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### **Develop Others**

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## My High Standards for Good Work Are Wearing Me Out



#### Learning objectivesTyler

Taming inner "drivers" with matching "permission-givers"

#### **Target group**

Employees with and without leadership responsibilities

## Building Stress Resilience with the 4-A Strategy



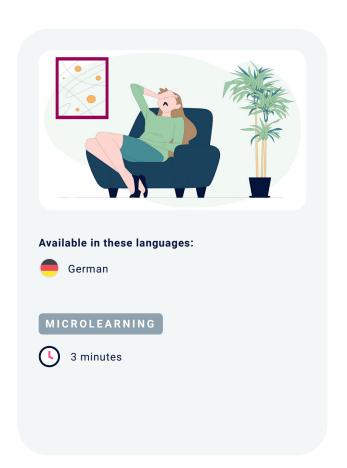
#### Learning objectivesTyler

 Leveraging the 4-A Strategy to maintain emotional balance and take action in stressful situations

#### **Target group**

Employees with and without leadership responsibilities

## **Every Time I Reflect on Myself, I End Up in a Bad Mood**



#### Learning objectivesTyler

• Finding constructive self-reflection with self-esteem

#### **Target group**

Employees with and without leadership responsibilities

## Think and act in a growth-oriented way with the growth mindset



#### Learning objectivesTyler

Think and act in a growth-oriented way with the growth mindset

#### **Target group**

Employees with and without a management function

## **I Often Get Emotionally Overwhelmed**



#### Learning objectivesTyler

Knowing ways to maintain composure in heated situations

#### **Target group**

## **Understanding Emotions and Behavior with the ABC Model**



#### Learning objectivesTyler

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

#### **Target group**

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



#### Learning objectivesTyler

• Being mindful in everyday work

#### **Target group**

## My Coworkers Annoy Me and Make Me Angry



#### **Learning objectivesTyler**

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

#### **Target group**

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



#### Learning objectivesTyler

• Taking a moment to reflect before reacting

#### **Target group**

## I'm Overly Emotionally Invested in My Work



#### **Learning objectivesTyler**

• Regulating emotional involvement in the workplace

#### **Target group**

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



#### Learning objectivesTyler

Handling weaknesses and uncertainties constructively

#### **Target group**

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



#### Learning objectivesTyler

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

#### **Target group**

## **Assess Challenges More Effectively with the Scenario Analysis**



#### Learning objectivesTyler

Using the scenario analysis to prepare for potential developments

#### **Target group**

## I Made an Insensitive Remark to a Team Member



#### Learning objectivesTyler

• Being able to apologize respectfully after an insensitive remark

#### **Target group**

### I Am Afraid to Make Difficult Decisions!



#### Learning objectivesTyler

Seeking support by sharing concerns about difficult decisions

#### **Target group**

## I Am Afraid That AI Will Replace My Job



#### **Learning objectivesTyler**

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

#### **Target group**

## **Customer Conversations Can Sometimes Get Emotional**



#### Learning objectivesTyler

• Understanding tools for de-escalating emotional customer conversations.

