



Soft Skills and Leadership Training Catalogue, 2024

Dear Learner,

Congratulations on taking ownership for your learning needs and looking for a solution in our training catalogue.

Learning through our workshops is a very impactful and engaging way to learn because they are a **3 in 1 experience: “aha” moments, practical tools and a very interactive method** that gives you the joy of learning with others.

Besides the workshops, we have some great tools up our sleeve for you to **learn autonomously as well: our LearnOn mobile app, Self-assessments and Microlearning Newsletters.**

However, your learning path is unique, just like you are, so, if you need a personalized learning solution, with learning missions, we are here, happy to help you create your own.

And here's a learning gift for you: our Learning Styles Assessment, so that you can tailor your learning path to what works best for you:

 [ASSESS YOUR LEARNING STYLE HERE](#)

Happy browsing through the catalogue, happy learning,
Stefania and the Learning Architect Team

Our Latest Innovative Content

CHAMELEON – Adapt to Sell



Engagement M.A.G.I.C.



DIVERSITY AND INCLUSION – Mindset & Skills



THE INNER GAME – created by Inner Game Institute



S.A.V.I.R.O.A.D. – The Games of the Leader - Coach



Build Emotional Culture – with Emotional Culture Deck



Team Diagnostic Survey from 6 Team Conditions, Harvard Based



CHAMELEON

Adapt to Sell – game-based training



What you gain

“Chameleon – adapt to sell” enables sales professionals to understand their customers’ hot buttons and adapt their speech for maximum impact. It is for teams that want to make a difference in the market:
to have an impact from the first conversation with any type of client
to respond effectively to objections
to influence and speed-up the purchase decision



Duration

2 days face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

The 5 fundamental needs in positive influencing - How to create "chemistry" with clients. Power Words.

Boardgame 1: The Colors - How we match the "color" of the client and the "color" of our approach.

The 13 persuasive strategies by which we manage challenging reactions: the loss, tactical empathy, consistency with self, long term-short term, the small step, the helicopter, the strategic compliment, the alternatives, social pressure, the ace up the sleeve, reprioritization of values, 3 advantages, 1 disadvantage, honesty

Boardgame 2: The Time Trials - quickly find the strategy.

Boardgame 3: The Maze - how we navigate the labyrinth of reactions and solve the challenges encountered on the way.



Engagement M.A.G.I.C. – SELF Awareness



What you gain

This training flips the way you think about work by changing your perceptions about motivation and engagement.

It provides a framework for thinking about engagement and shows you how to leverage your engagement to succeed in work and life.



Duration

4 modules of 3 hours each – virtual delivery/ 2 day face to face

Includes also a **M.A.G.I.C. Engagement assessment**



A SNEAK PEEK INTO THE TOOLS



DEMO WEBINAR



Agenda (extracts from the contents)

Engagement vs. Satisfaction

Fake News: Are engagement levels that bad?

Video: What does disengagement look like in the workplace?

Activity: Can You Beat the Odds? (We all want to engage)

What does a good day look like for you?

What is the employer-employee contract?

Introduction of the Engagement Model

Who owns engagement?

Meaning

Video: A Mercedes-Benz for Nelson Mandela

Story: Building the World's Largest Coliseum

Can any job have meaning?

Inherent and Associated meaning

Activity: Values Card Sort

Record Meaning take-aways

Autonomy

Video: Korean Drummer

Activity: Anagrams (Learned Helplessness)

Pros and Cons of Autonomy

Pair Discussion: 4 Types of

Autonomy: Temporal, Spatial, Task, Social

Record Autonomy take-aways

Engagement M.A.G.I.C. – for MANAGERS



What you gain

As a Manager, you discover M.A.G.I.C. Engagement first as individual what is people's relationship with their own job, what is their own level of engagement (please find the previous slide), then **discover practices through which you can build a "MAGIC" work environment for your colleagues.**



Duration

2 modules of 3 hours each – virtual delivery/ 1 day face to face

Includes also a **M.A.G.I.C. Engagement assessment**



A SNEAK PEEK INTO THE TOOLS



Agenda

Review: Insights from Engagement MAGIC training

What is your motivation for creating an engaged workplace?

Employee Experience = Customer Experience
Organization Engagement Maturity Continuum
Active vs. Passive Sabotage

Manager's Influence on Employee Engagement

Emotional Contagion
Research: Impact of managers on employee engagement
Engagement Resistance Curve
Circle of Control
Engagement as a Leadership Competency
Engagement Leadership Competencies

Activity: Group Breakouts and Presentations for each Engagement Key

Activity: Engagement Interview Practice

Engaging Action Plan Development

DIVERSITY AND INCLUSION

Mindset & Skills



What you gain

This training is about enhancing behaviors that encourage the feeling of belonging, by recognizing and appreciating each team member's individuality and uniqueness.

The most common barriers towards such behaviors are our cognitive biases and limited perceptions, as well as not being aware of what a truly inclusive culture is. Once these aspects are made aware of, there is room to discover and implement inclusive behaviors, using tools that are easily integrated in our day to day life.



Duration

2 modules of 3 hours each – virtual delivery/ 1 day face to face

We can also organize, in a different format, also a masterclass on this topic



A SNEAK PEEK INTO THE TOOLS



Agenda

Awareness

Perceptions vs Facts: how to overcome our limited perceptions
Cognitive biases: in-group bias, mirror-exposure effect & confirmation bias

An inclusive culture – what is and what isn't?

The opposite of inclusion: assimilation & differentiation
The definition of inclusion
Case studies

Inclusive behaviors and practices

How to stimulate the feeling of belonging and uniqueness' recognition
How to be an empathetic detective
Inclusive Leadership practices: The "Yes, and..." Thinking, divergent questions, reframing the need for input

THE INNER GAME – created by Inner Game Institute



What you gain

The Inner Game® is about performance, learning and fun.

The most common barriers to reaching optimal potential are the ways in which we all interfere with ourselves: doubts, fear of failure, judgmental thinking, and confusion about goals. We tend to be our own worst enemies. Non-judgmental focus is the key to unhindered growth.



