



# ONLINE LEARNING voestalpine

Today is a good day  
to upgrade yourself.



# ONLINE LEARNING voestalpine – WHAT YOU SHOULD KNOW

Varied and up-to-date professional development courses are an important part of the working life of voestalpine employees. We do everything we can to make our company's ongoing education as appealing and versatile as possible. After all, training works best when the motivation comes from the learners themselves.

## WHAT ARE THE BEST WAYS TO LEARN?

Studying doesn't necessarily equal actual learning. The human brain is too differently structured for the same didactic methods to be right for everyone. Each person has their own learning styles and these depend on the respective sensory organs. Some people remember content well from reading, others benefit more from listening.

## THERE ARE FOUR DIFFERENT LEARNING TYPES:



**The auditory learning type**  
Listening and memorizing



**The interactive learning type**  
Learning by doing



**The visual learning type**  
Seeing and understanding



**The communicative learning type**  
Learning through interaction



## WHAT DOES THIS HAVE TO DO WITH ONLINE LEARNING?

Quite a lot, because in order to reach all the learning types, a variety of methods is required. And it's just this variety of learning methods that we offer you.

## LEARNING METHODS 4.0

With our new online courses, it's up to you to discover the world of learning for yourself. Online learning voestalpine is a digital training platform that gives you access to a wide variety of new, modern and engaging online courses. Currently, our online trainings are available in 8 languages: German, English, Spanish, French, Italian, Belgian, Dutch and Portuguese. The online courses offer you a great deal of personal freedom when it comes to time and method. Regardless of what learning type you are, online learning voestalpine offers you the perfect method for your learning needs.

## ADDITIONAL INFORMATION AND LEARNING MATERIALS

You want to print a personal action plan, a one pager, a poster or a table card? All these learning materials are available in different languages as PDFs on our voestalpine intranet site:

<https://group.voestalpine.net/EN/onlinelearning>

## ADVANTAGES OF ONLINE LEARNING voestalpine

### 1 Flexibility in terms of time and place

Learn independently of time and place. Whether in the office or at home – online learning voestalpine allows you to flexibly integrate your training into your daily work routine.

### 2 Individual learning speed and ability to repeat

The online courses are available to you for a year from the time of booking.

## THE ONLINE COURSES OFFER YOU THE FOLLOWING LEARNING METHODS:



### Quickscan

Answer questions and check your knowledge



### Explained

Short video animations with theories, models and concepts



### Facetime

Video sessions with our experts



### Factshow

Facts and figures on specific topics



### Good to Know

Short, digital presentations



### Smartinfo

Clear and concise summaries of findings



### Quiz

Test your knowledge with quizzes



### Go! I To do

Implement practical examples



### Fast Forward

Short video animations



### Interview

Questions and answers with experts



### How To

Putting your knowledge into practice, step by step



### Storyboard

Info in short videos



### Test

At the end of each online training you will find an optional final test

## USING ONLINE LEARNING voestalpine

Online learning voestalpine is offered to all voestalpine employees with a Windows logon (full AD account), in all divisions and companies worldwide. The online learning voestalpine catalog is continuously being expanded and can be accessed at any time.

You can find the catalog on the voestalpine Intranet: <https://group.voestalpine.net/EN/onlinelearning> and in the voestalpine Lern Management System (lms.voestalpine.com).



## BOOKING

You can access the LMS (Learning Management Software) via the digital catalog or directly, and you can use it to select and register for a course. Additionally, you may book any of the online courses by contacting the responsible education officer (only in Austria). Your registration is sent to your manager via workflow in a further approval step. Once it's approved, the online training will appear on your LMS training plan and you can start right away. Online courses remain available for a year. Please contact the respective contact person if you require any further details. By booking, you accept the General Terms and Conditions of Contract (GTC) and the Contract Processing Agreement (CPA).

After booking, you will receive notification of the course assignment and can start right away.

## EDUCATION POLICY

Company-specific/divisional regulations and framework conditions apply to participation in courses (e.g. guidelines relating to work time – free time).

## FEEDBACK

It is very important to us to continuously improve our offer. To do this, we need your experiences and impressions. We therefore request that you complete an evaluation after you have completed the online training. This is the only way we can address your specific needs. Feedback questions are completed digitally in the LMS and are assigned to you once you have completed your online course. Your feedback is of course treated confidentially.





GET  
STARTED  
RIGHT  
AWAY!  
HAVE FUN  
AND  
SUCCEED IN  
LEARNING!

## PRICES

The listed prices are net prices. There are various price categories based on different criteria (length of the course, topic, learning method...). Invoicing is done after the online course has been assigned.

The price includes

- » use of the online course for a period of one year from the date of booking
- » documentation of the training course in the training history, so long as at least 60% of the online training has been completed

The online learning voestalpine offer is available for an indefinite period. However, voestalpine Personal Services reserves the right to discontinue the service subject to a notice period of three months.

## CERTIFICATE

After completing the course, you have the option to print a certificate, which will be available in your education history in the LMS. To do this, simply press the „print“ icon next to your completed course.

## TECHNICAL CONDITIONS

Use of the online courses is linked to an active voestalpine AD account. Please only use devices of the voestalpine standard environment to carry out your online training.

We recommend that you use either Google Chrome or Edge as browser. In the event that you experience any technical problems, please contact the Service Desk.

## DATA PROTECTION

We aim to make the use of our services as enjoyable as possible for all our customers, partners and interested parties. Safeguarding the privacy of each individual and the protection of personal data is a priority for us. You can find out which personal data we process, how we process it and for what purpose in our privacy policy. It also informs you about your rights as a data subject.

The privacy policy, available at <https://www.voestalpine.com/group/en/data-protection/>, applies to all offers from voestalpine Personal Services GmbH. In the course of the further development of our services, we also adapt the data protection provisions on an ongoing basis.

Changes are announced on the website. You should regularly consult the privacy policy to keep up-to-date with the current status. Any data collected by the learner during the course is not retained and is deleted upon completion of the course.

## SUBSIDIES

Subsidies are not available for online courses.

