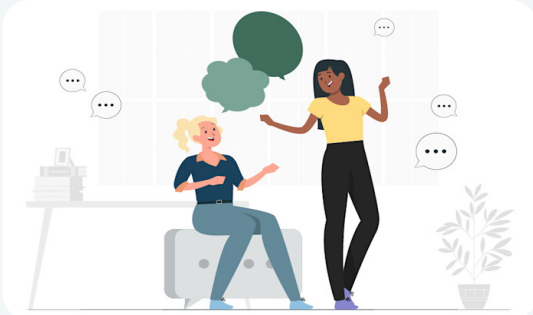
Learning objectivesTyler

- Acquiring the ability to recognize the eight communication styles

Target group

Employees with or without Management Roles

Developing Your Own Communication Styles



Available in these languages:



German

MICROLEARNING



3 minutes

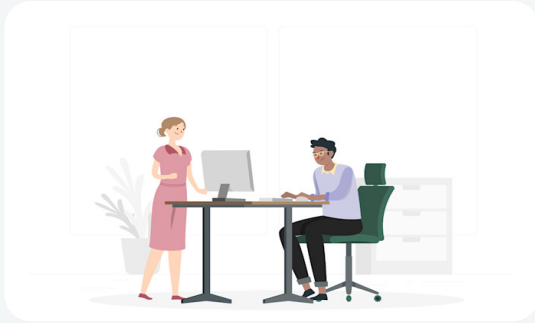
Learning objectivesTyler

- Improving your communication behavior

Target group

Employees with or without Management Roles

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Asking questions promptly and in a solution-oriented manner

Target group

Employees with or without Management Roles

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



Available in these languages:



German

English

Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without Management Roles

Effectively Conveying Knowledge Online



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Being able to successfully impart knowledge online

Target group

Employees with or without Management Roles

I'm Uncomfortable Networking at Events



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

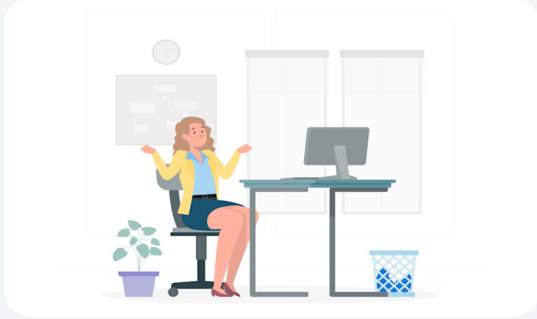
Learning objectivesTyler

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

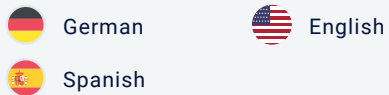
Target group

Employees with or without management roles

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



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Preventing misunderstandings by asking specific, intelligent questions

Target group

Employees with or without management roles

Practice Netiquette and Have a Good Online Presence



Available in these languages:



German

MICROLEARNING



3 minutes

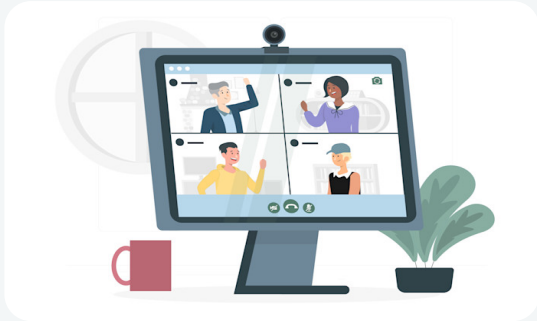
Learning objectivesTyler

- Understanding netiquette rules and taking them into account in everyday life

Target group

Employees with or without management roles

Be Confident Online



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Being confident online and wowing the audience

Target group

Employees with or without management roles

Guiding Participants Through the Five Phases of a Training



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Successfully Communicating with the Iceberg Model



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Understanding the iceberg model and using it for successful communication

Target group

Employees with or without management roles

Expressing and Addressing Emotions with the Verbalization Technique



Available in these languages:



German

MICROLEARNING



3 minutes

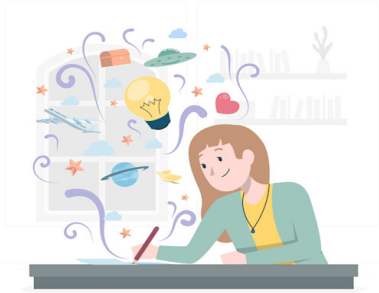
Learning objectivesTyler

- Knowing and using the verbalization technique

Target group

Employees with or without management roles

Tracking Down Good Stories



Available in these languages:



German

MICROLEARNING



3 minutes

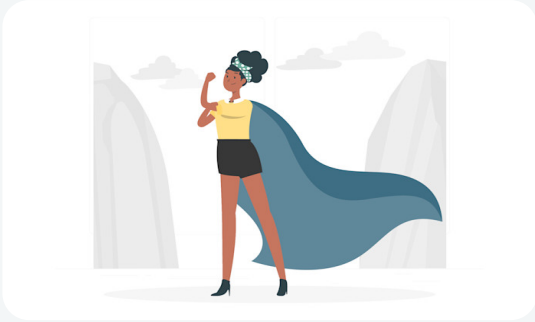
Learning objectivesTyler

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

Target group

Employees with or without management roles

Captivate Listeners with the Hero's Journey



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Telling Compelling Stories with Storytelling



Available in these languages:



German

MICROLEARNING



3 minutes

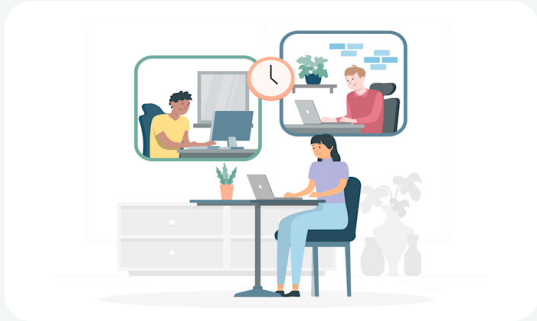
Learning objectivesTyler

- Using storytelling to tell compelling stories

Target group

Employees with or without management roles

Conducting Online Meetings Successfully



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Successfully prepare, conduct and follow up online meetings

Target group

Employees with or without management roles

Typical Strategies for Constructive Conflict Resolution



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Gaining the skills to apply diverse conflict resolution strategies effectively in the workplace