Duration

2 modules of 3 hours each – virtual delivery/ 1 day face to face



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DEMO WEBINAR



Agenda

Introduction and origins

- Inner Game Story
- The S.T.O.P. Tool
- How our brain processes decisions

The voices: self 1 and self 2

- Identify our self-critical self
- How to increase our inner potential

FOCUS AND CRITICAL VARIABLES

- Relaxed concentration
- Observe the critical variables
- Decision-making processes of a team

INTERIOR CLEARANCE AT WORK: PLE MODEL

- Relational and cultural conversations
- Involvement in work (engagement)
- Performance, Learning and Fun

S.A.V.I.R.O.A.D.

The Games of the Leader-Coach – game-based training



What you gain

A game-based workshop **dedicated to people managers** (*team managers/project managers*), who want to improve their **leadership communication abilities and take them to the next level**, switching from **Manager to Leader-Coach**.



Duration

2 days, face to face, using leadership boardgames.



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VIDEO PRESENTATION



Agenda

Game 1: Your Leader-Coach Road step by step

Participants will learn the 3 dimensions that support performance and team development

Mind (effective thinking)

Heart (positive state of mind)

Hands (action and progress orientation)

They will become aware of the impact their communication makes on the 3 dimensions and will learn how to design an effective response in 1-1's.

Your Leader-Coach Road on the run

Participants will explore the 8 microskills of a Leader-Coach:

They will learn how to identify and use them in any 1-1, formal or informal conversations, proactive or reactive.

Your Leader-Coach Road in action

Participants will practice their people manager role in a complex situation and simulate managing a team.

They will apply the 8 microskills, consciously seeking to increase their team members' engagement and performance.

They will be able to motivate them (*by finding the right answer to their challenges*) and support them (*in VUCA moments that can affect the 3 dimensions of their performance*).

They will become aware of the 8 microskills impact on people performance and retention.

Build Emotional Culture with Emotional Culture Deck



What you gain

Most organisations don't pay enough attention to how employees are or should be feeling. They underestimate how central emotions are to building the right workplace culture. But when leaders recognise emotions in the workplace, and consciously shape them, they can better connect with and motivate their employees.



Duration

2 modules of 3 hours each – virtual delivery/ 1 day face to face



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DEMO WEBINAR



Agenda

Emotional Retrospective

Positive and negative emotions felt at work

Emotional Culture - definition

How we want to feel at work – what are the top 5 desired emotions

How we do not want to feel at work – what are the top 5 negative emotions

How we will recognize them in ourselves and others

The current level – emotional scale

The emotions we focus on

Actions and rituals to build the Emotional Culture

Specific and timely actions

Rituals, routines

Check-in's

Team Diagnostic Survey

from 6 Team Conditions, Harvard Based



What you gain

The Team Diagnostic Survey was developed by leading teams scholars **at Harvard University** based on a **decades-long research program focused on identifying the handful of conditions that give rise to great teams.**



Duration

Online inventories + 1 debrief session with the team leader/manager + 1 debrief session with the entire team



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Structure of the TDS Report

The Essential Conditions

- Real People
- Compelling Purpose
- Right People

The Enabling Conditions

- Sound Structure
- Supporting Context
- Team Coaching

Key Task Processes

Team Effectiveness Dimensions

Team

- Team learning & psychological safety
- Team self-coaching

- Team communication channels

Team leader

- Focus on team leader's activities
- Coaching provided by team leader

Preserve & change

- What to preserve to contribute to team effectiveness

- What to change to improve team effectiveness

MANAGING SELF

Growth Mindset Building..... [Go to](#)

The 5 Mindsets of Success..... [Go to](#)

Building Trust..... [Go to](#)

Neurowisdom..... [Go to](#)

Stress Management

P.E.R.M.A. Wellbeing..... [Go to](#)

Personal Focus..... [Go to](#)

Building Self-confidence..... [Go to](#)

Building Boundaries..... [Go to](#)

Self-motivation and Drive..... [Go to](#)

Learning how to Learn..... [Go to](#)

MANAGING COMMUNICATION

Savannah [Go to](#)
The games of emotionally intelligent communication

Difficult Conversations, Conflict Management..... [Go to](#)

Virtual Meetings..... [Go to](#)

Virtual Trainer..... [Go to](#)

Influencing with Neuroscience..... [Go to](#)

Influencing with Social Psychology..... [Go to](#)

Negotiation Agility..... [Go to](#)

Impactful Presentations..... [Go to](#)

Business Storytelling..... [Go to](#)

Working with Cultural Diversity..... [Go to](#)

Psychological Safety..... [Go to](#)
Key communication skills

MANAGING WORK

Creative Thinking for Problem Solving..... [Go to](#)

Critical Thinking for Problem Solving..... [Go to](#)

Time management and Productivity..... [Go to](#)

Innovation with Design Thinking..... [Go to](#)

Navigating Change..... [Go to](#)

MANAGING PEOPLE

Radical Candor..... [Go to](#)
4 crucial conversations

People Management Essentials..... [Go to](#)

Psychological Safety for Leaders..... [Go to](#)

Leading REMOTE practices..... [Go to](#)

Leading Hybrid Practices..... [Go to](#)

Leading Change..... [Go to](#)

Solution Focused Leader-Coach..... [Go to](#)

Autonomous Learning Tools for you..... [Go to](#)
Self-assessments, LearnON mobile app, Newsletters, Video pills

GROWTH MINDSET BUILDING



What you gain

Awareness of one's mindset, techniques for mindset building/ vertical development that increase your resilience in times of challenge, your ability to learn, to bounce back from difficulties and challenges and to stay flexible.