#### **Target group**

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



#### Learning objectivesTyler

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

#### **Target group**

## Finding Meaning in Your Work with the Golden Circle



#### Learning objectivesTyler

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

#### **Target group**

## **Understanding action processes better with the Rubicon Model**



#### Learning objectivesTyler

Understanding action processes better with the Rubicon Model

#### **Target group**

## **Giving Meaning to Tasks**



#### Learning objectivesTyler

• Inspire employees with a real purpose

#### **Target group**

Management

## Tackling the Fear of Acknowledging What I Don't Know



#### **Learning objectivesTyler**

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

#### **Target group**

# Persuading My Manager to Authorize Further Development



#### Learning objectivesTyler

• Convincing your manager of your development goals

#### **Target group**

## **Staying Self-Motivated**



#### Learning objectivesTyler

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

#### **Target group**

## Using Signature Strengths for Professional Development



#### Learning objectivesTyler

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

#### **Target group**

### **Passion at Work**



#### Learning objectivesTyler

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

#### **Target group**

## **Expanding the Self-Image with the Joahri Window**



#### Learning objectivesTyler

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

#### **Target group**

# **Inbox Zero: Achieving Order in Your Inbox**



### **Learning objectivesTyler**

• Keeping your inbox neat and manageable

### **Target group**

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



#### **Learning objectivesTyler**

Working on tasks without distractions using monotasking

#### **Target group**

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



### Learning objectivesTyler

• Designing your own work with job crafting

#### **Target group**

# **Avoiding Procrastination with the Five-Minute Rule**



### Learning objectivesTyler

 Overcoming procrastination and tackling tasks with the five-minute rule

### **Target group**

# I Never Find the Right Time to Start Implementing My Ideas



### Learning objectivesTyler

Putting your own ideas into practice with concrete intentions

# **Target group**

# I Struggle to See the Point in Mundane, Routine Tasks



### Learning objectivesTyler

• Finding personal meaning in everyday tasks

# **Target group**

# My Work Responsibilities Are Exhausting Me



### **Learning objectivesTyler**

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

#### **Target group**

# **Achieve Goals More Reliably with Implementation Intentions**

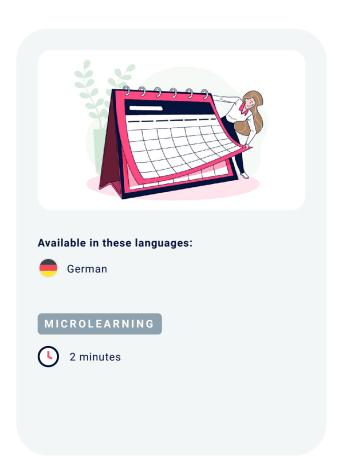


### Learning objectivesTyler

Achieve Goals More Reliably with Implementation Intentions

# **Target group**

# **Weekly Planning Made Simple for Achieving Goals**



# Learning objectivesTyler

• Managing your time with smart weekly planning

### **Target group**

# **Anchoring Knowledge through Sustainable Learning Methods**



### Learning objectivesTyler

• Anchoring knowledge sustainably

#### **Target group**

# Finding a Start in the Learning Process is Challenging



### 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



# Learning objectivesTyler

• Understanding and applying the method of loci

### **Target group**

# **Enhancing Comprehension with the SQ3R Reading Method**



### Learning objectivesTyler

• Understanding and applying the SQ3R method

# **Target group**

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



### 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



#### **Learning objectivesTyler**

· Structuring work time in your home office

#### **Target group**

# Dealing with Interruptions from My Children in Home Office



### Learning objectivesTyler

Coordinating concentrated work phases in he home office with your family

# **Target group**

# **Staying Visible in Your Home Office**



### Learning objectivesTyler

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

### **Target group**

# **Monotasking: Full Concentration**



# Learning objectivesTyler

• Learning to work on a task in a concentrated manner

# **Target group**

# **Work More Productively with the ALPEN Method**



# Learning objectivesTyler

• Know and apply the ALPEN method

# **Target group**

# **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**



# Learning objectivesTyler

• Apply the Eisenhower safely

# **Target group**

# **How to Structure Working Time in Your Home Office**



### Learning objectivesTyler

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

### **Target group**

# How to Prepare Your Team for the Design Thinking Process



### Learning objectivesTyler

Creating ideal conditions for a Design Thinking process

#### **Target group**

# **Customer-First Innovation with Design Thinking**



# Learning objectivesTyler

Develop products that meet the needs of our customers

### **Target group**

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



#### **Learning objectivesTyler**

Finding a constructive way of dealing with cultural differences

#### **Target group**

# Acting More Consciously with the Three-Pillar Model of Sustainability



#### **Learning objectivesTyler**

· Acting more sustainably in your everyday work

#### **Target group**

# Practicing Sustainability in the Company—with CSR



### Learning objectivesTyler

Commit to a sustainable and mindful everyday working life

### **Target group**

# **Overcoming Prejudice**



# Learning objectivesTyler

• Being able to question one's own prejudices

# **Target group**

# **Recognizing and Avoiding Biases**



# Learning objectivesTyler

• Knowing and being able to recognize different biases