**We are happy to offer you this new service and will be pleased to consult you!**

**Education & Consulting  
voestalpine Personal Services GmbH**



**CONTENT**

**leadership**

**health**

**IT competencies**

**methods competence**

**personal competencies**

**social competencies**

**language competence**



<b>leadership</b>		<b>PRICE</b>
<u>G0082</u>	Coaching Management	95.0 EUR
<u>G0151</u>	Make up your Mind	95.0 EUR
<u>G0127</u>	Innovate Yourself	95.0 EUR
<u>G0105</u>	Take the Lead	95.0 EUR
<u>G0067</u>	Tell It Like It Is (Giving Feedback)	95.0 EUR
<u>G0139</u>	The Art of Networking	95.0 EUR
<u>G0107</u>	Strategic Thinking	95.0 EUR
<b>health</b>		<b>PRICE</b>
<u>G0147</u>	Bye-Bye Burnout	95.0 EUR
<u>G0145</u>	Mind Your Brain	95.0 EUR
<u>G0119</u>	Sustainability	95.0 EUR
<u>G0108</u>	Zest for Life	95.0 EUR
<b>IT competencies</b>		<b>PRICE</b>
<u>G0093</u>	Excel 2016 - Basic	95.0 EUR
<u>G0157</u>	Excel Essentials	155.0 EUR
<u>G0150</u>	A New Spin: Office 365	155.0 EUR
<u>G0097</u>	Outlook 2016	95.0 EUR
<u>G0104</u>	Word 2016	95.0 EUR
<b>methods competence</b>		<b>PRICE</b>
<u>G0068</u>	Engage `Em	95.0 EUR
<u>G0086</u>	Badass Brainstorming	95.0 EUR
<u>G0087</u>	The 80/20 Rule	95.0 EUR
<u>G0062</u>	Clever Purchasing	95.0 EUR
<u>G0073</u>	Sixty Second Delegating	95.0 EUR
<u>G0075</u>	The Elevator Pitch	95.0 EUR
<u>G0143</u>	Design Thinking	95.0 EUR
<u>G0050</u>	Writing Emails	95.0 EUR
<u>G0077</u>	Influencing	95.0 EUR
<u>G0076</u>	Conversation Technique: LSD	95.0 EUR
<u>G0079</u>	Happy Customers Make Repeat Customers	95.0 EUR
<u>G0054</u>	Another Perfect Project	95.0 EUR
<u>G0061</u>	Oh Yes, It`s Stress	155.0 EUR
<u>G0122</u>	Customer Focus	95.0 EUR
<u>G0072</u>	Lean	95.0 EUR
<u>G0048</u>	Mind Mapping	95.0 EUR



<u>G0078</u>	Taking Minutes	95.0 EUR
<u>G0069</u>	Let Your Body Do The Talking	95.0 EUR
<u>G0038</u>	Presentation Skills	95.0 EUR
<u>G0121</u>	Arithmetricks	95.0 EUR
<u>G0090</u>	Scrum	95.0 EUR
<u>G0056</u>	Exciting Meetings	95.0 EUR
<u>G0089</u>	Speed Reading	95.0 EUR
<u>G0100</u>	Stick to the plan	95.0 EUR
<u>G0092</u>	How to Survive in Sales	95.0 EUR
<u>G0106</u>	Go Team!	95.0 EUR
<u>G0052</u>	Nifty Negotiations	95.0 EUR
<u>G0140</u>	Get It Write	95.0 EUR

## personal competencies

## PRICE

<u>G0136</u>	The Power of Failure	95.0 EUR
<u>G0109</u>	Get a Grip, Clear Your Mind	95.0 EUR
<u>G0128</u>	Asking for Feedback	95.0 EUR
<u>G0080</u>	I Feel Good	95.0 EUR
<u>G0112</u>	Enjoy Your Job	95.0 EUR
<u>G0146</u>	Keep your Resolutions	95.0 EUR
<u>G0134</u>	Game On!	95.0 EUR
<u>G0084</u>	My Turn! (Assertiveness for Rookies)	95.0 EUR
<u>G0900</u>	Job satisfaction	95.0 EUR
<u>G0111</u>	Learning How to Learn	95.0 EUR
<u>G0099</u>	Ownership	95.0 EUR
<u>G0083</u>	Do Your Thing	95.0 EUR
<u>G0088</u>	NLP	95.0 EUR
<u>G0096</u>	Optimism 101	95.0 EUR
<u>G0101</u>	Test Yourself	95.0 EUR
<u>G0049</u>	Time Management	95.0 EUR
<u>G0085</u>	Count to 10! (Managing Emotions)	95.0 EUR

## social competencies

## PRICE

<u>G0137</u>	Managing Expectations	95.0 EUR
<u>G0142</u>	Great Conversations	95.0 EUR
<u>G0125</u>	Social Intelligence	95.0 EUR
<u>G0153</u>	Curb Your Bias	95.0 EUR

## language competence

## PRICE



<u>G0148</u>	Deutsch am Arbeitsplatz: Schreiben	155.0 EUR
<u>G0156</u>	Deutsch am Arbeitsplatz: Verstehen	155.0 EUR
<u>G0133</u>	Español en el trabajo: escribir	155.0 EUR
<u>G0118</u>	Speak Business English	155.0 EUR
<u>G0141</u>	Understand Business English	155.0 EUR
<u>G0129</u>	Write Business English	155.0 EUR



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**Coaching Management**

**G0082**

**Coaching Management [EN] [DE]**

Coachend leidinggeven [NL] [BE]  
 Le management par le coaching [FR]  
 Coaching de equipos [ES]  
 Coaching de equipas [PT]

You are no boss! You are a coach! As a coaching manager, you fuel fun, independence and peak performance. This course will teach you how.

**Lesson 1 - When Boss Becomes Coach**

Rather than keeping people on a short leash, coaches give them free rein.

**Lesson 2 - The Foundation**

Let people take charge of their work.  
 They'll perform better and learn more!

**Lesson 3 - A Customised Plan**

Helping people be the best they can be – you can do it if you know what drives them.

**Lesson 4 - Numero Uno**

The more people enjoy their job, the more productive they'll be.  
 What can you do to boost employee satisfaction?

**Lesson 5 – Victory**

As a coach, you lead the way towards a good result.  
 Every single day.

These days, managers are expected to do more and more. You're no longer the one to tell others how to do their jobs, but rather, you help your employees develop, so that their talents can be fully utilised to further the company. A successful coach manages a team of passionate employees who love their job. The result: a pleasant work environment and amazing results! This training and WorkOut are meant for everyone who wants improve the atmosphere at work, the possibilities for education and the team members' results. Taking a closer look at their qualities, motives and ambitions will help you achieve this.



[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**

[G0137](#) - Managing Expectations



**Make up your Mind**

**G0151**

**Gute Entscheidungen treffen [DE]**

Make up Your Mind [EN]  
 Hak die knoop door! [NL] [BE]  
 Toma de decisiones [ES]

How do you make better decisions? Delve into the science of it and use these new insights to your advantage. Make up your mind!

**Lesson 1 - It's Up to You!**

What role do choices play in your life?

**Lesson 2 - Mindf\*cks**

Avoid bias and make better decisions.