Duration

2 modules of 3 hours each – virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Growth Mindset vs Fixed Mindset: awareness

Fundamental differences and impact: experiential exercises, case study

The power of beliefs: the tyranny of now versus the power of "not yet"

Growth Mindset Building

4 reframing techniques to turn your fixed thoughts into growth thoughts: lessons learnt, a different time lens, resources and past successes, the genuinely positive

The power of self-empathy in reframing

How to give and how to receive growth feedback

THE 5 MINDSETS OF SUCCESS



What you gain

Awareness of one’s mindset, techniques for mindset building/ vertical development that increase your resilience in times of challenge, your optimism, flexibility and openness.



Duration

5 modules of 2 hours each – virtual delivery/ 2 days face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Growth Mindset vs Fixed Mindset

Fundamental differences and impact: experiential exercises, case study

5 Reframing Techniques: how to transform a challenge or a failure

How to offer and receive growth feedback

Inward vs Outward Mindset

Fundamental differences and impact

Empathy Map: key questions for an outward mindset

Be an Outward Detective: practical tool

Open vs Closed Mindset

Fundamental differences and impact: experiential exercises, case study

How to train your open mindset: practical co-creation techniques (*opening yourself to the ideas of others and opening up your own ideas*)

Prevention vs Promotion Mindset

Fundamental differences and impact: experiential exercises, case study

3 practical techniques to build the promotion mindset for yourself and/or your team (*pain the destination, focus on benefits, build an identity*)

Strategic vs Reactive Mindset

Fundamental differences and impact: experiential exercises, case study

6 questions to grow your strategic mindset

BUILDING TRUST



What you gain

Deep understanding of the mechanism of trust building and also specific techniques you can apply in order to increase your own trustworthiness.



Duration

2 modules of 3 hours each – virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Fundamentals of Trust

The B.R.A.V.I.N.G formula of the 7 factors of interpersonal trust: *Boundaries; Reliability; Accountability; Vault; Integrity; Non-judgement; Generosity*

Practical cases

BRAVING coaching tool: how to develop trust-based relationships

Manager version: BRAVING actions for people managers

The Vocabulary of Trust: 5 communication practices for building trust from anywhere

Start with the why

Signal your behavior

Validate others

Co-create

Give charity of interpretation

NEUROWISDOM: Stress Management



What you gain

Inner balance is linked with the way we manage to unleash the potential of our brain. This series combines a variety of practical information from neuroscience and practical self development tools and activities that can elevate our efficiency and consolidate our balance, especially in stressful situations, by working on 4 areas of our brain.



Duration

4 modules of 2 hours each – virtual delivery/ 1.5 days face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Calming our “danger detector”: THE AMYGDALA

The transition from "fear without a solution" to "fear with a solution"

Awareness of the most catastrophic scenario

The ways to manage obstacles and activate our resources

Making friends with our “failure avoidance center”: THE HABENULA

Learned helplessness and the ability to learn from failure

How to reframe failure and encourage risk-taking

Setting an anchor in the storm “the internal GPS”: THE ENTORHINAL CORTEX

(Re)discovery of own values

Aligning actions to values

Awareness of the moments when alignment is not possible

Building healthy habits in the “habit factory”: THE BASAL GANGLIA

How to become aware of our own habits: the 4 elements of the habit loop (*trigger – urge – routine – reward*)

How to become aware of unhealthy habits

6 Strategies for building healthy habits (*make the cue obvious, do habit stacking, immediate gratification, make it about identity, make intention clear, make it tiny*)

P.E.R.M.A. WELLBEING

What you gain

Practical instruments based on positive psychology, built starting from Martin Seligman’s PERMA model, that increases one’s level of satisfaction, self-motivation and general sense of wellbeing.

Duration

5 modules of 2 hours each – virtual delivery/ 2 days face to face

 **A SNEAK PEEK INTO THE TOOLS**

Agenda

Positive Emotions

- How to consciously cultivate emotions in our lives
- Neuropsychology of emotions
- The ‘why’ behind emotions
- The 10 positive emotions

Engagement

- How to create the premises for a state of flow
- The steps and deviations of flow
- The 8 characteristics of flow
- Self-evaluation of flow and steps for a conscious state of flow

Relationships

- How to improve the quality of our relationships
- Charity of interpretation
- Mindset inward vs mindset outward
- Gratitude

Meaning

- How to turn a sense of self into meaningfulness
- The meaning of life & logotherapy
- Reframing techniques

Achievement

- How to build intrinsic success
- Hedonic treadmill
- Extrinsic vs intrinsic success and the theory of self determination as a source of motivation: competency, autonomy and relationship

PERSONAL FOCUS



What you gain

Focus is an extremely valuable skill for managing the complexity of our environment and the many sources of distractors put it at risk; increasing our ability to focus leads to huge leaps in personal productivity and also inner balance.



Duration

2 modules of 3 hours each – virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Train your presence

- External versus internal distractors
- Pointing and Calling
- Conscious breathing
- Environmental scanning
- Visual imagery technique

Train your attention

- Bottom-up versus top-down attention
- ADT (*Attention Deficit Trait*) self-assessment
- 7 work habits for focus
- Chunking up-down-laterally: how to train your zoom-in and zoom-out abilities
- How to train in chunking up/big-picture thinking
- How to train in chunking down: critical questions, the power of one
- How to train in chunking across/lateral thinking: after - action - review, pain review
- Working with the Value-Effort Matrix

BUILDING SELF-CONFIDENCE



What you gain

Self-confidence is linked to self-effectiveness and is a great inner resource. In this practical workshop you will explore self-development strategies that enable you to overcome your inner saboteur and gain “confident humility” – a mix of personal strength and self-awareness.



Duration

2 modules of 3 hours each – virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

The Under-confidence dilemma

Albert Ellis and the “100 Women” Experiment

The Saboteurs’ Test

The ABCDE Model for self-confidence

Anti-saboteur solutions

The Over confidence dilemma

Case study

The 2 syndromes: the armchair quarterback syndrome (*confidence exceeds competence*); the impostor syndrome (*competence exceeds confidence*)

Confident Humility: Self-assessment

Practical work on yourself

BUILDING BOUNDARIES

What you gain

An increase in self-awareness, self-discipline and self-confidence; healthy boundaries are a key concept for a healthy relationship with oneself and also with others, so this training module will enable you to work on both levels.