### **Target group**

# **Planning Poker: Estimating Tasks Realistically**



### **Learning objectivesTyler**

Realistically estimate time and effort of tasks or projects together

#### **Target group**

# **Creating Personas**



# Learning objectivesTyler

• Adopting the perspective of customers

# **Target group**

Employees with and without management function

# **Retrospective Meetings**



# Learning objectivesTyler

Improving processes and collaboration through regular retrospective meetings

### **Target group**

# **The Agile Values**



# Learning objectivesTyler

• Understand and internalize the nine agile values

# **Target group**

Employees with and without management function

# **Continuous Improvement with the PDCA Cycle**



### Learning objectivesTyler

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

#### **Target group**

Management

# The Values of the Agile Manifesto



2 minutes

### Learning objectivesTyler

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

### **Target group**

# **Encouraging Creativity Using the Walt Disney Method**



### Learning objectivesTyler

• Develop creative ideas and look at them from different angles

### **Target group**

# **Identifying and Managing Risks in Project Management**



## Learning objectivesTyler

 Recognizing risks in classic project management and taking countermeasures

### **Target group**

# **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**

# **Distinguishing a Project from a Task**



# Learning objectivesTyler

• Identifying a project as such

### **Target group**

# Four Success Factors for Classic Project Management



### Learning objectivesTyler

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

# **Target group**

# Working Out Loud: Fostering Employee Knowledge Sharing



### Learning objectivesTyler

• Growing through collaborative knowledge sharing

#### **Target group**

Management

# **What Is Agile Management?**



### **Learning objectivesTyler**

 Understanding the connection between globalization, digitalization, and agility

#### **Target group**

# Use Daily Stand-Up Meetings for Task Visibility



# Learning objectivesTyler

• Using stand-up meetings in agile collaboration

### **Target group**

# **Collaborate Effectively in the Scrum Team**



### Learning objectivesTyler

Learning and being able to assign the three scrum roles

### **Target group**

# **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**

# **Effectively Manage Everyday Work with Agile Tools**



## Learning objectivesTyler

Knowing individual marketing measures and being able to use them effectively

# **Target group**

# **Team Culture Workshop**



# Learning objectivesTyler

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

# **Target group**

# **Visualize Processes with Kanban**



# Learning objectivesTyler

• Visualize team work steps with Kanban

# **Target group**

# **Developing Good Ideas with the Brainstorming Method**



## Learning objectivesTyler

• Be able to use the brainstorming method correctly

### **Target group**

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



### Learning objectivesTyler

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

### **Target group**

# **Seven Types of Waste**



# Learning objectivesTyler

**Target group** 

Know the seven types of waste and countermeasures to them

Management

# I Have a Presentation Coming Up and I'm Nervous



# Learning objectivesTyler

Transform your anxiety into positive energy before presentations

### **Target group**

# I Find It Difficult to Convey Unpleasant Messages with Tact



### Learning objectivesTyler

Being able to deliver unpleasant messages to employees with sensitivity

# **Target group**

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



## Learning objectivesTyler

Conveying authenticity, confidence, and storytelling in presentations

# **Target group**

# **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**

# Using Active Listening to Understand the Interlocutor



# Learning objectivesTyler

Practicing and perfecting six key techniques of active listening

### **Target group**

# Optimize Your Communication with Questioning Techniques



### Learning objectivesTyler

• Improving your own communication skills

#### **Target group**

# **Nonviolent Communcation**



# Learning objectivesTyler

• Integrating the four steps of nonconfrontational communication into practice

# **Target group**

# Paul Watzlawick's Five Axioms of Communication



# Learning objectivesTyler

Understanding Watzlawick's five axioms of communication

### **Target group**

# **Wow Your Audience with Organized and Prepared Presentations**



### Learning objectivesTyler

• Organizing your presentation for maximum impact

#### **Target group**

# **Engaging Your Audience with Dynamic Knowledge Sharing**



## Learning objectivesTyler

Conveying knowledge in an engaging and dynamic way

# **Target group**

# **Guiding Conversations to Your Goal Using the Right Questions**



### Learning objectivesTyler

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

#### **Target group**

# The Basic Elements of a Presentation



### **Learning objectivesTyler**

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

### **Target group**

# Plan Ahead and You'll Present More Relaxed



### **Learning objectivesTyler**

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

#### **Target group**

# Present Better with the Four 'Presentation Zen' Tips



#### **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**

# The Eight Basic Communication Styles from Schulz von Thun

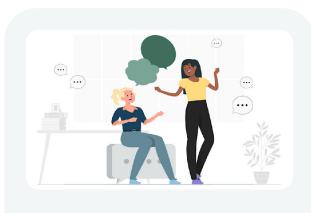


## Learning objectivesTyler

Acquiring the ability to recognize the eight communication styles

# **Target group**

# **Developing Your Own Communication Styles**



Available in these languages:



German

MICROLEARNING



3 minutes

### Learning objectivesTyler

• Improving your communication behavior

### **Target group**

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



### Learning objectivesTyler

Asking questions promptly and in a solution-oriented manner

# **Target group**

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



### Learning objectivesTyler

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

# **Target group**

# **Effectively Conveying Knowledge Online**





German



3 minutes

### Learning objectivesTyler

• Being able to successfully impart knowledge online

### **Target group**

# I'm Uncomfortable Networking at Events



### **Learning objectivesTyler**

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

#### **Target group**

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



#### Learning objectivesTyler

Preventing misunderstandings by asking specific, intelligent questions

#### **Target group**

## **Practice Netiquette and Have a Good Online Presence**



## Learning objectivesTyler

Understanding netiquette rules and taking them into account in everyday life

## **Target group**

## **Be Confident Online**



#### Available in these languages:



German

#### MICROLEARNING



3 minutes

## Learning objectivesTyler

• Being confident online and wowing the audience

## **Target group**

## **Guiding Participants Through the Five Phases** of a Training



## Learning objectivesTyler

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

### **Target group**

## **Successfully Communicating with the Iceberg Model**



## Learning objectivesTyler

Understanding the iceberg model and using it for successful communication

## **Target group**

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



## Learning objectivesTyler

• Knowing and using the verbalization technique

### **Target group**

## **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**

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



## Learning objectivesTyler

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

## **Target group**

## **Telling Compelling Stories with Storytelling**



Available in these languages:



German

MICROLEARNING



3 minutes

## **Learning objectivesTyler**

• Using storytelling to tell compelling stories

## **Target group**

## **Conducting Online Meetings Successfully**



Available in these languages:



German

MICROLEARNING



3 minutes

## Learning objectivesTyler

Successfully prepare, conduct and follow up online meetings

## **Target group**

## **Typical Strategies for Constructive Conflict Resolution**



## Learning objectivesTyler

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

## **Target group**

## I Always Back Down When There Is a Conflict



## **Learning objectivesTyler**

• Be able to actively address conflicts

## **Target group**

## **My Colleague Takes Feedback Personally**



## **Learning objectivesTyler**

Confront negativity after feedback and strengthen a positive feedback culture

### **Target group**

## My Coworker Doesn't Take Feedback Seriously



## **Learning objectivesTyler**

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

### **Target group**

## My Coworker Turns Aggressive in Conflict Situations



## Learning objectivesTyler

Steering heated conflicts towards a constructive solution

## **Target group**

## **Deflect Verbal Attacks with the 4-"I" Method**



## **Learning objectivesTyler**

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

## **Target group**

## **The Harvard Concept**



Available in these languages:



German

MICROLEARNING



2 minutes

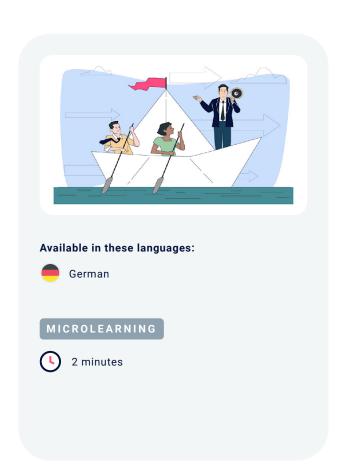
## Learning objectivesTyler

Be able to apply the four principles of the Harvard concept

## **Target group**

Employees with and without management function

# As a new manager, I can't deal with conflicting expectations



## Learning objectivesTyler

 Creating orientation and stability for others and yourself

### **Target group**

Managers

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



### Learning objectivesTyler

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

#### **Target group**

## **Holistic Goal Setting**



## Learning objectivesTyler

Designing goal setting

## **Target group**

## I Doubt My Interviewee Is Being Honest



## **Learning objectivesTyler**

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

### **Target group**

This course is designed for managers, HR personnel

# My Team Member's Resistance to Embracing Digital Advancements



### **Learning objectivesTyler**

Supporting employees during the introduction of digital innovations

### **Target group**

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



### **Learning objectivesTyler**

• Viewing applicants as potential candidates

#### **Target group**

This course is designed for managers, HR personnel

## **Tasks I Delegated Keep Coming Back to Me**



## Learning objectivesTyler

Finding and eliminating reasons for reassignment of tasks

### **Target group**

## I Struggle to Let Go of Delegated Tasks



## **Learning objectivesTyler**

Delegating tasks sustainably with appropriate handovers and trust in employees

## **Target group**

## Striking a Balance Between Professional and Personal Levels as a Manager



### Learning objectivesTyler

Finding the right balance between professional and personal levels

### **Target group**

## My New Team Member is Still Struggling After Months



## Learning objectivesTyler

Supporting new team members during onboarding process

## **Target group**

## **Coaching-Conversations with Employees**



## Learning objectivesTyler

Conduct coaching conversations with employees at eye level

### **Target group**

## **Onboarding Goes Beyond the Probation Period**



## Learning objectivesTyler

Integrating employees into the company beyond the probationary period

### **Target group**

## **My Team Member Rejects or Undermines Tasks**



## Learning objectivesTyler

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

## **Target group**

# **Leading Employees Through the Five Stages** of Change



## Learning objectivesTyler

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

### **Target group**

## **Challenges Faced When Asserting Myself in a Leadership Position**



### **Learning objectivesTyler**

Appearing competent and assertive in a leadership position

### **Target group**

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



### 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



## Learning objectivesTyler

 Reducing expectations of perfection and developing an authentic leadership style

### **Target group**

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



## Learning objectivesTyler

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

### **Target group**

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



### **Learning objectivesTyler**

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

### **Target group**

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



### **Learning objectivesTyler**

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

### **Target group**

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



## 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



## Learning objectivesTyler

**Target group** 

Management

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

# One of My Team Members is Spreading Negativity



# Learning objectivesTyler

Responding constructively when a team member spreads negative emotions

### **Target group**

# **Navigating Employees' Irrational Fears in Times of Crisis**



# Learning objectivesTyler

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

### **Target group**

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



# Learning objectivesTyler

Dealing with your own emotions in a termination meeting

### **Target group**

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



Available in these languages:



German

MICROLEARNING



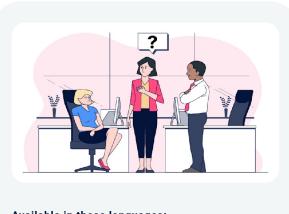
2 minutes

# Learning objectivesTyler

Positioning yourself as a manager without changing your personality

## **Target group**

# 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



# Learning objectivesTyler

• Communicate challenging business goals

### **Target group**

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



### Learning objectivesTyler

Skillfully navigating relationships with older employees as a young manager

### **Target group**

# **My Team Member Has Lost Motivation**



## Learning objectivesTyler

 Motivating employees on the basis of McClelland's Needs Theory

### **Target group**

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



## Learning objectivesTyler

**Target group** 

• Discussing problems constructively and empathically with team members

# **Benefits Which Retain Employees**



# Learning objectivesTyler

• Knowing and offering helpful benefits

## **Target group**

Employees with or without management roles

# **An Onboarding Process Which Fosters Loyalty**



## **Learning objectivesTyler**

• Integrating employees in the company

### **Target group**

This course is designed for managers, HR personnel

# **Improving Employee Well-Being by Preventing Reward Crises**



## Learning objectivesTyler

**Target group** 

Preventing or resolving reward crises among employees

# My Employees See Further Development as Unnecessary



## Learning objectivesTyler

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

### **Target group**

# My Employees Struggle to Incorporate Learning into Their Daily Routine

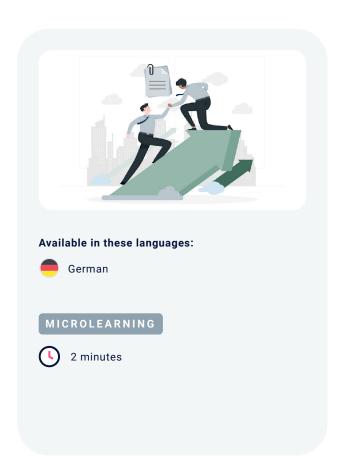


### **Learning objectivesTyler**

 Collaborating with your employees to establish and follow effective learning schedules