**Lesson 3 - On the Fence**

There are plenty of reasons why people put off certain decisions. Discover yours.

**Lesson 4 - This Is My Style**

Stick to a step-by-step plan and let the situation determine your decision-style.

**Lesson 5 - When Regret Kicks In**

How to anticipate feelings of regret and overcome the pain of a bad choice.

Nobody can tell you what to do, but how else will you learn? There's only one way: get to know yourself! Dozens of studies have been conducted to figure out how people decide, which pitfalls they run into and how to avoid them. Want to make better decisions? This training course will teach you all about the psychology of decision-making and how to make it easier to make up your mind.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 4 hours

**Advanced Courses:**  
[G0107](#) - Strategic Thinking



	<p><b>Innovate Yourself</b></p>	<p><b>G0127</b></p>
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**Innovate Yourself [EN]**  
 Innovationsmanagement [DE]  
 Leren innoveren [NL] [BE]  
 ¡Innovate! [ES]  
 Innovons ! [FR]  
 L'innovazione parte da te [IT]

Want to innovate, but don't know where to start? This training course will give you a nudge in the right direction!

**Lesson 1 - From 'Better' to 'Different'**  
 Want to innovate? Take a systematic approach to innovation in order to increase your chance of success!

**Lesson 2 - Timing and Focus**  
 Effective innovation starts with a goal, time frame and focus.

**Lesson 3 - Stop Dreaming, Start Thinking**  
 In need of a surprising and creative idea? Be open to new insights and find your inspiration.

**Lesson 4 - Take the Plunge**  
 Innovation is a group effort. That's why you should try to get as much support as you can.

**Lesson 5 - Design Thinking**  
 How do you turn an innovation into a success? By focusing on the customer's wishes.

Our society's changing at an incredible speed. Technological developments lead to all kinds of innovations, such as artificial limbs that can be controlled by the brain, self-driving cars, and 3D printing. They also result in the creation of new business models, sparked by the internet. Organisations have to move with the times. How? By innovating. By developing new products and services, to keep up with their clients' changing needs. You don't have to be an innovation manager or product developer to do it. You can innovate, too! Innovation is not a person or a department, but a mindset.

<p><a href="#">Register now</a></p>	<p><b>Advanced Courses:</b>  <a href="#">G0143</a> - Design Thinking</p>
<p><b>Price:</b> 95.00 EUR</p>	
<p><b>Duration:</b> 3 hours</p>	



	<p><b>Take the Lead</b></p>	<p><b>G0105</b></p>
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**Take the Lead [EN]**  
 Leadership [DE] [IT]  
 Leve de leider! [NL] [BE]  
 Développez votre leadership' [FR]  
 Toma el mando [ES]

Want to have an impact, inspire, know when and how to offer support and guidance, while staying true to yourself and your vision? Here's your manual.

**Lesson 1 - Hands-on or Visionary**  
 There are many types of leaders. What is leadership, and is it something you can learn?

**Lesson 2 - What Makes a Leader?**  
 Leadership is all about influencing others. What does it take to be able to do that?

**Lesson 3 - To Steer or to Support**  
 Situational leadership is a commonly used management model. What does it entail?

**Lesson 4 - Inspire!**  
 Inspire your employees by really listening to them, and by focusing on their potential.

**Lesson 5 - The Power of Charisma**  
 How important is charisma, and what are conductor Sander Teepen's views on leadership?

"This WorkOut and training course are meant for anyone who wants to inspire. Who wants to positively influence people. Who wants to work on the seven habits of highly effective people, as described by Stephen Covey. In this WorkOut, you'll take a closer look at your own leadership qualities and find out which aspects you can improve on. It will help you deal with every situation appropriately!"

<p><a href="#">Register now</a></p>	<p><b>Advanced Courses:</b>  <a href="#">G0073 - Sixty Second Delegating</a></p>
<p><b>Price:</b> 95.00 EUR</p>	
<p><b>Duration:</b> 3.5 hours</p>	



**Tell It Like It Is (Giving Feedback)**

**G0067**

**Tell It Like It Is (Giving Feedback) [EN]**

- Sei direkt! (Feedback geben) [DE]
- Zeggen waar het op staat [NL] [BE]
- L'art du feedback [FR]
- Las cosas claras: cómo dar feedback [ES]
- Di' le cose come stanno (L'arte del feedback) [IT]
- Falar sem rodeios: como dar feedback [PT]

Constructive feedback helps people improve, and it boosts the atmosphere at work! From now on, the feedback you give will be received as a gift.

**Lesson 1 - Straight to the Point**

Make giving feedback a habit, because it increases productivity and boosts the atmosphere at work!

**Lesson 2 – Prepare**

What do you do if someone gets defensive? Learn how to address their behaviour.

**Lesson 3 - Start Talking**

What do you want to achieve by giving feedback? Once that's clear, the odds of a positive effect are in your favour.

**Lesson 4 - Good, Better, Best**

Did you speak your mind? Wonderful! Now discuss what you both need to realise change.

**Lesson 5 - Out With It!**

Giving feedback can greatly improve the other person's performance, so what are you waiting for?

"If you work with colleagues, you inevitably have to confront someone about their behaviour at some point. But how do you avoid upsetting the other person, or worse, making them mad? Learn to stay calm and be constructive at all times. In the 'Telling It Like It Is' WorkOut and online training, you'll learn how you can use feedback to improve the atmosphere at work as well as your team's productivity. Make a habit of telling it like it is... it will be a weight off your shoulders!"

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0142](#) - Great Conversations



 <p>The Art of Networking</p>	<p><b>The Art of Networking</b></p>	<p><b>G0139</b></p>
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**The Art of Networking [EN]**  
 Stark vernetzt – Networking leicht gemacht [DE]  
 De kunst van het netwerken [NL] [BE]  
 L'art du networking [FR]

Want to become a better, more effective networker? Take our training course The Art of Networking.

**Lesson 1 - Hey, This Works Too!**  
 You already have what it takes to start building meaningful relationships.

**Lesson 2 - You and Your Network**  
 What do you want to achieve? And who can help you? Map out your network!

**Lesson 3 - The Gift of Giving**  
 You know what you want to achieve with your network. But what do you have to offer?

**Lesson 4 - Pleasure to Meet You!**  
 The key to successful networking is being yourself. But, how do you do that?

**Lesson 5 - Let It Grow**  
 Once you've built a solid network, you have to stay top of mind.

Anyone can be(come) a successful networker. The only thing you need is yourself. You already have what it takes to start building meaningful relationships. Want to become a better, more natural networker? Learn more about it and expand your skills. The training course The Art of Networking will teach you how it's done.