Target group

Employees with or without Management Roles

I Always Back Down When There Is a Conflict



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

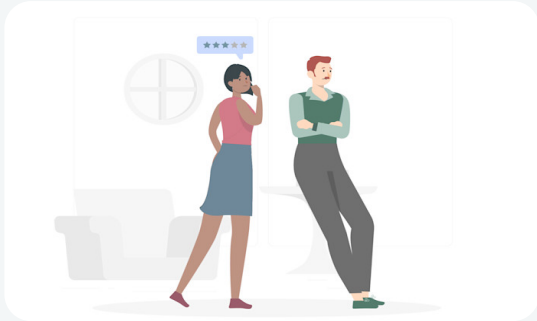
Learning objectivesTyler

- Be able to actively address conflicts

Target group

Employees with or without management roles

My Colleague Takes Feedback Personally



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

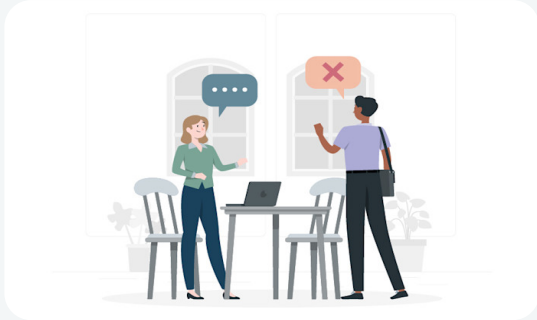
Learning objectivesTyler

- Confront negativity after feedback and strengthen a positive feedback culture

Target group

Employees with or without management roles

My Coworker Doesn't Take Feedback Seriously



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

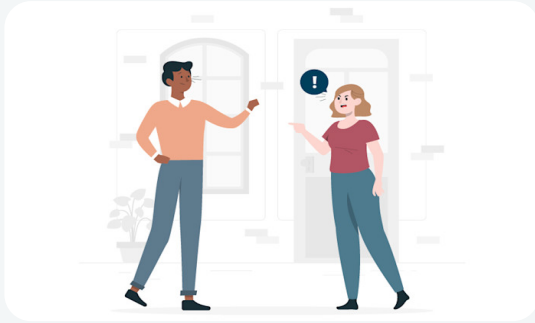
Learning objectivesTyler

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

Target group

Employees with or without management roles

My Coworker Turns Aggressive in Conflict Situations



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Steering heated conflicts towards a constructive solution

Target group

Employees with or without management roles

Deflect Verbal Attacks with the 4-“I” Method



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

The Harvard Concept



Available in these languages:



German

MICROLEARNING



2 minutes

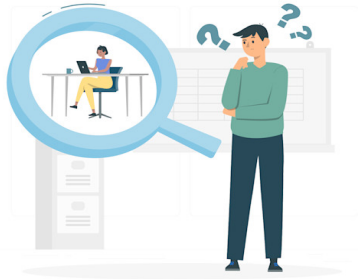
Learning objectivesTyler

- Be able to apply the four principles of the Harvard concept

Target group

Employees with and without management function

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



Available in these languages:



German



English



Spanish



French

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Management

Holistic Goal Setting



Available in these languages:



German



English



Spanish



French

MICROLEARNING



3 minutes

Learning objectivesTyler

- Designing goal setting

Target group

Management

I Doubt My Interviewee Is Being Honest



Available in these languages:



German



English



Spanish



French

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Management

My Team Member's Resistance to Embracing Digital Advancements



Available in these languages:



MICROLEARNING



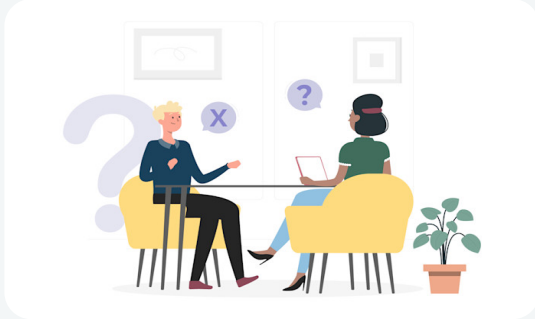
Learning objectivesTyler

- Supporting employees during the introduction of digital innovations

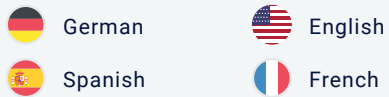
Target group

Management

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



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Viewing applicants as potential candidates

Target group

Management

Tasks I Delegated Keep Coming Back to Me



Available in these languages:



German



English

MICROLEARNING



2 minutes

Learning objectivesTyler

- Finding and eliminating reasons for reassignment of tasks

Target group

Employees with or without Management Roles

I Struggle to Let Go of Delegated Tasks



Available in these languages:



German



English

MICROLEARNING



2 minutes

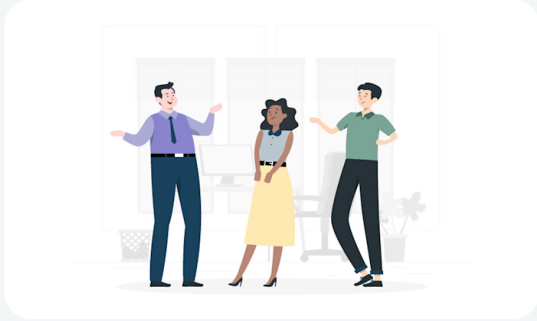
Learning objectivesTyler

- Delegating tasks sustainably with appropriate handovers and trust in employees

Target group

Employees with or without Management Roles

Striking a Balance Between Professional and Personal Levels as a Manager



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Finding the right balance between professional and personal levels

Target group

Management

My New Team Member is Still Struggling After Months



Available in these languages:



German



English

MICROLEARNING



3 minutes

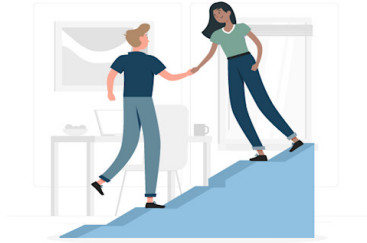
Learning objectivesTyler

- Supporting new team members during onboarding process

Target group

Management

Coaching–Conversations with Employees



Available in these languages:



German



English



Spanish



French

MICROLEARNING



2 minutes

Learning objectivesTyler

- Conduct coaching conversations with employees at eye level

Target group

Management

Onboarding Goes Beyond the Probation Period



Available in these languages:



German



English

MICROLEARNING



2 minutes

Learning objectivesTyler

- Integrating employees into the company beyond the probationary period

Target group

Management

My Team Member Rejects or Undermines Tasks



Available in these languages:



German

MICROLEARNING



2 minutes

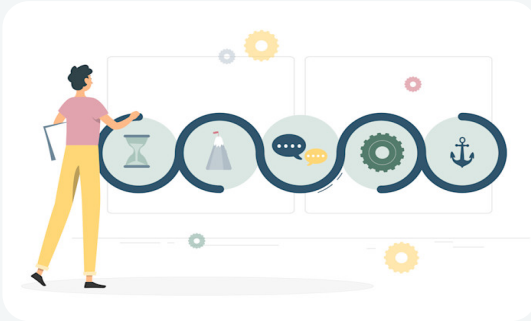
Learning objectivesTyler

- Breaking resistance in seemingly uncooperative team members by identifying the causes

Target group

Employees with or without Management Roles

Leading Employees Through the Five Stages of Change



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Knowing the five phases of change processes and applying employee management tips for each phase

Target group

Management

Challenges Faced When Asserting Myself in a Leadership Position



Available in these languages:



German



English



Spanish



French

MICROLEARNING



3 minutes

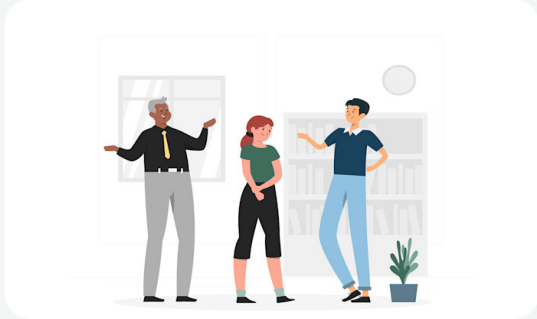
Learning objectivesTyler

- Appearing competent and assertive in a leadership position

Target group

Employees with or without management roles

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



Available in these languages:



MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Management (especially female management)

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



Available in these languages:



German

English

Spanish

French

MICROLEARNING



Learning objectivesTyler

- Reducing expectations of perfection and developing an authentic leadership style

Target group

Management

My Team Tenses Up When I Enter the Room and How to Fix It



Available in these languages:



German



English

MICROLEARNING



2 minutes

Learning objectivesTyler

- Understanding how to positively influence your employees' experience of stress as a leader

Target group

Management

I Gave My Team Autonomy, But They're Still Unhappy



Available in these languages:



MICROLEARNING



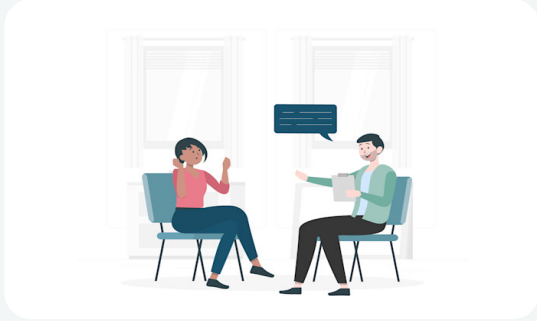
Learning objectivesTyler

- Recognizing the level of autonomy your employees need to ensure their well-being and achieve peak performance

Target group

Management

Why My Employee Praise Sometimes Backfires—and How to Get It Right



Available in these languages:



German



English

MICROLEARNING



3 minutes

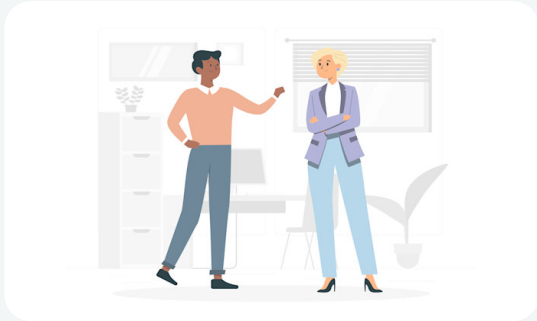
Learning objectivesTyler

- Delivering specific, genuine, and personalized praise in a thoughtful and effective manner

Target group

Management

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

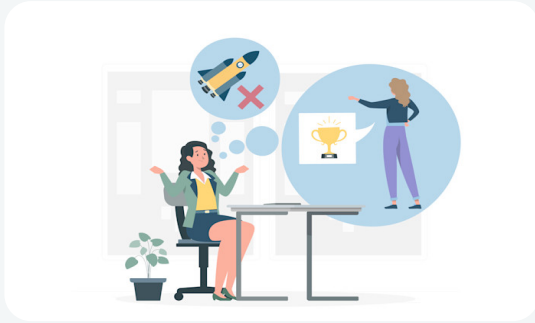
Learning objectivesTyler

- Communicating clearly and appreciatively

Target group

Employees with or without management roles

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



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Management

One of My Team Members is Spreading Negativity



Available in these languages:



German



English

MICROLEARNING



3 minutes

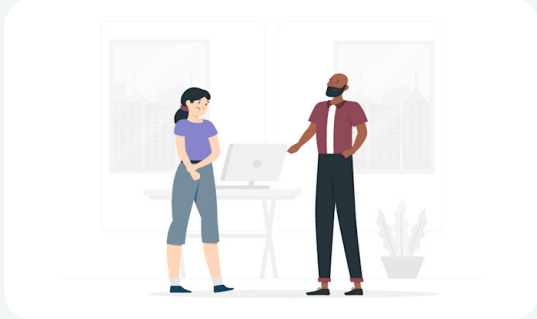
Learning objectivesTyler

- Responding constructively when a team member spreads negative emotions

Target group

Management

Navigating Employees' Irrational Fears in Times of Crisis



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

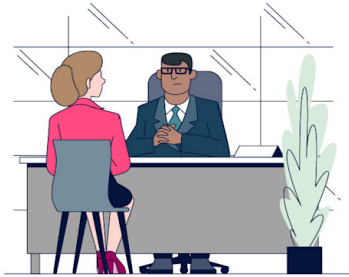
Learning objectivesTyler

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

Target group

Management

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



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Dealing with your own emotions in a termination meeting

Target group

Management

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



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Positioning yourself as a manager without changing your personality

Target group

Management

As a Leader, People Expect Me to Be Perfect



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Management


Target group

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

My Team Member Thinks Our Company Goals Aren't Realistic



Available in these languages:

 German  English

MICROLEARNING

 3 minutes

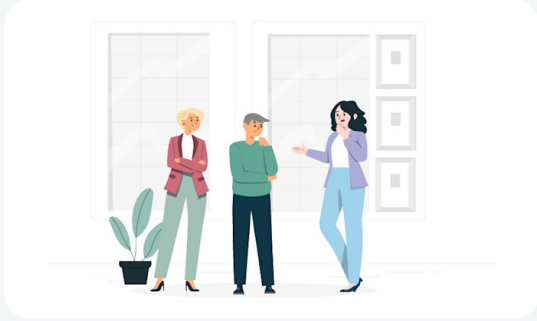
Learning objectivesTyler

- Communicate challenging business goals

Target group

Management

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Skillfully navigating relationships with older employees as a young manager

Target group

Management

My Team Member Has Lost Motivation



Available in these languages:



German



English

MICROLEARNING



3 minutes

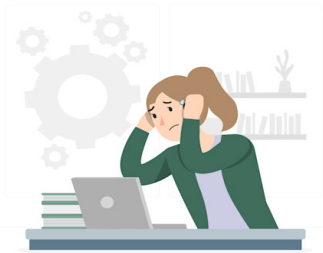
Learning objectivesTyler

- Motivating employees on the basis of McClelland's Needs Theory

Target group

Management

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



Available in these languages:



German



English

MICROLEARNING



4 minutes

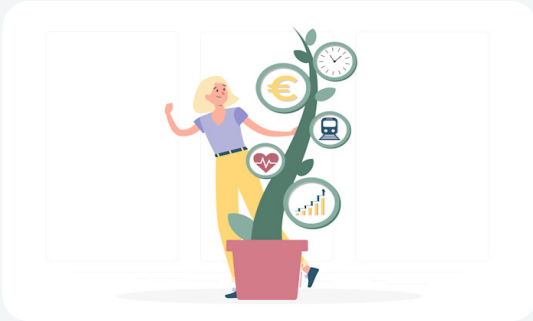
Learning objectivesTyler

- Discussing problems constructively and empathically with team members

Target group

Management

Benefits Which Retain Employees



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Knowing and offering helpful benefits

