

In-house trainings

To convince in conversations

- Perfect service on the phone
- Improve your presentation skills
- How to optimise your appearance
- Sales training – to sale with credibility and sympathy
- Negotiation with the win-win-principle
- A complaint– the chance to client retention

Written communication

- How to write successful letters and e-mails
- How to answer complaints in a relaxed and professional way
- How to write technical texts that attract
- How to produce and publish PR-texts
- How to create texts for the internet
- How to compose efficient protocols and notes

Introduction courses:

- Introduction to marketing – an overview
- Client-oriented communication
- To care for clients: how to meet and exceed expectations
- Introduction to public relation
- Introduction to project management
- Training to represent successfully on fairs & exhibitions

Successful leadership

- An introductory workshop for new leaders
- Workshop for leaders in retail business
- Leading without a management position
- To understand, accompany and develop trainees
- How to identify an employee's typology and to lead him or her adequately
- To understand and influence change
- Coaching employees: to discuss requests in an open, fair and committed way
- How to find acceptable results in conflicts
- To develop teams and to make them successful
- A comparison among different generations– what is typical for today's youth?
- Fit for the job-interview

In-house trainings

- The professional application
- How to analyse an application promptly
- Assessment: 50plus
- Assessment: analysis of position 50plus
- Individual coaching for leaders and employees

Self-Management

- Behavioural Training
- Self-marketing – how do I position myself?
- Office-Management
- Time-Management (e-mail-management included)
- To work efficiently with e-mails, to set up rules for the whole organisation
- To be more effective with MS-Office-products
- Technics on how to work effectively with MS-Outlook 2010
- To be fit in presentations with MS-PowerPoint
- Speed-reading: how to read more quickly – how to remember
- Love to learn – modern learning methods
- To prioritise and to create spare time

Personality development:

- How to win recognition easily
- To set limits – how? The positive way to say no
- Stop consciously what unconsciously takes too much of your energy
- To make more out of your own power – self-motivation or thoughts create reality
- You earn what you earn
- To profit from our life-energy
- How to be ready witted: reacting with competence and fairness
- More charisma thanks to your body language
- Emotional intelligence: the ability to handle one's feelings makes successful
- More successful thanks to your charisma and true empathy
- To make the right decisions and to realise one's intents

Stress- & conflict-management:

- Non-violent communication: Have the courage to say what you mean
- Stress-management: the art to make life more relaxed