Parcours métier : Catalog e-learning soft skills

by XOS
Practical course - 15d - 105h00 - Ref. 8XO

Un catalogue de formations e-learning clés-en-mains, directement activable dans votre organisation et qui couvre 80% des besoins de vos apprenants à travers 16 chaînes fondamentales.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Know the specific features of different forms of communication (oral and written)
- ✓ Adopt the posture of a manager leading a proactive and collaborative culture, based on stimulating dialogue
- ✓ Evaluate your workload as accurately as possible
- ✓ Understanding the challenges of customer relations
- ✓ Explain what digital is and its advantages
- ✓ Identify the essential steps to successfully complete your project
- ✓ Mastering the different phases of a sale
- ✓ Conduct interviews to determine the best person for the job
- ✓ Understanding how to tame stress
- ✓ Understand the mechanism of emotions and learn how to manage them better
- ✓ Using Office tools
- ✓ Explain the importance of each regulation and its impact on the organization's operations
- ✓ Understand the fundamental concepts of diversity and equal opportunity in the workplace
- ✓ Identify and apply methods for critically analyzing situations
- ✓ Acquire a solid grounding in the challenges of the ecological transition

Intended audience
Anyone wishing to acquire basic knowledge in various fields.

Prerequisites
No special knowledge required.

Practical details

Pedagogy and practice

Vidéos d'experts: Bénéficiez des conseils et des retours d'expériences des meilleurs experts. Découvrez leurs astuces et les raisons de leurs succès au travers de témoignages concrets. Exercice: Un exercice de découverte active est présent pendant la leçon pour compléter et/ou renforcer les apports notionnels de l'expert. Les apprenants doivent participer à l'exercice et bénéficient d'un retour vidéo interactif, adapté en fonction de leur réponse. Cas pratiques: Durant chaque cours, découvrez des cas opérationnels pour vous aider à mettre en pratique ce que vous venez d'apprendre. Tous nos cas sont réalisés par des experts et reflètent la réalité de votre quotidien. Fiche synthèse: Pour chacun de nos fast learning retrouvez une fiche de synthèse complète et efficace. Vous pourrez conserver une trace écrite de ce que vous aurez appris et des conseils que vous aurez reçus.

Course schedule

1 Oral & written communication

- The secrets of a successful oral presentation
- The power to say "no"
- Be brief, be convincing
- Become an outstanding copywriter
- Speak your mind
- Writing efficiently
- Media training: the art of the interview
- The art of feedback
- Non-violent communication
- Webinar replay: Saying no with tact and diplomacy (35 min)

2 Management

- Your dream team
- Boosting team talent
- Say what's wrong without losing motivation
- Managing team performance
- Successful appraisal interviews
- Managing teams remotely
- The manager coach
- Developing your leadership
- Supporting change
- Preventing and managing conflict

3 Professional effectiveness

- Plan your time better to save time!
- It's possible to save 1 hour a day!
- Conduct effective and motivating meetings
- The keys to successful teleworking
- Meeting: hire remotely!
- Improve your professional posture
- Webinar replay: Become a champion at organizing your time (30 min)

(4) Retail sales

- Preparing your sale
- Welcoming customers
- Arguing and dealing with objections
- Closing sales

(5) Digital culture

- Digital awareness
- Digital essentials
- RGPD: what are we talking about?
- Cybersecurity
- Using AI in business
- Additional resources: The RGPD, protect your personal data / Business impacts (60 min)
- Additional resources: Cybersecurity and cyber-malware (90 min)
- Additional resources: Cybersecurity: Guides and best practices (270 min)
- Webinar replay: Mastering the potential of AI (60 min)
- Webinar replay: Mastering innovation and digital transformation (65 min)

(6) Project management

- Project fundamentals
- Framing your project
- Project management
- Managing stakeholders
- Agile project management

(7) B-to-B sales

- Preparing for sales prospecting
- Make an appointment
- Conducting a meeting
- Deciphering customer attitudes and behavior
- Closing the sale

(8) Recruitment and training

- Supporting skills development
- Recruiting the right person
- Conducting a successful recruitment interview
- Onboarding: make it a success!
- Training the trainers
- Recruiting without discrimination
- Becoming a tutor

⑨ Quality of life at work

- All about stress
- Managing stress
- Psychosocial risks
- Preventing bullying
- The right to disconnect
- Preventing sexual harassment and gender-based violence
- Additional resources: Assessing psychosocial risks in the workplace (275 min)
- Additional resources: Coping with Burn-out (120 min)
- Additional resources: Keys to defending yourself against bullying (20 min)
- Additional resources: Awareness of sexual harassment in the workplace (15 min)
- Webinar replay: Well-being and performance at work (40 min)
- Webinar replay: Preventing RPS: Focus on Burn-out (45 min)

⑩ Customer satisfaction

- Turn your complaints into satisfaction
- 100% customer satisfaction
- 100% customer loyalty objective

⑪ Personal development

- The power of the brain
- Emotional intelligence
- Learning to learn
- Developing assertiveness
- Developing self-confidence
- Additional resources: Strategies for emotional balance in everyday life (150 min)
- Additional resources: Approaches and reflections on self-confidence (210 min)
- Additional resources: Understanding, cultivating and strengthening self-esteem (60 min.)
- Additional resources: Discovering meditation (180 min)

⑫ Creativity and problem-solving

- Developing creativity
- Analyze situations critically
- Solving problems
- Design Thinking
- Additional resources: Stimulate your creativity (240 min)
- Additional resources: Creativity and mindmapping (180 min)
- Webinar replay: Design thinking: collective intelligence for your projects (50 min)
- Webinar replay: Developing creativity (75 min)

⑬ Compliance

- RGPD
- Anti-corruption: Sapin II law
- Additional resources: The RGPD, protect your personal data / Business impacts (60 min)
- Additional resources: Do you know the basics of anti-corruption? (150 min)
- Additional resources: Anti-corruption quiz (50 min)

(14) Diversity and equal opportunity

- Fighting discrimination
- Discrimination criteria

(15) Ecological transition and CSR

- Understanding and getting involved in CSR
- Additional resources: Ecogestures in the office (35 min)
- Additional resources: The European SRW directive (40 min)
- Additional resources: Carbon footprint (40 min)
- Additional resources: Sustainable Development Goals (35 min)

(16) Office

- Word
- Excel
- PowerPoint
- Access
- Outlook
- Office 365