<p><a href="#">Register now</a></p>	<p><b>Advanced Courses:</b></p> <p>-</p>
<p><b>Price:</b> 95.00 EUR</p>	
<p><b>Duration:</b> 3.5 hours</p>	



**Strategic Thinking**

**G0107**

**Strategic Thinking [EN]**  
 Strategisches Denken [DE]  
 Strategisch denken [NL] [BE]  
 Pensez stratégie ! [FR]  
 Conviértete en estrategia [ES]  
 Pensiero strategico [IT]

Think like a strategist! From hiring competent staff to developing a perfect marketing strategy. Complete this course and think like a field marshal!

**Lesson 1 – Stratego**

We all deal with the concept of strategy on a daily basis. Strategic thinking is something you do not only at work, but in your private life as well.

**Lesson 2 - From the Inside Out**

A good idea alone won't conquer the market. You need a solid plan, in which you focus on all of your strong suits.

**Lesson 3 - Conquer the Market**

Your target customers play a decisive role in your success. That's why it's important to get to know your target audience as much as you can.

**Lesson 4 - In It Together**

Your strategy starts with hiring the best man for the job. Any strategy is doomed to fail if you don't have the right people to realise it.

**Lesson 5 - Blue Ocean**

If you're really good at what you do, the competition won't matter: you're creating your own market.

"Strategy plays an important role in our lives. You may not always be aware of it, but it does. How often do you do things without any preparation or plan? Probably not that often. You wouldn't think of calling this strategy, but in reality, that's what it is. Translating a plan into concrete actions – that's strategy. Still, it's not easy to come up with a good strategy. You have to take lots of things into account and you're constantly weighing up interests, fine-tuning things and correcting errors. So are you a strategic thinker? We all are."

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0151](#) - Make up your Mind



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**Bye-Bye Burnout**

**G0147**

**Bye-Bye Burnout [EN]**  
 Burnout bekämpfen [DE]  
 Ban de burn-out [NL] [BE]  
 Prévenir le burnout [FR]  
 Cómo combatir el burnout [ES]

When it comes to burnout, prevention is better than cure. This training course will teach you all about how to handle it.

**Lesson 1 – Drained**

More and more people are suffering from burnout. But what is burnout exactly?

**Lesson 2 - Burnout Baddies**

Are you at risk of getting burnout?

**Lesson 3 - Battling Stress**

One way to prevent burnout? Charge your battery regularly. This lesson will teach you how.

**Lesson 4 - No-Burnout Business**

Whether you're an employer, manager or co-worker: anyone can help to reduce stress.

**Lesson 5 - Life After Burnout**

So, what if you do get burnout? How do you get your life back together?

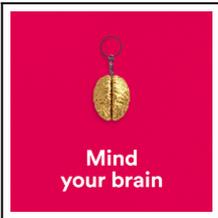
"We all experience moments of stress from time to time, but if you don't take it easy after a busy period, you will burn out. Besides it being a financial blow, it can cost you precious years of your life, too. On top of that, many people who don't listen to their bodies will be experiencing lasting effects of the burnout. This training course will teach you all about it."

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0085](#) - Count to 10! (Managing Emotions)



**Mind Your Brain**

**G0145**

**Mind Your Brain [EN]**

Kopf hoch: Gehirntraining und geistige Fitness [DE]

Vergeet je brein niet! [NL] [BE]

L'entraînement cerebral [FR]

Mantén tu cerebro en forma [ES]

You exercise to keep your body fit. But what about your brain? Take the course Mind Your Brain to exercise those grey cells.

**Lesson 1 - Forever Young**

Challenge your brain! It creates new cells and slows the decline of your noggin!

**Lesson 2 - In a Nutshell**

Want to keep your brain fit? Then it might be useful to know how it all works!

**Lesson 3 - In Tip-Top Condition**

There are dozens of ways to keep your brain fit. But what works? And what doesn't?

**Lesson 4 - Shifting Gears**

A healthy brain benefits from a challenge, but it needs enough rest too!

**Lesson 5 - Put to the Test**

Make it a habit to keep your brain fit!

You head to the gym to keep in shape. You brush your teeth to prevent cavities and you dutifully take your vitamins every day. But what about the most important organ of all? Your brain? How well do you take care of your noggin? In the WorkOut for Boost Your Brain! you'll learn why it's important to keep your brain in top shape. And how that pays off as you grow older...

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0061](#) - Oh Yes, It's Stress



**Sustainability**

**G0119**

**Sustainability [EN]**

Nachhaltigkeit [DE]

Natúrljik duurzaam [NL]

Sostenibilidad [ES]

La durabilité [FR]

Natúrljik duurzaam! [BE]

Sostenibilità [IT]

It's easy being green! But what really is 'green'? This online course includes plenty of practical tips to be eco-friendly at work and at home.

**Lesson 1 - What Is Sustainability?**

Want to live sustainably? Of course you do! But what is sustainability, exactly, and how do you do it?

**Lesson 2 - A Little Becomes a Lot**

Does your lifestyle damage the planet? Figure out how big your footprint is, and take action!

**Lesson 3 - Shrink Your Footprint**

A sustainable lifestyle starts with small steps. Take shorter showers, use public transport and turn down the thermostat!

**Lesson 4 - Sustainable Work**

How sustainable is your organisation? Is there room for improvement? And how do you take the lead in this?

**Lesson 5 - It's Easy Being Green!**

Start your sustainable lifestyle, and inspire others with your sustainable attitude!

"Nature knows best", but humans think they know better. For centuries, we've been devouring the earth's resources. But, not without consequences. In order to build a sustainable world, we'll all have to chip in to save our planet and all life on it. "The real challenge is not climate change, but mind change." In this WorkOut, we'll be setting sustainable goals!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0108](#) - Zest for Life



 <p>Zest for Life</p>	<p><b>Zest for Life</b></p>	<p><b>G0108</b></p>
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**Zest for Life [EN]**  
 Vitalität [DE]  
 Vitaliteit [NL] [BE]  
 Avoir la pêche [FR]  
 Aumenta tu vitalidad [ES]  
 Sani e felici [IT]

Eat, move, sleep, repeat. This training course will teach you how to get better at all of that. Small lifestyle changes can actually change your life!

**Lesson 1 - Full of Energy**  
 Want to know how to get fit and feel more energetic? Three things are important: a healthy diet, exercise, and sleep.

**Lesson 2 - A Healthy Diet**  
 From superfoods to the Food Pyramid: dietary advice is everywhere. So which advice is good advice?

**Lesson 3 - Get Your Zs**  
 Sleeping should be your number one priority. A good night's sleep is the key to a healthy life.

**Lesson 4 - Let's Get Physical**  
 How much exercise do you get? And how do you measure it? Figure it out, and find out if you should take action!