Duration

1 module of 3 hours virtual delivery/ half-day face to face

 **A SNEAK PEEK INTO THE TOOLS**

Agenda

Awareness

- Interpersonal Boundaries, Self-Boundaries
- Boundaries and trust
- Boundaries Mapping
- The anchor of healthy boundaries: values;
- The value test: experiential self-assessment

Self-boundaries

The shift from do's and don't's to self-identity – self-identity as the foundation of real discipline

Boundaries with others

Boundaries communication model – how to set warm, yet firm limits in our relationships

SELF-MOTIVATION AND DRIVE



What you gain

Self-motivation is the ability to power your own inner engine without waiting for fuel from outside; self-motivation leads to better focus, productivity, ability to reach one's goals and also a sense of personal fulfillment.



Duration

2 modules of 3 hours each virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Tools for understanding the drivers of your motivation

Types of Motivation: the quantity-quality factor

Start with your "Why": Personal Why discovery tools

Take ownership of your Motivational Needs: the Self-determination theory (*Autonomy, Relatedness, Competence*)

Tools for maintaining the strengths of your motivation

The power of bright spots

The power of small steps and the "power of one"

The power of habits

How to become aware of our own habits: the 4 elements of the habit loop (*trigger – urge – routine – reward*)

6 Strategies for building healthy habits (*make the cue obvious, do habit stacking, immediate gratification, make it about identity, make intention clear, make it tiny*)

LEARNING HOW TO LEARN



What you gain

Strategies to become more aware of how you can accelerate your own learning, increase your learning autonomy, both in the long term, with a personal learning plan and in the short term, when you need to master a learning goal.



Duration

2 modules of 2 hours each virtual delivery/ 0.75-day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

How learning happens

The 4 stages of the learning process

How to learn autonomously

Assess your learning style: *On-the-Job, Social, Formal*

Define learning goals besides performance goals

Learn from feedback

Create a learning plan

SAVANNAH: The games of emotionally intelligent communication game-based training



What you gain

Practical skills than enable you to use emotional intelligence in key communication situations and develop the ability to speak assertively about one's needs and also respond with empathy to the needs of others, thus leading to better feedback conversations, improved relationships and less interpersonal conflict.



Duration

3 modules of 3 hours each virtual delivery/ 1.5 days face to face



A SNEAK PEEK INTO THE TOOLS



VIDEO PRESENTATION



Agenda

2 types of communication – awareness

Communication and the brain - a neuroscience pill

The jackal vs the giraffe – the switch from passive-aggressive to empathetic-assertive communication

How to recognize the jackals – Savannah game round 1, recognize the 6 types of “jackal” behaviors

How to say no assertively and how to adapt to typologies

Typologies in communication

The SCARF MODEL OF NEEDS based on research from the NeuroLeadership Institute of London (Status, Certainty, Autonomy, Relatedness, Certainty)

Influencing strategies for each stakeholder need

The 5 steps of saying no assertively

The language of the Giraffe – the “OENA” skills (observations, emotions, needs, actions)

How to distinguish between observations and interpretations

How to manage emotions – how to label and express our own emotions constructively using the Wheel of Emotions; how to validate the emotions of others – expressed empathy

How to identify the needs behind the emotions – the need-emotion connection and the list of needs

How to direct conversations towards positive actions

Savannah Games – round 2 and 3, challenging communication situations

DIFFICULT CONVERSATIONS, CONFLICT MANAGEMENT



What you gain

This workshop enables you to approach conflicts and difficult conversations with a learning orientation, and work with the other person and not against them towards a solution.



Duration

2 modules of 3 hours each virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Decoding Difficult Conversations: The “what happened” Conversation

Communication traps: the Truth Assumption, the Intention Assumption, the Blame Frame

Learning strategies: Find the Story, Intention is not Impact, Map the Contribution not the Blame

Case studies and practice

Decoding: the Identity Conversation

Identity challenges in a difficult conversation: the All or Nothing Syndrome, the Denial, the Exaggeration

Learning strategies: Accept the Present Imperfection, Build Your Future Self

Case studies and practice

Decoding: the Feelings Conversation

Communication traps: feeling that “leak” into the conversation

Learning strategy: Describe and Acknowledge, Explore your Emotional Footprint

NOTE: This workshop builds upon concepts from “The Games of Emotionally Intelligent Communication” – strongly recommended before this workshop.

VIRTUAL MEETINGS



What you gain

A practical workshop designed to equip you with insights and strategies to avoid “platform fatigue” and turn your virtual meetings in a space for connectedness, presence and real collaboration.



Duration

2 modules of 2 hours each virtual delivery (*we do not recommend face-to-face for this topic, for obvious reasons*)



A SNEAK PEEK INTO THE TOOLS



Agenda

Awareness: have a meeting about meetings

Key “meta-questions” to address attendees in order to evaluate and increase meeting effectiveness

Alternatives to virtual meetings: how to decide when the virtual meeting is or is not the solution

The decision matrix for hybrid management: office versus virtual/remote

Strategies to decrease time in virtual meetings

The principle of connectedness

3 strategies for increasing connectedness in virtual meetings: the power of rituals, the power of non-routines, the power of verbalizing emotion

The principle of interactivity

Interactivity starts before the meeting: how to start from a well-defined purpose and set of norms

Interactivity through facilitation: questioning in virtual meetings

VIRTUAL TRAINER



What you gain

Specific techniques to create an engaging learning experience for participants in a virtual environment, using VILT (virtual instructor-led training).