#### **Target group**

# **Providing Targeted Employee Development through Tailored Learning Plans**



### **Learning objectivesTyler**

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

#### **Target group**

# When Delegating Tasks to My Employee Falls Short of Expected Results



### **Learning objectivesTyler**

• Successfully delegating tasks to employees

#### **Target group**

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



### Learning objectivesTyler

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

#### **Target group**

# **Promote Motivation with Praise**



Available in these languages:



German

MICROLEARNING



3 minutes

# Learning objectivesTyler

Praise correctly

# **Target group**

# **Leading Through Change Processes with the Four Rooms of Change**



## Learning objectivesTyler

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

### **Target group**

# **Promoting Development for Home Office Employees**



## Learning objectivesTyler

• Promoting development for home office employees

## **Target group**

This course is designed for managers, HR personnel

# **Embracing and Leveraging Team Roles**



## Learning objectivesTyler

 Leveraging and harnessing the roles of your employees effectively

### **Target group**

# **Building a Personal Connection with My Remote Team is Challenging**



### Learning objectivesTyler

• Building a bond with employees

### **Target group**

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



#### Learning objectivesTyler

Treating employees fairly and respectfully while considering their individual needs

#### **Target group**

# How should I behave towards my team as a new manager?



# Learning objectivesTyler

• Building a relationship with the team

## **Target group**

Managers

# **Intergenerational Collaboration and How It Works**



# Learning objectivesTyler

• Promoting intergenerational teamwork

## **Target group**

Employees with or without Management Roles

# A Team Member Undermines Team Performance with Frequent Mistakes



# Learning objectivesTyler

 Addressing mistakes and avoiding them together in the future

### **Target group**

# **Strengthening Cohesion in a Hybrid Team**



## Learning objectivesTyler

**Target group** 

Strengthen connectedness and exchange in the hybrid team

# I Want to Increase Al Literacy in My Team



## Learning objectivesTyler

**Target group** 

Understanding ways to improve AI literacy within the team

# Why Aren't My Employees Sharing Their Knowledge?



# Learning objectivesTyler

Establishing a team culture that encourages knowledge sharing

## **Target group**

# How Can I Inspire My Team to Strive for Excellence?



# Learning objectivesTyler

Creating an environment that encourages knowledge sharing

## **Target group**

# Targeted Team Building with the Team Development Model



# Learning objectivesTyler

Identifying and choosing suitable team-building approaches

### **Target group**

# **Clarifying Team Responsibilities Using the RACI Matrix**



# 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



# Learning objectivesTyler

Promoting open communication about role differences within the team

### **Target group**

# **Rules of the Game for Hybrid Collaboration**



## Learning objectivesTyler

• Improving hybrid collaboration with consistent rules

## **Target group**

Employees with or without management roles

# **Securing Results When Working Remotely Despite the Distance**



#### Learning objectivesTyler

• Getting results when working over distance