**Lesson 5 - Going Vital**  
 Having a zest for life means challenging yourself every once in a while.

Vitality! That's the pursuit of life, isn't it?" Katharine Hepburn, who was once named 'the greatest American screen legend among females', recognized the enormous value of having a zest for life. It helps you make the most of life and greatly reduces stress. If you want to feel and stay energetic, you need to eat a healthy diet, get more exercise and sleep better. In this WorkOut, you'll address these three aspects.

<p><a href="#">Register now</a></p>	<p><b>Advanced Courses:</b>  <a href="#">G0119</a> - Sustainability</p>
<p><b>Price:</b> 95.00 EUR</p>	
<p><b>Duration:</b> 3 hours</p>	



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 <p><b>Excel 2016 - Basics</b></p>	<p><b>Excel 2016 - Basic</b></p>	<p><b>G0093</b></p>
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**Excel 2016 – basic [EN]**

Excel 2016 – Grundlagen [DE]

Excel 2016 – basis [NL] [BE]

Why rack your brain when Excel can do the job for you? This training course will introduce you to its basic formulas, functions and formatting options.

**Excel at Excel**

Excel was launched in 1985, and it's had quite a number of make-overs since then. Dozens of features were added over the years. In this unit, you'll learn what you can do with Excel 2016.

**Know Your Way Around Excel 2016**

So what are all the buttons for? And those bars at the top and bottom of the screen? You'll find out in this unit, and you'll do your first calculations!

**Indispensable Formulas and Functions**

How do you enter formulas in Excel using cell references or operators? What's the Formula Builder for? And which are the most commonly used features? These (and more!) questions will be answered in this unit.

**Get the Most Out of Your Data**

Having all of your numbers, calculations and lists in a single file is great, but sometimes you have to visualize your data in order to be able to interpret it. Charts, tables and pivot tables will help you do just that.

**Practice Makes Perfect**

So what does it take to excel at Excel? Willem Gerritsen, the 2015 Excel World Championship runner-up, tells you everything you need to know. It boils down to lots and lots of practice. In this unit, you'll get some useful final tips.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**

[G0104](#) - Word 2016



**Excel Essentials**

**G0157**

**Excel Essentials [EN]**

- Excel 2019 (Microsoft 365) [DE]
- Excel complete [NL] [BE]
- Atrévete con Excel [ES]
- Introduction à Microsoft Excel [FR]

Do you want to get the most out of Excel? This training course will show you how to convert data into a dashing dashboard, and how to share it with Office 365.

**Lesson 1 - From Data to Dashboard**

Get to know all the possibilities Excel has to offer.

**Lesson 2 - Functions and Formulas**

In order to carry out calculations, you need formulas. But how do you build those?

**Lesson 3 - Data With a Twist**

Turn your data into easy-to-read tables and charts.

**Lesson 4 - Dashing Dashboard**

Use your data to build a dashing dashboard.

**Lesson 5 - From Password to Paper**

Explore the extras, from protection to printing.

"Odds are you're already using Excel every day, whether you're making budget calculations and annual reports, or keeping track of personnel files. It's easy to get lost in the labyrinth of options Excel has to offer. That's why, when people think of Excel, they image an unfathomable software programme – one that requires a sacrifice of blood, sweat and tears to master. Thankfully, that's nonsense. You don't have to be a genius to get the most out of Excel. In this training course, you'll learn all the ins and outs."

[Register now](#)

**Price:** 155.00 EUR

**Duration:** 4.5 hours

**Advanced Courses:**  
[G0150](#) - A New Spin: Office 365



 <p>A new spin: Office 365</p>	<p><b>A New Spin: Office 365</b></p>	<p><b>G0150</b></p>
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**A New Spin: Office 365 [EN]**  
 Microsoft Office 365 [DE]  
 Overstappen naar Office 365 [NL] [BE]  
 Descubre Office 365 [ES]  
 Introduction à Microsoft 365 [FR]  
 La rivoluzione Microsoft 365 [IT]

Why switch from the Office you know to Office 365? Well, here's why! Take the course 'A New Spin: Office 365'.

**Lesson 1 - Only Pros**  
 Office 365 is a cloud solution. So what does that mean? And why should you get it?

**Lesson 2 - Cloud vs Local**  
 In Office 365, you can work in two ways: locally and online.

**Lesson 3 - Apps Galore**  
 Which are Office 365's most popular apps?

**Lesson 4 - Never Miss a Beat**  
 For those who want to improve collaboration and file sharing, Office 365 offers a helping hand.

**Lesson 5 - Make It Your Own**  
 The Office 365 interface looks different for every user. Make it your own with just a few tweaks!

"Microsoft Office. We can't imagine modern working life without it. Now, it's time to get on board with the latest in Microsoft-land. In recent years, companies have been making the switch from the classic Office plan to the cloud-based Office 365. This course will show you the ropes. 'A New Spin: Office 365' will introduce you to Office's most popular apps and help you fire up your productivity at work!"

<p><a href="#">Register now</a></p>	<p><b>Advanced Courses:</b>  <a href="#">G0157 - Excel Essentials</a></p>
<p><b>Price:</b> 155.00 EUR</p>	
<p><b>Duration:</b> 4 hours</p>	



 <p>Outlook 2016</p>	<p>Outlook 2016</p>	<p>G0097</p>
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**Outlook 2016**  
[EN] [DE] [NL] [BE]

Pro or total novice, the course 'Outlook 2016' will teach you things you never knew about the application. There's more to email than meets the eye...

**Boost Your Productivity**

The history of email is fairly short. Still, we can no longer imagine life without it. Outlook is the #1 email application, but it's not only useful for sending messages. In this unit we'll introduce you to Outlook 2016.

**Say It via Email**

Before you can send messages, it's important to know your way around the application. Find out where the most common features are, and navigate smoothly between the many options Outlook 2016 has to offer.

**Filing Your Messages**

How can you gain a good overview of your email? Easy! By making use of clever folders, and by applying rules to automatically sort your messages. This way you'll keep your inbox neat and tidy, and you can easily keep up.

**Sharing Is Caring**

Working together will be child's play if you share your calendars. It will only take seconds to organize a meeting. You'll never miss an appointment. And you and your partner can easily divide your tasks.