Target group

Employees with or without management roles

An Onboarding Process Which Fosters Loyalty



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Integrating employees in the company

Target group

Management

Improving Employee Well-Being by Preventing Reward Crises



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Preventing or resolving reward crises among employees

Target group

Management

My Employees See Further Development as Unnecessary



Available in these languages:



German

MICROLEARNING



3 minutes

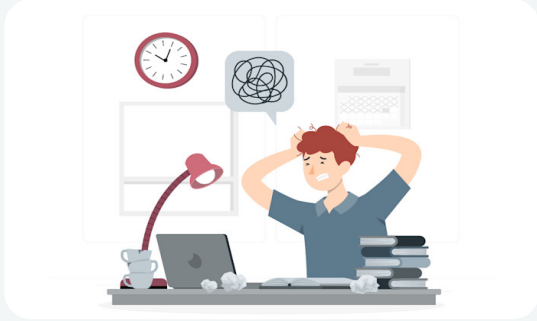
Learning objectivesTyler

- Demonstrating commitment and leading by example to convey the importance of lifelong learning to the team

Target group

Management

My Employees Struggle to Incorporate Learning into Their Daily Routine



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Collaborating with your employees to establish and follow effective learning schedules

Target group

Management

Providing Targeted Employee Development through Tailored Learning Plans



Available in these languages:



German

MICROLEARNING



2 minutes

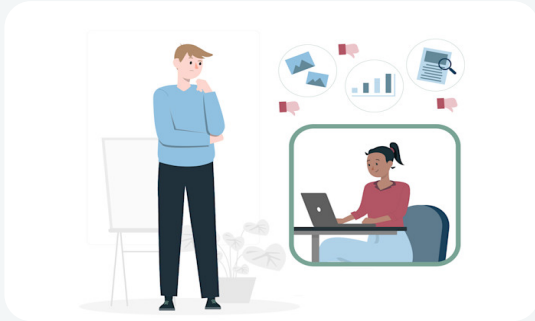
Learning objectivesTyler

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

Target group

Management

When Delegating Tasks to My Employee Falls Short of Expected Results



Available in these languages:



MICROLEARNING



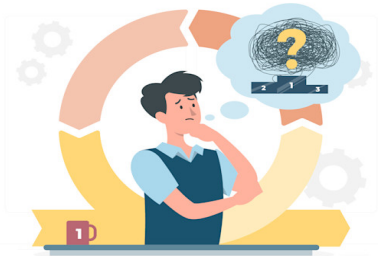
Learning objectivesTyler

- Successfully delegating tasks to employees

Target group

Management

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

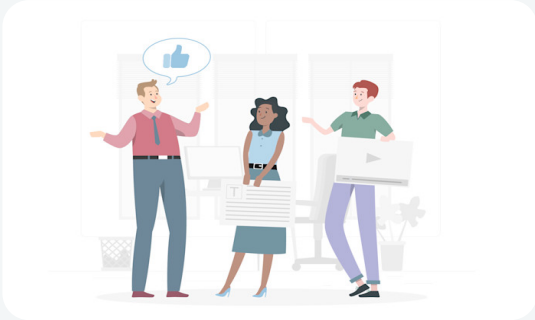
Learning objectivesTyler

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

Target group

Management

Promote Motivation with Praise



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Praise correctly

Target group

Management

Leading Through Change Processes with the Four Rooms of Change



Available in these languages:



German

MICROLEARNING



3 minutes

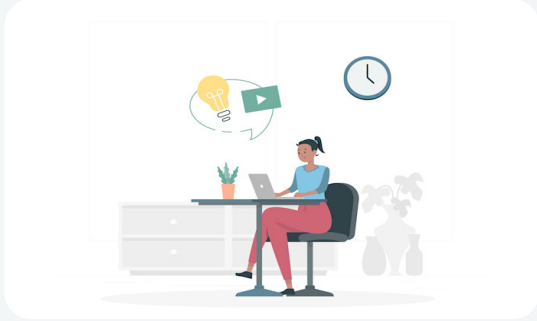
Learning objectivesTyler

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

Target group

Management

Promoting Development for Home Office Employees



Available in these languages:



German

MICROLEARNING



3 minutes

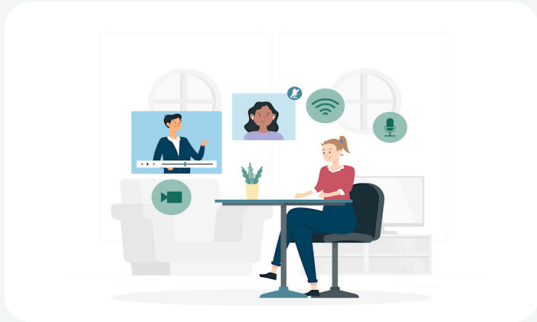
Learning objectivesTyler

- Promoting development for home office employees

Target group

Management

Building a Personal Connection with My Remote Team is Challenging



Available in these languages:



MICROLEARNING



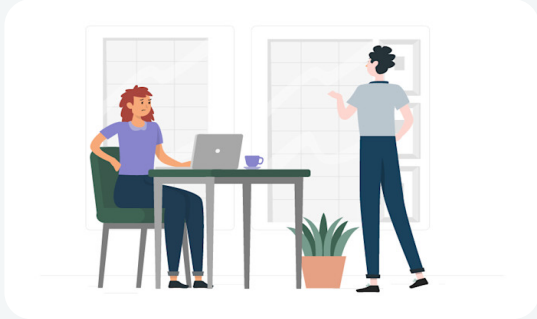
Learning objectivesTyler

- Building a bond with employees

Target group

Management

A Team Member Undermines Team Performance with Frequent Mistakes



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Addressing mistakes and avoiding them together in the future

Target group

Management

Strengthening Cohesion in a Hybrid Team



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Strengthen connectedness and exchange in the hybrid team

Target group

Management

I Want to Increase AI Literacy in My Team



Available in these languages:



German



English



French

MICROLEARNING



3 minutes

Learning objectivesTyler

- Understanding ways to improve AI literacy within the team

Target group

Management

Why Aren't My Employees Sharing Their Knowledge?



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Establishing a team culture that encourages knowledge sharing

Target group

Management

How Can I Inspire My Team to Strive for Excellence?