Duration

2 modules of 3 hours each virtual delivery (*we do not recommend face-to-face for this topic, for obvious reasons*)



A SNEAK PEEK INTO THE TOOLS



Agenda

How to build your personal presence

How to exude self-confidence and authenticity: self-awareness exercises

How to manage your professional image: lighting, framing, enunciation

How to manage technology wisely

Tools for whiteboarding and virtual harvesting

How to avoid over-reliance on technology

How to facilitate the virtual classroom

Do's and don'ts for effective questioning (*scaling, pay it forward, annotations, specificity, the power of 1*)

How to use the "mix and match" approach in questioning

How to use the surprise factor

How to increase psychological safety

How to maximize engagement

3 strategies: connection to outside people/real-world practice, connection to physical space, kinesthetic learning

INFLUENCING WITH NEUROSCIENCE

What you gain

Tools and techniques for identifying stakeholders' "hot buttons" and speaking the language of their needs, thus replacing the self-centered or directive approach with an inclusive and persuasive approach.

Duration

2 modules of 2 hours each virtual delivery/ 0.75-day face to face

 A SNEAK PEEK INTO THE TOOLS

Agenda

How use the SCARF model of needs in influencing

The SCARF (*Status, Certainty, Autonomy, Relatedness, Fairness*) neuroscience-based model for understanding and adapting to basic human needs

How to understand and address the "hot buttons" of stakeholders: behavioral cues

Power words: communication strategies to speak the language of SCARF needs

Practical challenges: obtaining engagement, handling objections

Adapted communication techniques

How to use questioning to identify SCARF needs

Practical tool: the Empathy Interview: how to be a Needs Detective

How to use validation and co-creation to respond to needs

INFLUENCING WITH SOCIAL PSYCHOLOGY



What you gain

Techniques, backed by solid research, for obtaining engagement through persuasion, especially when you address an audience you do not really know very well and you need effective strategies to make an impact quickly.



Duration

2 modules of 2 hours each virtual delivery/ 0.75-day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

The Principle of Social Proof

The elevator experiment, Case study: Jerry Sternin and the children of Vietnam

How to use social proof the expand what is already working;

How to apply social proof in a business speech

The Principle of Reciprocity

The Coca-Cola experiment; How to trigger reciprocity in business relationships (*framing responses to "thank you", asking for feedback on help received*)

The Principle of Commitment in Consistency

The lawn sign experiment; How to trigger consistency: building on input, asking for verbal and public commitment

The Principle of Likeability

How to increase your level of familiarity and similarity when interacting with stakeholders

The Principle of Unity

Mandela's Springboks case study; How to trigger a sense of unity in your audience: the adjective test, the symbol of pride

The Principle of Authority

General Melo case study; How to find the right source of authority for our audience

The Principle of Scarcity

Kahneman research; How to trigger scarcity – the language of loss, the burning platform

NEGOTIATION AGILITY



What you gain

6 Techniques and insights that increase your level of flexibility, adaptability and your capacity to influence the outcome in a negotiation with internal and external stakeholders, when initial positions are different or even opposite.



Duration

2 modules of 3 hours each virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

The mindset of a successful negotiator

How to avoid being a preacher – politician – lawyer and how to become a scientist and a choreographer

Co-creation

How to use “Yes, And...” thinking to open up to the ideas of others; Specific communication techniques for building upon the ideas of others (*spotting the positive, inquiry instead of rejection, adding without contradiction, asking for criticism*)

The conversation about the conversation

What successful negotiators do differently; how to acknowledge emotions and needs and use emotional self-disclosure

Probing the P-I-N

The 3 levels in a negotiation conversation: the P-I-N iceberg (*positions, interests, needs*)

How to use effective probing to uncover the iceberg

Common ground, scientific questioning and a small number of reasons

Debra vs Harish case study; how to influence people with an opposing position

Final practice

Case study; On-the-spot assessment of your negotiation strengths

IMPACTFUL PRESENTATIONS



What you gain

Awareness and practical tools for creating and delivering presentations that speak to minds and hearts of your audience – with increased clarity, rhetorical impact and audience engagement.



Duration

4 modules of 3 hours each virtual delivery/ 2 days face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Visual upgrade: how to master the art of PowerPoint

Turning information into flow; using advanced options
(templates, masters, charts and tables)

Audience engagement upgrade

The 2 skills for managing the audience: validation & co-creation;

How to deal with any audience input in 3 stages: F-A-R tool
(Find the need – Acknowledge – Respond)

Content and delivery upgrade

The 2 elements of an effective structure: the rider and the elephant

5 logical structures to clarify the Rider level

6 strategies to captivate the Elephant: the SUCCES formula
(simple, (h)uman, concrete, contrast, emotional, surprising)

The Presentation Planner: steps to follow in order to optimize your structure & impact

Executive presence upgrade

How to prepare mentally and manage internal saboteurs

How to own the physical/virtual room: framing, lighting, expression

BUSINESS STORYTELLING



What you gain

In business storytelling, you do not have “people around the fire” with time to listen. You have busy stakeholders whose hearts and minds you need to capture in minutes or even seconds; the workshop provides participants with tools and practical exercises that enable us to inspire our audience and make them care.



Duration

2 modules of 3 hours each virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Turning information into story with the 6 essentials: “SUCCES” formula

Simplicity: making the message stick

(H)Uman: showing the human behind the expert

Concrete: transforming abstractions

Contrast: painting in strong colors

Emotions: going to upper levels

Surprise: why curiosity saves the cat

Choosing the right story

Questions to find your point; Questions to understand your audience’s story

Archetypal story 1: the Challenge (*how to paint the “rags to riches” challenge, the struggle challenge*)

Archetypal story 2: the Connection (*how to paint the vulnerability story, the relationships story*)

Archetypal story 3: the Creation (*how to paint the eureka moment, the unexpected discovery*)

WORKING WITH CULTURAL DIVERSITY



What you gain

The workshop enables participants to develop an empathetic and inclusive attitude to cultural differences and use specific communication and collaboration strategies that take into account different cultural preferences.