**Organise Your Workday**

In this unit, email expert Richard Wolfe will explain how you can use Outlook 2016 to your advantage. With the practical tips provided, you can further broaden and perfect your Outlook skills

It's odd, really. We've only been using email for about 20 years. Yet can you still imagine a world without electronic mail? One thing's for certain: without email we would communicate very differently. Think about it: email is one of our favourite means of communication. The only way to interact with people we like more is having a personal conversation. And thanks to Outlook, email has only become more popular. The application is getting ever more complete. Besides being a communication tool it is now also a personal planner, a to-do list and an address book.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**

[G0093](#) - Excel 2016 - Basic



 <p>Word 2016</p>	<p>Word 2016</p>	<p>G0104</p>
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**Word 2016**  
[DE] [EN] [NL] [BE]

### Word Processing Powerhouse

Discover the essential facts about Word 2016, the word-processing application: how it all started, the reasons for choosing Word 2016, and the answer to that crucial question: whatever happened to Clippy?

### Word for Word

Armed with your keyboard and mouse, you smoothly wend your way through Word. In this unit, you'll master the ribbon, the Title bar, the Quick Access toolbar, the Status bar and the View bar. You'll also learn how to manage documents.

### Write like a Pro!

Transform a plain text into a good-looking document that's easy to read, with pictures and video clips. Learn how to give your texts a professional appearance and get to grips with paragraphs and lists.

### Design, Check & Share

What if you're not the only one who needs access to a document? What if several people need to work on it? In this unit, you'll learn how you and your colleagues can co-author a single document flawlessly and efficiently.

### My Word!

A glimpse into a world where Word 2016 is mastered with finesse: the legal profession. Solicitor Mickey Engel explains her great enthusiasm for the application and gives you some final tips.

Microsoft Word - maybe you've used it but haven't really got the hang of it yet? Or you've worked with older versions of Word and now you're curious about Word 2016? Either way, the online training course 'Word 2016' provides the perfect opportunity to get cracking with this super handy word-processing package. In this WorkOut and the online training course, you'll get to work entering text, creating a layout, and inserting pictures. You'll also learn how to efficiently work on a document together with colleagues. Work your way through the modules one by one, or pick and choose the ones that cover specific skills you want to improve.



[Register now](#)

**Price:** 95.00 EUR

**Duration:** 2.5 hours

**Advanced Courses:**

G0093 - Excel 2016 - Basic



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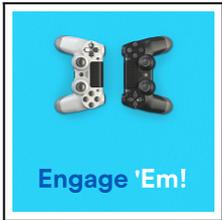


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Engage `Em

G0068

**Engage 'Em [EN]**

Alle an Bord [DE]  
 Iedereen betrokken [NL] [BE]  
 Motivez vos troupes! [FR]  
 ¡Todos a bordo! [ES]  
 Tutti a bordo! [IT]!

It's your team that determines the success of your organisation. Is everyone on the same page? Great, then you're ready to move mountains together!

**Lesson 1 - Heart and Soul**

You'll achieve better results whenever everyone's engaged! Engage your team to achieve success.

**Lesson 2 - Talk and Listen**

Communicate! It's the only way to know what's going on in the organisation, so you can prepare for anything.

**Lesson 3 - Challenge Them**

Is employee satisfaction leading to passivity? Challenge your people by engaging them.

**Lesson 4 - Like Home**

A comfortable working environment and a pleasant atmosphere: everyone has what they need!

**Lesson 5 - Keep Them on Board**

It's important to set a good example. Be a source of inspiration and keep everyone on board.

"Engage 'em! It's something every manager should do. Engaged employees perform better, are more productive, take fewer sick days and are willing to go the extra mile. This WorkOut is meant for every manager, no matter how big your team. Your employees' attitude can make or break a business. In this WorkOut, you'll find out what's important to them. Keep everyone engaged by communicating with them and connecting people."

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0106](#) - Go Team!



**Badass Brainstorming**

**G0086**

**Badass Brainstorming [EN]**

Brainstorming [DE] [FR]

Beter brainstormen [NL] [BE]

Brainstorming: ¡Que lluevan las ideas! [ES]

Ready to send your brainchild out into the world and turn ideas into plans? Learn how to lead productive brainstorming sessions. Let's get crackin'!

**Lesson 1 - A Brainstorm in a Teacup**

A good brainstorming session has a clear goal, stimulates creativity and generates lots of new ideas.

**Lesson 2 - What Is the Question?**

Have a complex problem to solve? Turn it into a specific question and start brainstorming.

**Lesson 3 - A Cascade of Ideas**

Divergent thinking is about generating as many ideas as possible. Time to experiment!

**Lesson 4 - When the Dust Settles**

In the convergence phase, you'll select the best and most workable ideas. Good luck!

**Lesson 5 - Anything for the Perfect Idea**

Your brainstorming sessions are as effective and productive as they can possibly be!

"Various techniques, different points of view and countless useful tips that you can immediately put into practice; that's what you'll find in this WorkOut, and in the 'Badass Brainstorming' training. The objective is to help you start your brainstorming sessions with a pointed question that will inspire a cascade of ideas. From all those thoughts, brainwaves and suggestions, you select the best ideas... which you immediately develop into concrete plans. This training is meant for everyone who occasionally runs brainstorming sessions, and for everyone who thinks the brainstorming sessions they participate in could be more efficient, productive or creative. Whether it's about a concept for a new product or a brief round of introductions before the first company outing, there's always room for improvement!"

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0048](#) - Mind Mapping



**The 80/20 Rule**

**G0087**

**The 80/20 Rule [EN]**

Das 80/20-Prinzip [DE]

Het 80/20-principe: meer bereiken in minder tijd [NL] [BE]

La règle des 80/20 : Faire plus avec moins [FR]

La regla del 80/20 [ES]

Feeling tense and worn out? Sort out your priorities quickly with the 80/20 rule. Soon enough, you'll have time to spare!

**Lesson 1 - Achieve More, Doing Less**

Work smarter with the 80/20 rule: achieve more, doing less!

**Lesson 2 - The Essence of 80/20**

How do you prioritise, and what should you bear in mind?

**Lesson 3 - Less Lazy**

Give your to-do list a major overhaul and cross out anything that's unnecessary.

**Lesson 4 - Hello, Freedom**

Train your concentration and get into the flow state at work.

**Lesson 5 - A Wealth of Time**

Meetings and other conversations benefit from the 80/20 rule as well: make an offer!

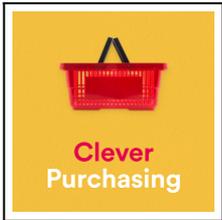
The 80/20 rule suggests that the majority of your results is produced by only a small part of your efforts. For example, 80% of your work achievements happens in only 20% of the time you spend at work. You'd expect that everything you do is of equal importance to your results, but that's not the case! Are you always short on time? Or do you spend much more time on work than you should, because you are either a procrastinator or a perfectionist? In this WorkOut and training, you will learn where your priorities lie. By focusing on those, you can achieve more while doing less!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0049](#) - Time Management



**Clever Purchasing**

**G0062**

**Clever Purchasing [EN]**

Das Einmaleins des Einkaufs [DE]

Slim inkopen [NL] [BE]

Du flair en affaires [FR]

Compras inteligentes [ES]

Clever buyers can save lives! Well, money anyway. Set down your requirements, evaluate quotations and engage your supplier to get the best results.