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Creating an environment that encourages knowledge sharing

Target group

Management

Targeted Team Building with the Team Development Model



Available in these languages:

 German  English

MICROLEARNING

 2 minutes

Learning objectivesTyler

- Identifying and choosing suitable team-building approaches

Target group

Management

Intergenerational Collaboration and How It Works



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Promoting intergenerational teamwork

Target group

Employees with or without Management Roles

Clarifying Team Responsibilities Using the RACI Matrix



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Aligning team responsibilities using the RACI matrix

Target group

Employees with or without Management Roles

Fostering Appreciation for Role Variations Within the Team



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Promoting open communication about role differences within the team

Target group

Management

Embracing and Leveraging Team Roles



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Leveraging and harnessing the roles of your employees effectively

Target group

Management

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

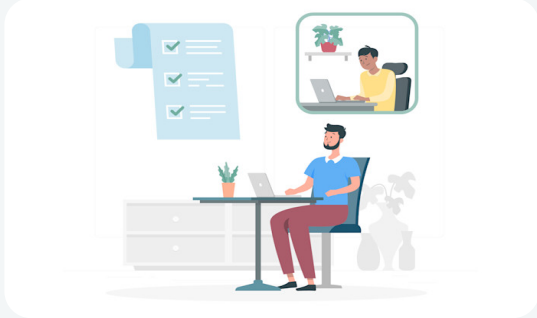
Learning objectivesTyler

- Treating employees fairly and respectfully while considering their individual needs

Target group

Management

Rules of the Game for Hybrid Collaboration



Available in these languages:



German

MICROLEARNING



3 minutes

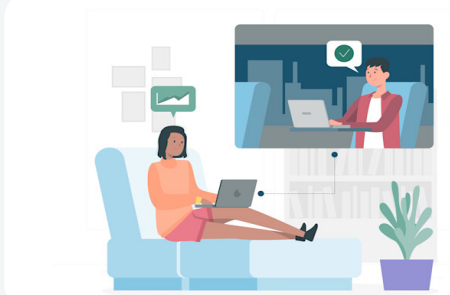
Learning objectivesTyler

- Improving hybrid collaboration with consistent rules

Target group

Employees with or without management roles

Securing Results When Working Remotely Despite the Distance



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Getting results when working over distance

Target group

Management

My Team Members Evaluate Their Skill Level Higher Than I Do



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Showing gratitude and figuring out personalized solutions for your team

Target group

Management

The GROW-Model



Available in these languages:



German



English



Spanish



French

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Management

Motivate Employees Individually With The Basic Motives



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Having a positive impact on the motivation of employees based on core motivators

Target group

Management

Making Success Measurable with Key Results



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Adequately formulate key results

Target group

Management

Enhancing Your Performance with the OKR Method



Available in these languages:



German



English

MICROLEARNING



3 minutes

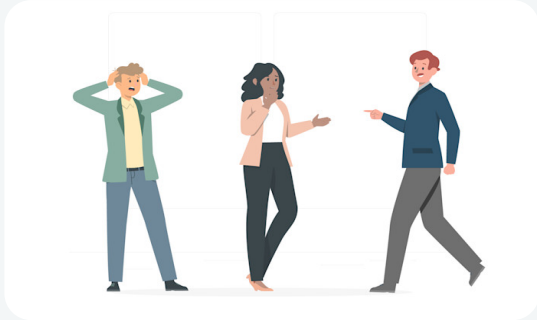
Learning objectivesTyler

- Knowing and being able to use the OKR method

Target group

Employees with or without management roles

Managing Conflicts as a Lateral Leader



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Knowing and managing the different types of conflicts

Target group

Employees with or without management roles

How Lateral Leadership Differs from Conventional Leadership



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Understanding lateral leadership and starting the project with a clear vision

Target group

Management

Practical Instruments for Lateral Leadership



Available in these languages:



German

MICROLEARNING



3 minutes

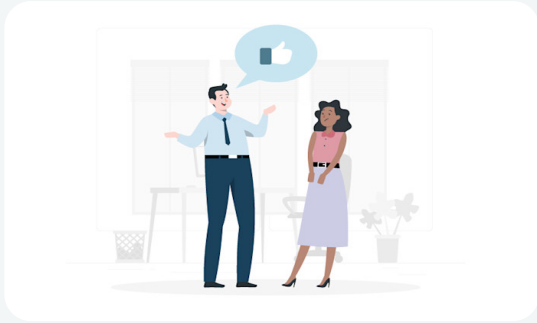
Learning objectivesTyler

- Identifying different lateral leadership instruments

Target group

Employees with or without management roles

I Find It Hard to Accept Praise from Others



Available in these languages:



German



English

MICROLEARNING



3 minutes

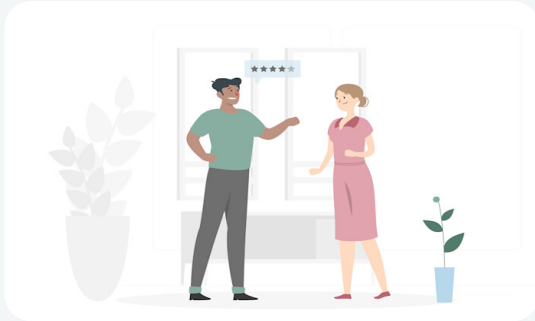
Learning objectivesTyler

- Learning to accept praise

Target group

Management

Giving Effective Feedback



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Expressing feedback appreciatively and respectfully

Target group

Employees with or without management roles

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Engaging participants effectively in online meetings

Target group

Employees with or without Management Roles

Less Experienced Colleagues Don't Respect My Wealth of Experience



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

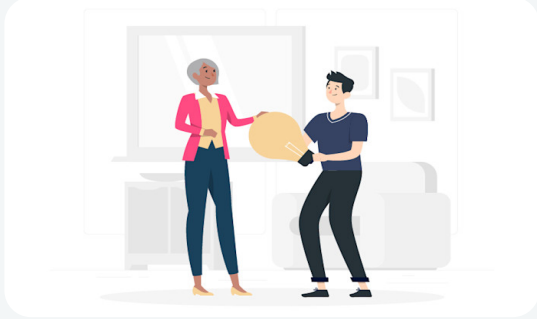
Learning objectivesTyler

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

Target group

Employees with or without management roles

Bridging Generational Gaps through Intergenerational Knowledge Exchange



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Facilitating knowledge transfer within the team across generations

Target group

Management

Actively involve participants in online training courses



Available in these languages:



German

MICROLEARNING



2 minutes

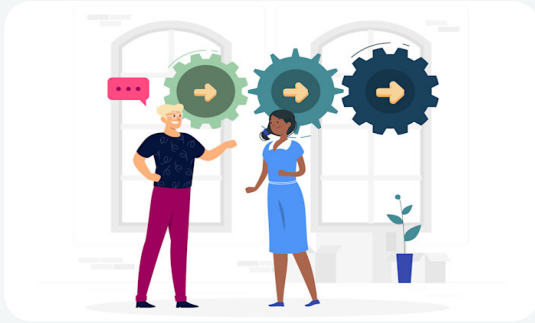
Learning objectivesTyler

- Be able to successfully involve participants in online training courses

Target group

Employees with and without a management function

I Want to Convince Management to Invest More in Process Management



Available in these languages:



German

MICROLEARNING



2 minutes

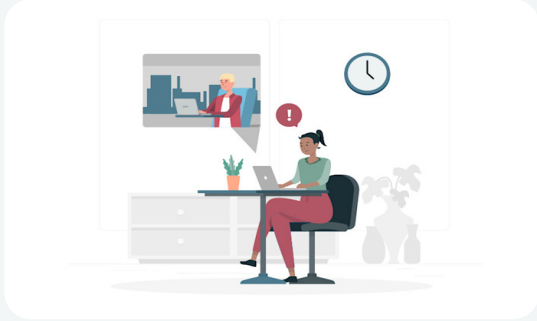
Learning objectivesTyler

- Being able to articulate the benefits of process management

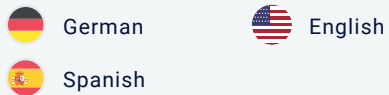
Target group

Employees with or without Management Roles

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



Available in these languages:



German

English

Spanish

MICROLEARNING



3 minutes

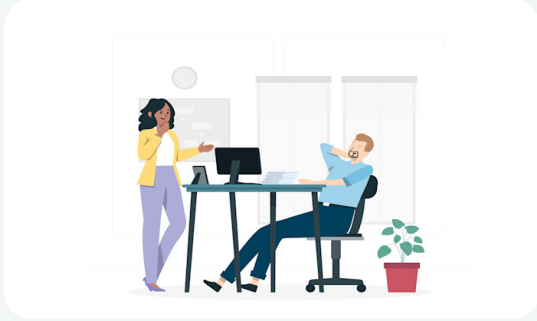
Learning objectivesTyler

- Defending personal boundaries with others

Target group

Employees with or without management roles

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without Management Roles

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Resolving passive behavior of participants through openness and communication

Target group

Employees with or without management roles

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



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Ending conversations politely and appreciatively

Target group

Employees with or without management roles

Dealing with Challenging Training Participants



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Engage Participants in Online Meetings



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Effectively engage participants in online meetings

Target group

Employees with or without management roles

Hold Hybrid Meetings Inclusively and Without Disruption



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Hold disruptive and inclusive meetings with hybrid teams

Target group

Management

Classify Complex Situations with the Stacey Matrix



Available in these languages:



German

MICROLEARNING



3 minutes

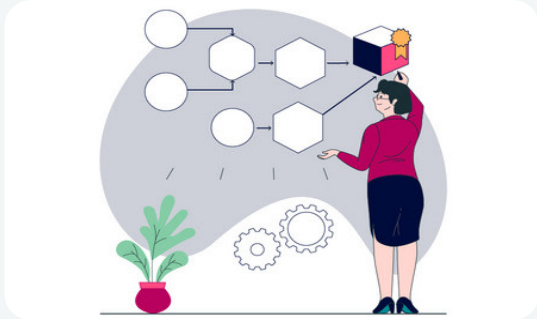
Learning objectivesTyler

- Using different procedures depending on the degree of complexity

Target group

Employees with or without Management Roles

Strategic Decision-Making



Available in these languages:

 German

MICROLEARNING

 3 minutes

Learning objectivesTyler

- Making decisions strategically

Target group

Employees with or without Management Roles

Getting to the bottom of problems with the 5 Why method



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with and without a management function

Analyzing and Managing Stakeholders



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Analyzing and managing stakeholders within classic project management

Target group

Employees with or without Management Roles

Others Are Always Telling Me What I Should Do



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

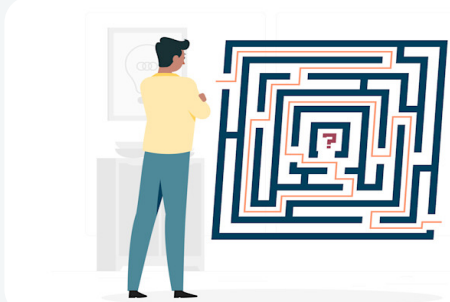
Learning objectivesTyler

- Make decisions for yourself and not for others

Target group

Employees with or without management roles

The Decision-Making Process



Available in these languages:

 German

MICROLEARNING

 2 minutes

Learning objectivesTyler

- Making decisions with confidence

Target group

Employees with or without Management Roles

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



Available in these languages:



German



Spanish

MICROLEARNING



2 minutes

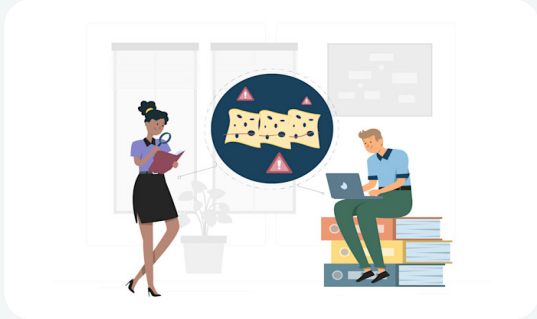
Learning objectivesTyler

- Making informed and balanced decisions

Target group

Employees with or without management roles

Eliminating Errors at the Root Sustainably with the Swiss Cheese Model



Available in these languages:



German

MICROLEARNING



2 minutes

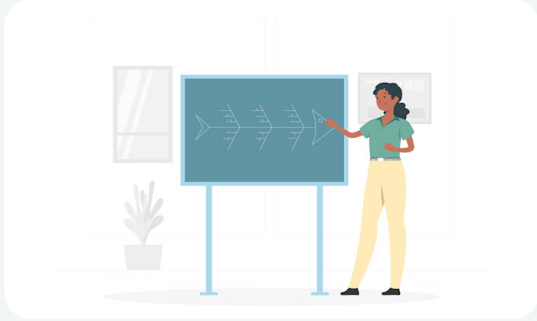
Learning objectivesTyler

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

Target group

Employees with or without management roles

Finding Root Causes with the Ishikawa Diagram



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

I Made a Wrong Decision



Available in these languages:



German

MICROLEARNING



2 minutes

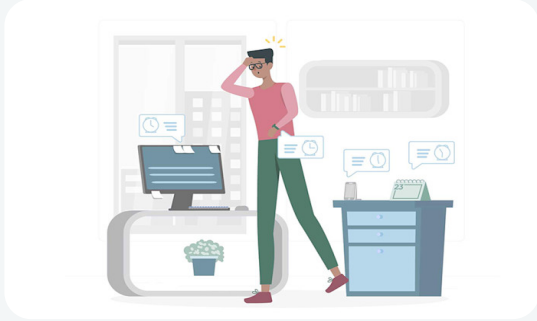
Learning objectivesTyler

- Growing from mistakes with the right mindset and thorough analysis

Target group

Employees with or without Management Roles

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



Available in these languages:



German

MICROLEARNING



3 minutes

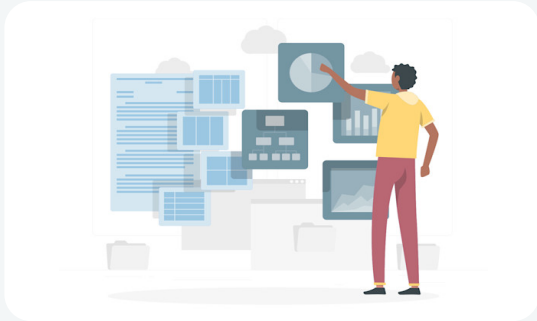
Learning objectivesTyler

- Motivating employees to participate in e-training courses

Target group

Management

What Is Generative AI and How Is It Used?