Duration

2 modules of 3 hours each virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

The 8 dimensions of the Culture Map: based on Insead Erin Meyer's research

Communication: high-context versus low-context

Evaluating: direct negative feedback versus indirect negative feedback

Leading: hierarchical versus egalitarian

Scheduling: flexible time versus linear time

Disagreement: confrontational versus non-confrontational

Deciding: consensual versus top-down

Trusting: relationship-based versus task-based

Persuading: principles first versus application first

Key communication skills for working with cultural differences

Framing, Self-disclosure, Finding the positive in the opposite

Practical work on the Culture Map: participants plot their countries on a graph, identify key gaps, areas of potential conflict and work on cross-cultural collaboration solutions

PSYCHOLOGICAL SAFETY: Key communication skills



What you gain

The ability to increase your own level of psychological safety and contribute to creating a safe environment for others, through the way you communicate. Psychological safety is not just the leaders' responsibility, but it can be the result of a shared way of communicating to one another.



Duration

2 modules of 3 hours each virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Psychological Safety Awareness

A neuroscience pill: the habenula, our failure avoidance center and its impact on behavior

The 4 dimensions of psychological safety: open conversations, attitude to risk, willingness to help, inclusion and diversity

Quick self-assessment on each scale

Psychologically safe communication: the art of congruence

What are the psychological conditions we need in us to feel and act with congruence

The art of empathetic listening

The 4 levels of communication: the content, the self, the appeal, the relational indication

How to listen to the 4 levels in order to encourage others to be congruent

HOUSTON GAMES: Team Performance Simulations



What you gain

Houston is a series of virtual simulations that enable teams to experience working together against a tight deadline, a challenging objective and complex distributed information. The games create great “aha” moments about remote collaboration, team effectiveness and managing complexity.



Duration

3-6 hours virtual delivery (depending on the number of games)



A SNEAK PEEK INTO THE TOOLS



Agenda

The game and the debrief

You can choose one game or choose to re-engage teams in the second challenge with increased difficulty in order to practice newly discovered behaviors and help teams address previously identified areas of improvement and transfer newly acquired skills in real life.

CREATIVE THINKING FOR PROBLEM SOLVING



What you gain

Concrete techniques for getting unstuck in problem-solving, that you can apply either in individual work, or, even more effectively, when working collaboratively with others.



Duration

2 modules of 2 hours each virtual delivery/ 0.75-day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Mindset awareness

The enemies of creative thinking: sacred cows, inattentional blindness

The creative thinker's mindset

Practical tools for creative problem solving

Define the problem as POV (*point of view*): how to start from an effective problem statement

Use "yes, and..." thinking and co-creation

Finding Bright spots

Ideation techniques with a twist: question burst, "reversal" thinking, play with limits

First steps

CRITICAL THINKING FOR PROBLEM SOLVING

What you gain

Increased ability to avoid biases and thinking traps and look at a problem in a balanced manner, thinking about your own thinking in order to optimize solutions. These strategies increase the quality of the problem-solving process when you work individually and also when you work collaboratively, by creating a common language.

Duration

2 modules of 3 hours each virtual delivery/ 1 day face to face

 A SNEAK PEEK INTO THE TOOLS

 DEMO WEBINAR

Agenda

Problem Solving Awareness

Common biases in problem solving: firefighting, rationalization; case study

How to choose the right problem to solve

6 thinking hats for balanced thinking

Strengths and uses of each hat: white hat (*informational*), yellow hat (*benefits*), green hat (*novelty and creativity*), black hat (*caution and risks*), red hat (*feelings and intuition*), blue hat (*thinking process*)

How to develop each thinking hat

The problem-solving process

TIME MANAGEMENT AND PRODUCTIVITY

What you gain

Concrete insights and tools to increase your own level of productivity and efficiency, but also your level of work-life balance, by doing things in a way that is balanced and effective in the long term.

Duration

3 modules of 3 hours each virtual delivery/ 1.5 days face to face

 A SNEAK PEEK INTO THE TOOLS

Agenda

Self-awareness and prioritizing

The 5 working styles and your "autopilot" tendencies, self-assessment
Prioritization Matrixes: urgency vs importance, value vs effort

Managing your time

16-time management hacks
Getting Things Done: GTD methodology

Managing your stakeholders

Stakeholder dialogue at 3 levels: positions, interests, needs
The skill of saying no assertively

INNOVATION WITH DESIGN THINKING



What you gain

The workshops equips participants with both the principles and the tools of design thinking, that can be applied in fostering innovation, creative problem solving and leading innovation initiatives in the organization.



Duration

4 modules of 3 hours each virtual delivery/ 2 days face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

The innovator's mindset

The inner enemies of innovation: inattention blindness, the sacred cows

Practical techniques: open vs closed mindset (*co-creation; liquid networking; stop to reflect*)

Ideation Techniques: Brainstorming with a Twist

Techniques that stimulate idea generation:

Playing with limits (*all limits vs no limits*)

The "reversal" thinking

The SCAMPER tool (*Substitute, Combine, Adapt, Modify, Put to another use, Eliminate and Reverse*)

Empathize and Define a Point of View/ Problem Statement

Empathy Interview & Empathy Mapping

How to define a problem statement as a POV: point of view methodology

Fast Prototyping

The idea evaluation matrix: trouble value matrix

How to collect stakeholder feedback: the stakeholder matrix

The key questions for building an MVP (*minimum viable prototype*)

NAVIGATING CHANGE



What you gain

Tools and insights that enable you to increase your level of adaptability to change, especially change that comes from outside factors; the workshop will enable you to increase your ability to understand change, and also understand and manage your own reactions to it.



Duration

2 modules of 2 hours each virtual delivery/ 0.75-day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Understanding change and change reactions

The VUCA world: how to expect the unexpected
"Who moved my cheese": emotions and thoughts triggered by change, self-awareness
The 5 types of reactions: self-awareness

Increasing your change readiness

How to optimize your own reaction: using your personal strengths and borrowing other strengths
The ADKAR process for navigating change (*Awareness, Desire, Knowledge, Ability, Reinforcement*)

RADICAL CANDOR: 4 Crucial Conversations



What you gain

The workshop is designed to increase experienced managers' ability to conduct high-impact conversations, conversations that drive learning, engagement and performance by using feedback skills.