**Lesson 1 - Demand a Discount**

Clever purchasing means earning money. How good are your purchasing skills?

**Lesson 2 – Prepare**

Prepare! Find out what the market has to offer, and figure out exactly what to buy.

**Lesson 3 - Let the Games Begin**

Which supplier can meet your needs best, without you having to compromise?

**Lesson 4 - Strike a Bargain**

Negotiate with your supplier to get the best possible deal.

**Lesson 5 - Make It Last**

A top purchasing advisor teaches you the tricks of the trade.

"Has your employer asked you to organize the weekly company lunch? Have you been given the responsibility to purchase office supplies as a side-job? In the online training course 'Clever Purchasing', you can learn how to make your purchases a success. Make sure you get the right product, delivered at the best conditions. Of course, you maintain a good relationship with your supplier, so the two of you will be happy to help each other out in the future."

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0052](#) - Nifty Negotiations



**Sixty Second Delegating**

**G0073**

**Sixty Second Delegating [EN]**  
 Delegieren in einer Minute [DE]  
 Delegeren in één minuut [NL] [BE]  
 La délégation minute [FR]  
 Delegar en un minuto [ES]  
 Delegare in un batter d'occhio [IT]

Ready to master the art of letting go? Then start by confidently delegating some of your tasks! This training course will teach you exactly how.

**Lesson 1 - No More Working Late**  
 What is delegating exactly, and why is it a good thing?

**Lesson 2 - To Do or Not to Do**  
 There are lots of different reasons to want to – or have to – delegate.

**Lesson 3 - Don't Pass It Off!**  
 Delegation will be a guaranteed success if you know how to handle it professionally.

**Lesson 4 - The Art of Letting Go**  
 Delegating is a big deal: you're making someone else responsible for doing a task!

**Lesson 5 - Sit Back and Relax!**  
 Save time by delegating quickly, effectively and successfully!

Letting go of responsibilities can be a major issue for managers. Luckily, delegating is a skill you can learn! Sure, the first transfer might be tough, but you'll see that you'll do much better the second time around, and better still the third! All you have to do is keep working on it until you're a true sixtysecond delegator! This WorkOut is perfect for every manager who feels overwhelmed with work form time to time. Delegating buys you more than just precious time, because the company and your employees will benefit from it, too! You'll learn why you should delegate, what can be delegated, and whom to delegate to. Then you'll get to grips with the actual process of delegation, and finally, you'll learn how to let go.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0105 - Take the Lead](#)



**The Elevator Pitch**

**G0075**

**The Elevator Pitch [EN]**

- Der Elevator Pitch [DE]
- De elevator pitch [NL] [BE]
- L'Elevator Pitch [FR]
- El discurso de ascensor [ES]
- L'elevator pitch [IT]
- Elevator pitch: como persuadir num minute [PT]

You've got sixty seconds to tell your story, so plan, practise, and perform! With this course you'll create an elevator pitch to blow everyone away.

**Lesson 1 - Done in Sixty Seconds**  
What is an elevator pitch and how do you use it?

**Lesson 2 - Pitch With a Plan**  
You're nowhere without a plan.

**Lesson 3 - Practise what you pitch**  
The ideal pitch is the result of a smooth writing process and a try-out.

**Lesson 4 - Your Time to Shine**  
An elevator pitch makes sense only if you manage to convey your message convincingly and involve the person you're pitching to!

**Lesson 5 - Going Up**  
Laurence McCahill, founder of the Happy StartUp School, explains how you can keep developing your pitch.

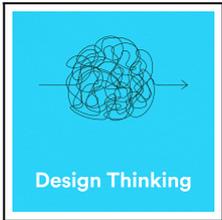
The traditional chat in the lift has been a thing of the past for some time now. Still, people want to know 'what you do' all the time. You have to provide them with a clear and convincing answer that also tells them why you do what you do. An efficient call to action completes your pitch. You think pitching is for entrepreneurs and sales professionals only? Think again! Nobody wants to be at a loss for words when asked what they do. In this training course, you'll learn that it's not about what you do and how you do it, but rather about why you do it!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0077](#) - Influencing



**Design Thinking**

**G0143**

**Design thinking [EN] [NL] [BE] [ES]**  
 Design Thinking [DE]  
 Le design Thinking [FR]

Want to solve practical and theoretical problems in a creative way? Take the online course Design Thinking.

**Lesson 1 - Think Outside the Box**  
 Revolutionary ideas require curiosity and creativity.

**Lesson 2 - In Your Shoes**  
 Empathy is the foundation of design thinking.

**Lesson 3 - Discovery of the Year**  
 Collecting ideas and creating solutions is an inspiring part of design thinking.

**Lesson 4 - Eureka!**  
 Use a prototype to make your best ideas tangible.

**Lesson 5 - Route to Success**  
 A great, diverse team and innovative culture are essential in design thinking.

Whether you're a teacher or consultant, it doesn't matter, everyone can get started on design thinking. Whether you're a product, process or software developer, design thinking can be applied in a variety of ways. It's an innovative tool to solve complex problems. In the WorkOut Design Thinking, you dive into the design thinking process. There really is only one condition: you need the right mindset. With an open mind, a pinch of empathy and the drive to innovate, you can solve even the most complex problems. Rise above what you know and explore the unknown!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0127 - Innovate Yourself](#)



**Writing Emails**

**G0050**

**Writing Emails [EN]**

- E-Mails schreiben [DE]
- E-mails schrijven [NL] [BE]
- Bien rédiger ses e-mails [FR]
- Cómo escribir el email perfecto [ES]

Do you tend to write messy and long-winded emails? No more! This training course will teach you how to write a concise and perfectly clear email.

**Lesson 1 - Smart Writing**

Is your inbox overflowing? Think about whether email is the right medium for your message.

**Lesson 2 - Get to the Point**

What's the purpose and the core message of your email?

**Lesson 3 - Short and Sweet**

Make sure your email is clear and concise in order to keep the reader interested.

**Lesson 4 - Be the Reader**

Put yourself in the reader's shoes in order to see how you come across.

**Lesson 5 - FWD: You've got mail!**

Dot your i's and cross your t's with the help of an expert.