Available in these languages:



German



English



French

MICROLEARNING



3 minutes

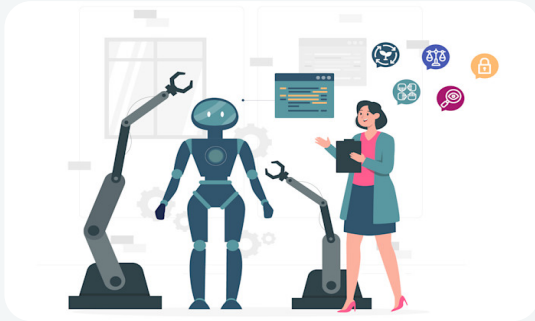
Learning objectivesTyler

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

Target group

Employees with or without management roles

Responsible AI: Künstliche Intelligenz verantwortungsvoll nutzen



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Ziele und Herausforderungen von Responsible AI kennen

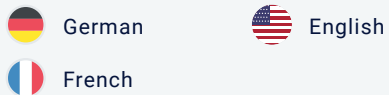
Target group

Mitarbeitende mit und ohne Führungsfunktion

Mastering the Challenges of Artificial Intelligence with Responsible AI



Available in these languages:



MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with and without Management Roles

Big Data in a Nutshell



Available in these languages:



German



English

MICROLEARNING



3 minutes

Learning objectivesTyler

- Understanding the basics of Big Data, Cloud Computing, and Artificial Intelligence

Target group

Employees with or without management roles

I Just Don't Understand AI



Available in these languages:



German



English



French

MICROLEARNING



2 minutes

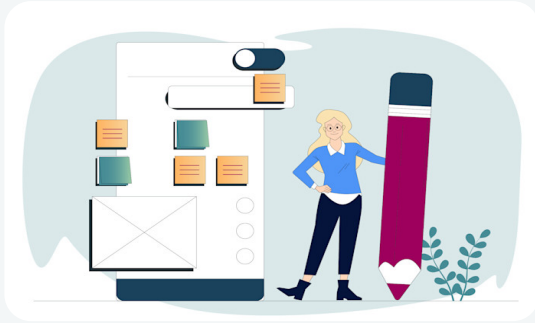
Learning objectivesTyler

- Tackling the topic of AI with confidence and no reservations

Target group

Employees with or without Management Roles

Analog Methods of Testing: Card Sorting and Pre-Mortem



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Running preliminary tests to develop new products and services that are both cost-effective and customer-focused

Target group

Employees with or without Management Roles

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



Available in these languages:



German



English

MICROLEARNING



4 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Golden Rules for Prototyping



Available in these languages:

 German

MICROLEARNING

 3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

How Do You Start Prototyping?



Available in these languages:



German

MICROLEARNING



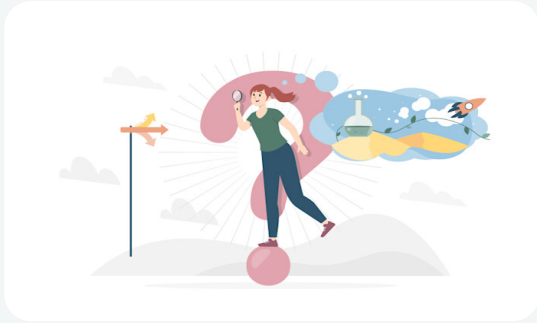
3 minutes

Learning objectivesTyler

- Create conditions for prototyping and testing

Target group

Dare and Master the VUCA World



Available in these languages:



German

MICROLEARNING



3 minutes

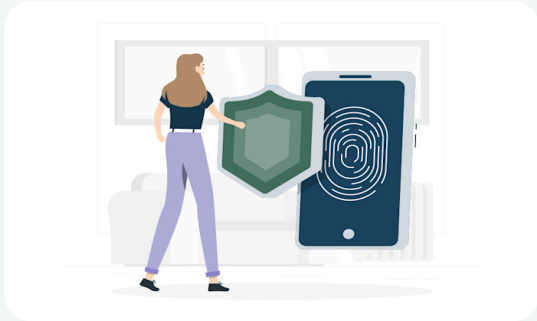
Learning objectivesTyler

- Actively and successfully dealing with changes in the VUCA world

Target group

Employees with or without management roles

Protect Personal Data



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Be able to manage privacy settings independently

Target group

Employees with or without management roles

I feel insecure when it comes to cross-selling!



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Know what to look out for when cross-selling

Target group

Employees with and without a management function

My Customer Can't Explain Their Problem



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Identifying customer problems through empathy and respectful communication

Target group

Employees with or without Management Roles

Learning from the Complaint Paradox and Improving Customer Service



Available in these languages:



German

MICROLEARNING



2 minutes

Learning objectivesTyler

- Understanding complaints as an opportunity for better customer loyalty

Target group

Employees with or without Management Roles

I Don't Know What My Customers Really Want



Available in these languages:



German



English



Spanish

MICROLEARNING



2 minutes

Learning objectivesTyler

- Finding out what really motivates your customer

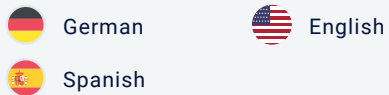
Target group

Employees with or without management roles

Determining Customer Hierarchy for Decision-Making Can Be Tough



Available in these languages:



MICROLEARNING



Learning objectivesTyler

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

Target group

Employees with or without management roles

My Customers Are Sidetracking Me with Unreasonable Discount Requests



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Using the four steps to respond to unreasonable discount requests

Target group

Employees with or without management roles

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



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Preventing buyer's remorse after a successful sales call

Target group

Employees with or without management roles

I Have to Explain a Price Adjustment to My Customers



Available in these languages:



MICROLEARNING



Learning objectivesTyler

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

Target group

Employees with and without management function

Needs Assessment: My Customers Do Not Disclose All Their Information



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Gathering all relevant information from your customers when assessing their needs

Target group

Employees with or without management roles

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



Available in these languages:



German



English



Spanish



French

MICROLEARNING



3 minutes

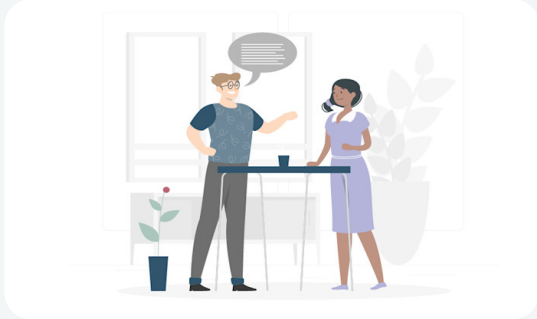
Learning objectivesTyler

- Offering customers comprehensive solutions

Target group

Employees with or without management roles

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



Available in these languages:



Spanish

MICROLEARNING



3 minutes

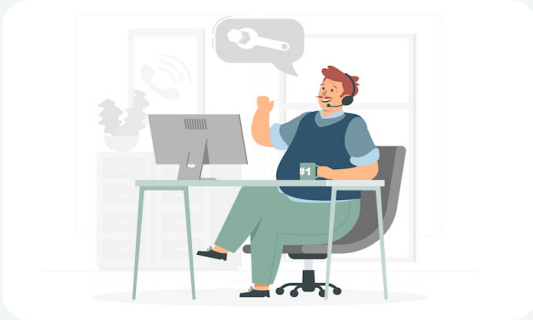
Learning objectivesTyler

- Transitioning into the sales conversation successfully

Target group

Employees with or without management roles

Cold Calling Makes Me Uncomfortable



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

- Overcoming your inner cold-calling hurdles

Target group

Employees with or without management roles

I Don't Want To Pressure My Customers



Available in these languages:



German



English

MICROLEARNING



3 minutes

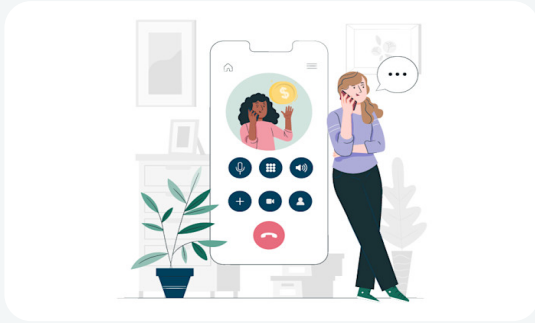
Learning objectivesTyler

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

Target group

Employees with or without management roles

My Customers Find Our Product Too Expensive



Available in these languages:



MICROLEARNING



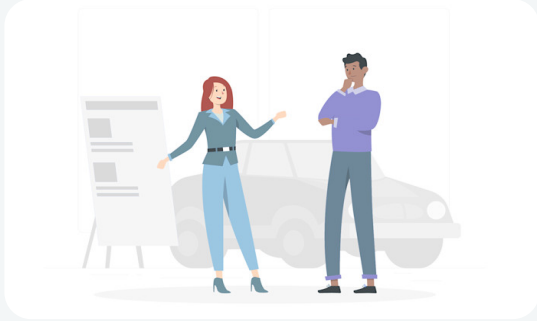
Learning objectivesTyler

- Addressing the "product too expensive" objection constructively

Target group

Employees with or without management roles

Even Good Arguments Don't Convince My Customers



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

Help! I Don't Come-Off as Personable



Available in these languages:



German



English



Spanish

MICROLEARNING



3 minutes

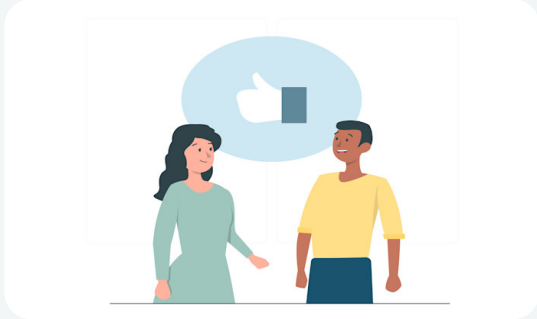
Learning objectivesTyler

- Learning how to be more personable with customers

Target group

Employees with or without management roles

I Want To Deepen My Customer Relationships Without Being Annoying



Available in these languages:



German



English

MICROLEARNING



3 minutes

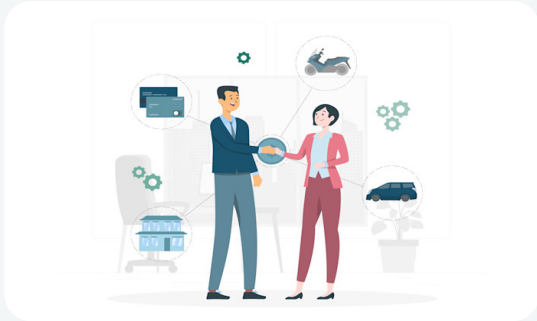
Learning objectivesTyler

- Showing appreciation to your customers with personal gestures

Target group

Employees with or without management roles

My employees do not cross-sell



Available in these languages:



German



English

MICROLEARNING



3 minutes

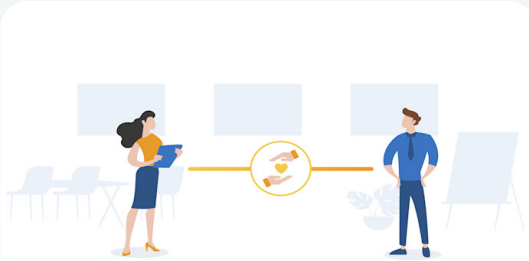
Learning objectivesTyler

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

Target group

Management

Tips for Building Relationships in the Workplace



Available in these languages:



MICROLEARNING



Learning objectivesTyler

- Establishing a good relationship with customers

Target group

Employees with or without management roles

Recognize and Capitalize on Networking Opportunities



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Identifying sales entry points

Target group

Employees with or without management roles

Improve and Deepen Customer Relationships



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Developing sustainable relationships with customers

Target group

Employees with or without management roles

Customer Focus Works—First Steps



Available in these languages:



MICROLEARNING



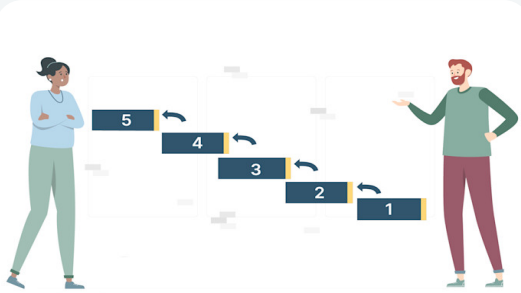
Learning objectivesTyler

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

Target group

Employees with or without management roles

Arguing Benefits with the Five Step Technique



Available in these languages:



German

MICROLEARNING



3 minutes

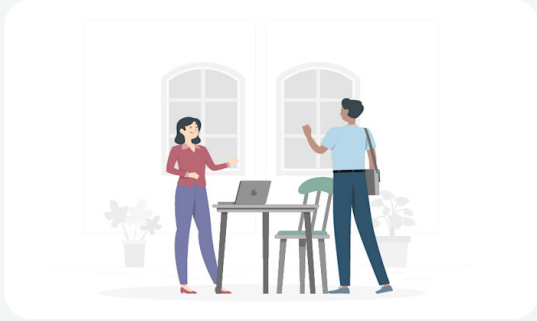
Learning objectivesTyler

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

Target group

Employees with or without management roles

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



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

- Responding constructively to customer objections

Target group

Employees with or without management roles

Countering Objections with the Acknowledgment Method



Available in these languages:



German

MICROLEARNING



3 minutes

Learning objectivesTyler

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

Target group

Employees with or without management roles

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