Duration

3 modules of 3 hours each virtual delivery/ 1.5 days face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Radical Candor Communication Skills

How to set the right intention in a crucial conversation: the balance between "challenge" and "care"

Finding the "why"

Giving honest and empathetic feedback

Using a growth mindset: the growth feedback

Empathetic listening skills: the levels of listening

The 4 feedback conversations

Constructive feedback conversation, confrontational feedback conversation, development conversation, recognition conversation

Feedback practices from great companies

Business case studies on building a feedback culture: Netflix, Google, Microsoft, Pixar

PEOPLE MANAGEMENT ESSENTIALS

What you gain

A learning journey that equips people managers with the essential tools for leading their teams effectively, building on the essential roles of a people manager, suited for both first time managers and middle managers.

Duration

6 modules of 3 hours each virtual delivery/ 3 days face to face

 **A SNEAK PEEK INTO THE TOOLS**

Agenda

Awareness: roles of the manager

Case study and self-assessment

Manager as performance coach

Understanding the other’s perspective: questioning and active listening

Expressing own perspective: reframing challenges, providing effective feedback (*The Intention, Observation, Solution Model*)

Manager as motivator

External versus internal motivation; challenges and solutions for using financial motivation effectively

Intrinsic needs for internal motivation and how to create a motivational environment (*SCARF model of social needs, ARC model of Self-Determination*)

Situational leadership: practical strategies

The model: 4 levels of development and 4 management styles (*directing, supporting, coaching, delegating*)

Practical strategies for 1-1 conversations: the manager’s conversational guide

Manager as delegator

The delegation process: task analysis, person analysis, delegation conversation, monitoring (*how to make and implement delegation decisions*)

Manager as communicator

Using “the 5W’s” and starting with the “why” in formal communication

Acknowledging reactions and encouraging bottom-up communication

PSYCHOLOGICAL SAFETY FOR LEADERS



What you gain

Insights and strategies for increasing the level of psychological safety in your team, thus creating an environment where people are at the same time performance oriented and caring with each other, an environment that leads to retention, quality and innovation.



Duration

2 modules of 3 hours each virtual delivery/ 1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

Psychological Safety Awareness

A neuroscience pill: the habenula, our failure avoidance center and its impact on behavior

The 4 dimensions of psychological safety: open conversations, attitude to risk, willingness to help, inclusion and diversity

Quick self-assessment on each scale

Leadership Strategies

Leadership behaviors for fostering psychological safety

Leadership routines for fostering psychological safety: Progress Analysis, My Famous Failure, 1-1 Growth Feedback, Reciprocity Rings

LEADING R.E.M.O.T.E PRACTICES

What you gain

Specific strategies that make a difference when leading your team remotely and enable you to keep your team well aligned, emotionally engaged and focused. Even experienced people managers, when they first start leading a team remotely, may sometimes find it challenging to set in place new rituals and maintain a high level of engagement.

Duration

2 modules of 3 hours each virtual delivery/ 1 day face to face

 **A SNEAK PEEK INTO THE TOOLS**

Agenda

Leader and people in a remote environment

Remote phenomena: virtual distancing and operational focus

Remote leadership practices: Rituals for Connection (*how to use rituals and non routine moments in order to create both safety and excitement*); Emotional Pulse (*how to put emotions on your agenda: emotional detective, emotions survey*)

Leader and work in a remote environment

Remote “phenomena”: the fundamental attribution error, unexpressed assumptions

Remote leadership practices: the Media Matrix (*how to combine synchronous and asynchronous communication*), Team Agreement (*how to create a shared framework*), Open Assumptions (*how to increase transparency*), Engaging Meetings (*how to increase interactivity*)

LEADING HYBRID PRACTICES



What you gain

Specific strategies that help you “get the best of both worlds”; one of the challenges of managers leading in a hybrid format is how to mix and match the advantages of each medium, face to face versus virtual, and maintain team engagement and high performance.

This workshop builds on the “Leading Remote Practices” workshop.



Duration

1 module of 3 hours each virtual delivery



A SNEAK PEEK INTO THE TOOLS



Agenda

How to maintain a feeling of belongingness

Setting rituals for connection, setting a team agreement

How to maintain task interdependence

Organizing collaborative office days

The decision matrix for choosing office versus remote

LEADING CHANGE



What you gain

A better understanding of what communication strategies to use when communicating organizational change, so that you increase the level of clarity, take into account people emotions as well and lead them towards successful implementation.



Duration

2 modules of 3 hours each virtual delivery/1 day face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

The rational side of change, "Rider" practices

How to paint the destination;

How to increase focus and simplification
(using the power of one, scripting the critical moves)

The emotional side of change, "Elephant" practices

How to find the right feeling that ignites change *(negative versus positive feelings)*

How to make change easier *(shrink the change, find the bright spots)*

The action side of change, "Path" practices

How to create new organizational routines

The ADKAR process for leading change
(Awareness, Desire, Knowledge, Abilities, Reinforcement)

SOLUTION FOCUSED LEADER-COACH



What you gain

You will develop key communication skills that are the foundation/prerequisites of any coaching process and also become familiar with a simple and applicable process for coaching people, the solution focused coaching model.



Duration

4 modules of 3 hours each virtual delivery/2 days face to face



A SNEAK PEEK INTO THE TOOLS



Agenda

The Mindset of Leader-Coach

The Coaching Partnership

The differences between manager's roles: coach vs administrator vs evaluator

Who's the expert: coach vs coachee

Essential Coaching Skills

Genuine Listening: matching, questioning, acknowledging

Validation & Support

Expressing Perception: reframing, observation, co-creation

Steps in the Solution Focused Coaching Process

Building the Platform

Agreeing on a Future Perfect: miracle question and other technique

Using Scaling

Identifying the "counters" (*resources and positive exceptions*)

Identifying first steps

Managers' guide to coaching conversations with the Solution Focused Model

Tools for Embedding Learning

Learning is a process, and it needs reinforcement, so, in order to sustain your learning, we provide you with some great autonomous learning tools that can be used before or after the workshops:

Self-assessments: that enable you to evaluate your skills

 [LEARNING STYLES ASSESSMENT](#)

LearnON mobile app, a great learning companion that mixes microlearning (*you get lots of resources*) with social learning (*discussion forums*) and action learning (*practical challenges*).