#### **Target group**

Management

## My Team Members Evaluate Their Skill Level Higher Than I Do



#### Learning objectivesTyler

Showing gratitude and figuring out personalized solutions for your team

#### **Target group**

Management

### The GROW-Model



### Learning objectivesTyler

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

### **Target group**

Employees with or without management responsibilities

## Motivate Employees Individually With The Basic Motives



#### Learning objectivesTyler

**Target group** 

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

Management

### **Making Success Measurable with Key Results**



#### Learning objectivesTyler

• Adequately formulate key results

#### **Target group**

Management

## **Enhancing Your Performance with the OKR Method**



#### Learning objectivesTyler

• Knowing and being able to use the OKR method

#### **Target group**

### **Managing Conflicts as a Lateral Leader**



#### **Learning objectivesTyler**

• Knowing and managing the different types of conflicts

#### **Target group**

## How Lateral Leadership Differs from Conventional Leadership



#### **Learning objectivesTyler**

Understanding lateral leadership and starting the project with a clear vision

#### **Target group**

Employees with or without management responsibilities

### **Practical Instruments for Lateral Leadership**



#### **Learning objectivesTyler**

• Identifying different lateral leadership instruments

#### **Target group**

### I Find It Hard to Accept Praise from Others



### Learning objectivesTyler

• Learning to accept praise

#### **Target group**

Management

### **Giving Effective Feedback**



### Learning objectivesTyler

• Expressing feedback appreciatively and respectfully

### **Target group**

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



#### Learning objectivesTyler

• Engaging participants effectively in online meetings

#### **Target group**

# **Less Experienced Colleagues Don't Respect My Wealth of Experience**



#### Learning objectivesTyler

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

#### **Target group**

# **Bridging Generational Gaps through Intergen- erational Knowledge Exchange**



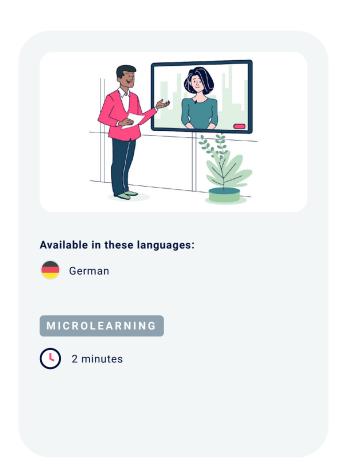
#### **Learning objectivesTyler**

Facilitating knowledge transfer within the team across generations

#### **Target group**

Management

## Actively involve participants in online training courses



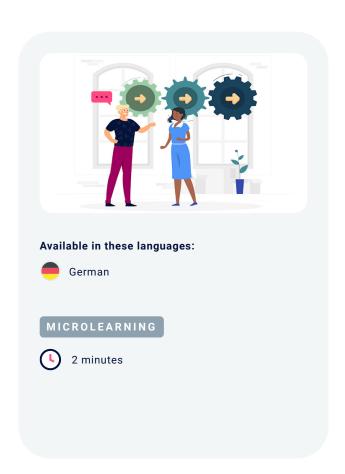
### Learning objectivesTyler

• 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



#### Learning objectivesTyler

Being able to articulate the benefits of process management

#### **Target group**

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



#### **Learning objectivesTyler**

• Defending personal boundaries with others

#### **Target group**

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



#### **Learning objectivesTyler**

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

#### **Target group**

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



#### **Learning objectivesTyler**

Resolving passive behavior of participants through openness and communication

#### **Target group**

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



#### Learning objectivesTyler

• Ending conversations politely and appreciatively

#### **Target group**

### **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**

### **Engage Participants in Online Meetings**



Available in these languages:



German

MICROLEARNING



3 minutes

#### Learning objectivesTyler

• Effectively engage participants in online meetings

#### **Target group**

# **Hold Hybrid Meetings Inclusively and Without Disruption**



#### Learning objectivesTyler

Hold disruptive and inclusive meetings with hybrid teams

### **Target group**

Employees with or without management responsibilities

## **Strategic Decision-Making**



### Learning objectivesTyler

• Making decisions strategically

### **Target group**

## **Classify Complex Situations with the Stacey Matrix**



#### Learning objectivesTyler

Using different procedures depending on the degree of complexity

#### **Target group**

## Getting to the bottom of problems with the 5 Why method



#### 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**

### Others Are Always Telling Me What I Should Do



#### Learning objectivesTyler

• Make decisions for yourself and not for others

#### **Target group**

## **The Decision-Making Process**



### Learning objectivesTyler

• Making decisions with confidence

### **Target group**

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



#### Learning objectivesTyler

• Making informed and balanced decisions

#### **Target group**

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



#### **Learning objectivesTyler**

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

#### **Target group**

# Finding Root Causes with the Ishikawa Diagram



#### Learning objectivesTyler

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

#### **Target group**

### 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**

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



#### Learning objectivesTyler

Motivating employees to participate in e-training courses

#### **Target group**

Management

### What Is Generative AI and How Is It Used?



#### Learning objectivesTyler

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

#### **Target group**

### Responsible AI: Künstliche Intelligenz verantwortungsvoll nutzen



#### Learning objectivesTyler

Ziele und Herausforderungen von Responsible Al kennen

#### **Target group**

Mitarbeitende mit und ohne Führungsfunktion

# Mastering the Challenges of Artificial Intelligence with Responsible Al



#### 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**



#### Learning objectivesTyler

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

#### **Target group**

### I Just Don't Understand Al



#### Learning objectivesTyler

Tackling the topic of AI with confidence and no reservations

#### **Target group**

## **Analog Methods of Testing: Card Sorting and Pre-Mortem**



#### **Learning objectivesTyler**

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

#### **Target group**

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



#### Learning objectivesTyler

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

#### **Target group**

## **Golden Rules for Prototyping**



#### Learning objectivesTyler

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

#### **Target group**

## **How Do You Start Prototyping?**



#### Learning objectivesTyler

• Create conditions for prototyping and testing

#### **Target group**

### **Dare and Master the VUCA World**



#### Learning objectivesTyler

 Actively and successfully dealing with changes in the VUCA world

#### **Target group**

### **Protect Personal Data**



#### Learning objectivesTyler

• Be able to manage privacy settings independently

#### **Target group**

## Time to Value: How to Win Customers from Day One



#### Learning objectivesTyler

Recognize measures that shorten the time to first customer success

#### **Target group**

## I feel insecure when it comes to cross-selling!



#### 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**

### **Learning from the Complaint Paradox and Improving Customer Service**



#### **Learning objectivesTyler**

Understanding complaints as an opportunity for better customer loyalty

#### **Target group**

## I Don't Know What My Customers Really Want



#### **Learning objectivesTyler**

• Finding out what really motivates your customer

#### **Target group**

# **Determining Customer Hierarchy for Decision-Making Can Be Tough**



#### **Learning objectivesTyler**

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

#### **Target group**

## My Customers Are Sidetracking Me with Unreasonable Discount Requests



#### **Learning objectivesTyler**

Using the four steps to respond to unreasonable discount requests

#### **Target group**

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



#### Learning objectivesTyler

Preventing buyer's remorse after a successful sales call

#### **Target group**

## I Have to Explain a Price Adjustment to My Customers



#### 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**



#### **Learning objectivesTyler**

Gathering all relevant information from your customers when assessing their needs

#### **Target group**

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



#### Learning objectivesTyler

• Offering customers comprehensive solutions

#### **Target group**

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



#### Learning objectivesTyler

• Transitioning into the sales conversation successfully

#### **Target group**

## **Cold Calling Makes Me Uncomfortable**



#### **Learning objectivesTyler**

• Overcoming your inner cold-calling hurdles

#### **Target group**

## I Don't Want To Pressure My Customers



#### **Learning objectivesTyler**

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

#### **Target group**

## My Customers Find Our Product Too Expensive



#### Learning objectivesTyler

Addressing the "product too expensive" objection constructively

#### **Target group**

## **Even Good Arguments Don't Convince My Customers**



#### Learning objectivesTyler

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

#### **Target group**

## **Help! I Don't Come-Off as Personable**



#### **Learning objectivesTyler**

• Learning how to be more personable with customers

#### **Target group**

# I Want To Deepen My Customer Relationships Without Being Annoying



#### Learning objectivesTyler

Showing appreciation to your customers with personal gestures

#### **Target group**

## My employees do not cross-sell



#### **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



#### Learning objectivesTyler

• Establishing a good relationship with customers

#### **Target group**

# Recognize and Capitalize on Networking Opportunities



#### Learning objectivesTyler

• Identifying sales entry points

#### **Target group**

## **Improve and Deepen Customer Relationships**



#### Learning objectivesTyler

• Developing sustainable relationships with customers

#### **Target group**

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



Available in these languages:



German

MICROLEARNING



3 minutes

#### Learning objectivesTyler

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

#### **Target group**

### **Arguing Benefits with the Five Step Technique**



#### Learning objectivesTyler

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

#### **Target group**

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



#### **Learning objectivesTyler**

• Responding constructively to customer objections

#### **Target group**

### **Countering Objections with the Acknowledgment Method**



#### Learning objectivesTyler

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

#### **Target group**

## **PINKTUM**

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