 [LEARNON APP PRESENTATION](#)

Newsletters: carefully curated collections of resources that we deliver to your inbox after the workshops. They may contain also learning missions.

 [NEWSLETTER SAMPLE 1](#)

 [NEWSLETTER SAMPLE 2](#)

Video pills: short and sweet, a great way to learn key concepts from an expert trainer

 [VIDEO LEARNING PILL SAMPLE](#)

What to expect in a Learning Architect workshop

"The case studies were valuable; they give us concrete business KPI's which are a good benchmark"

"It brought me clarity about everything related to self management, process management, in a good and structured and also very intense way"

"It has been very interactive and applying the theory immediately into practice helps a lot"

"Always think about not yet, seeing things as incremental, steps towards success, as opportunities for us to more adaptive Focus the feedback on the process, not on the person"

"One of the best programs I attended – great mix of theory and practice, the Houston Game was also very challenging; our facilitator is wonderful. Even if we interacted on MSTeams I felt close to my colleagues and got to share practices with people I do not usually interact with."



Facilitator had a positive impact on my learning

More than 93% of our participants rated 4+ out of 5



Content is relevant for my development

More than 91% of our participants rated 4+ out of 5



I am committed to apply what I learned to my work

99% said yes



NEEDS ANALYSIS

QUANTITATIVE RESEARCH: Online surveys to understand the challenges (THE WHY), the preferred learning styles (THE HOW), the learning outcomes (THE WHAT FOR)

QUALITATIVE RESEARCH: Empathy interviews with stakeholders and Focus groups with participants

Painpoints solved: Stakeholder engagement, Clear definition of success, 2-level customization of learning journeys – organizational level & human level



CONTENT CREATION

CURATED CONTENT: newsletters, catalogues
Picking and placing the right content under the spotlight.

INSTRUCTIONAL DESIGN: Your content transformed into an experiential and practical session.

Painpoints solved: Turning information into a learning experience, Engaging learners

L&D Consulting



MEASURING IMPACT WITH PEOPLE ANALYTICS

Painpoints solved: Prioritize your efforts where they matter, know what makes a successful employee and how to replicate success.



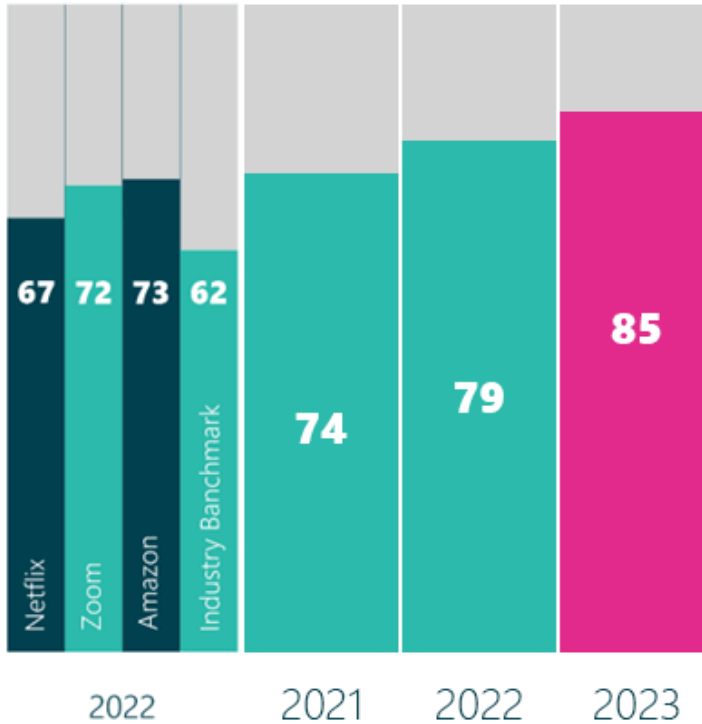
TRAINERS UPGRADE

COURSES FOR INTERNAL TRAINERS: Virtual Trainer Skills; Instructional Design Skills; Needs Analysis Skills; Measuring impact Skills

TRAINER CERTIFICATION: On our proprietary game-based course "Savannah – Games of Emotionally Intelligent Communication" and other courses

Painpoints solved: Engaging learning experiences, Impact of learning

2023 Results



400+
Learning events



5000+
Participants



280+
Workshop days



120+
Projects



13 Events
Learning Architect Club



Launch of
the year



NPS (Net Promoter Score)

Indicator that measures the level of customer experience on a scale from -100 to 100

Clients

20+ New

50+ Total

83%

of participants noted us with

5 of 5

★★★★★ **4.8**

98%

of participants noted us with

4 of 5

50+

companies
trusted us



15+

Facilitators

formed our implementation team



280+

Days

Spent in workshops or in events



We have facilitated workshops in

12+



cities

from Europe and Romania

Learning Architect

IN 2023

NPS: 85

Indicator ce masoara nivelul experientei de client pe o scara de la -100 la 100

We have successfully facilitated

400+

Learning events



We have facilitated workshops in companies from

11

industrie



We have successfully facilitated workshops in

10+

Countries



5000+

Participants

In our workshops



Learning Architect Team



We are a cheerful and multi-talented team, with very diverse backgrounds, personalities of all colors, united by one thing: the passion for learning and performance.

In 2019, our clients voted and put us in **top 3 training companies in Romania**.

On the day of our 5th birthday anniversary, we received the **"Bronze Award Company"** award, offered by Learning Network, based on the results of the **L&D Industry Survey 2019**, with 576 respondents from HR and L&D.

Come meet us!





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ASK US ABOUT THE
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