Were you ever told that your emails are an incomprehensible mess? Do you have a hard time staying concise and to the point? Maybe you're unsure what goes on in the reader's mind? With the help of the 'Writing Emails' WorkOut and online course, you can learn how to draft a clear and understandable email. You'll know with which plan of attack you can make your emails effective.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0097](#) - Outlook 2016



**Influencing**

**G0077**

**Influencing [EN]**

Gekonnt überzeugen [DE]

Beïnvloeden [NL] [BE]

Influencer [FR]

Influencia positive [ES]

Influenza positiva [IT]

Want others to back you up? Looking to expand your influence? Take this training course to master several subtle, yet effective influencing tactics.

**Lesson 1 - The Domino Effect**

You have plenty of good ideas and plans, so let's sell them!

**Lesson 2 - Increase Your Influence**

How does influencing work? It starts with understanding your own behaviour, because that's what triggers behaviour in others.

**Lesson 3 - Just for You**

Want to expand your influence on others? Then make others like you first.

**Lesson 4 - Become a Mastermind**

People tend to follow the herd. Learn how to capitalise on that.

**Lesson 5 - Now Pull Some Strings**

You now know a number of influencing techniques, but how do you use them wisely?

Successful people seem to have at least one thing in common: they seem to have no trouble winning other people over. How do they do it? It has everything to do with influence. Do you know someone who gives you a sense of trust and sympathy? You're much more likely to accept ideas from that person than from some colleague you never really hit it off with. It's time to increase the influence you have on others by targeted and effective influencing. This training and WorkOut are meant for everyone who wants to increase their influence on others. Don't force things, but subtly try to tempt people to agree with your ideas. In this training and WorkOut, you will learn how to do just that.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0140](#) - Get It Write



**Conversation Technique: LSD**

**G0076**

**Conversation Technique: LSD [EN]**

Gesprächstechniken: ZZN [DE]  
 Gesprekstechnieken: LSD [NL] [BE]  
 Savoir écouter : la méthode ERP [FR]  
 Todo oídos: cómo escuchar de forma activa [ES]

You haven't lived till you've tried LSD! (That'd be 'Listen, Summarise, Dig deeper.') Deeper understanding, better solutions and smarter decisions.

**Lesson 1 - Clear-Cut Conversation with LSD**

Want to avoid miscommunications? Discover the LSD technique for conversation!

**Lesson 2 - Listen**

Don't just use your ears to listen. Use your entire body!

**Lesson 3 - Summarize**

Want to make sure you're both on the same page? Check to see if you understand the other person.

**Lesson 4 - Dig Deeper**

Ask the right questions at the right time in order to keep the conversation going.

**Lesson 5 - One More Thing...**

The LSD technique can be used in any professional conversation. Time to get to work!

Conversations happen all day, every day. You talk to your partner, colleagues, customers and strangers. But why do some chats work better than others? Because of who's speaking? Or who's listening? Or both? The LSD method boosts the quality of your conversations. Most communication courses focus on the speaker, but effective listening and questioning are at least equally important. The LSD method (Listen, Summarize, Dig Deeper) helps you discover what's on the other person's mind, so you can take better decisions and find better solutions. You learn to create transparency and improve the relationship.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**

[G0142](#) - Great Conversations



**Happy Customers Make Repeat Customers**

**G0079**

**Happy Customers Make Repeat Customers [EN]**

- Glückliche Kunden kommen wieder [DE]
- Blijje klanten blijven [NL]
- Un client satisfait en vaut deux [FR]
- Tevreden klanten blijven [BE]
- Un cliente satisfecho siempre vuelve [ES]
- I clienti felici sono clienti fedeli [IT]

It's time to really invest in your customer relationships and give them exactly what they want and need. Happy customers will return, after all.

**Lesson 1 - Purchase Optional**

Want to go from happy customers to ambassadors? Then step up your customer relations game!

**Lesson 2 - Pin Your Colours to the Mast**

For successful business, you must commit. Make deliberate decisions and position yourself wisely.

**Lesson 3 - Attention Is Key**

Give your customers the attention they need, so they will return.

**Lesson 4 - With a Twist**

Ready to give your customers a pleasant surprise? It's all about taking a distinctive approach.

**Lesson 5 - When Customers Become Ambassadors**

Customers don't leave through the back door at your establishment. They are your ambassadors!

If winning a new customer gets you the silver medal, keeping one gets you gold! Numerous studies have shown that profitability increases by between 25 and 95 per cent if you retain 5 per cent more customers. This shows how essential having a great relationship with your customers is. Make your customers satisfied customers... and make satisfied customers happy ones. Because happy customers make repeat customers! This WorkOut is not only meant for the sales department or customer service department. If you want to do all you can to make your customers happy, then every last fibre of your organisation needs to reflect it. In this WorkOut and in the training 'Happy Customers Make Repeat Customers', you'll learn how to position yourself and your organisation as the leading authority in your field. Through a number of inspirational examples, you'll learn how to wow your customers.



[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**

G0052 - Nifty Negotiations



**Another Perfect Project**

**G0054**

**Another Perfect Project [EN]**

Jedes Projekt ein Erfolg [DE]  
 Ieder project een success [NL] [BE]  
 Le projet parfait [FR]  
 Un proyecto de diez [ES]

Good news: your next project will be a red-hot success! Keep it clear, stay on track and don't lose control. How? This training course will tell you.

**Lesson 1 - The Best Approach**

Turn every project into a success! Make sure everything is clear and organised, and stay in control.

**Lesson 2 - Be Clear**

A successful project starts with a clear goal and list of tasks.

**Lesson 3 - Keep Track**

As the project manager, you have to stay on top of things. How do you keep track?

**Lesson 4 - Stay in Control**

Unforeseen circumstances? Not to worry. You take responsibility and adjust the plan when necessary.

**Lesson 5 - Work in Progress**

Thorough evaluation will help you learn from your mistakes and make the next project even better.

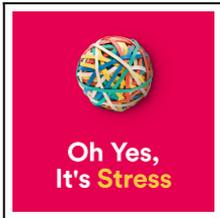
Were you ever told that your emails are an incomprehensible mess? Do you have a hard time staying concise and to the point? Maybe you're unsure what goes on in the reader's mind? With the help of the 'Writing Emails' WorkOut and online course, you can learn how to draft a clear and understandable email. You'll know with which plan of attack you can make your emails effective.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0090](#) - Scrum



Oh Yes, It`s Stress

G0061

**Oh Yes, It's Stress [EN]**

Keine Angst vor Stress [DE]

Stress is fijn [NL]

Stress is leuk [BE]

¡Eustrésate! [ES]

No stress ! [FR]

Stress in progress [IT]

Sem stress! [PT]

Stress as a helping hand? Most definitely! Healthy tension boosts performance, so you get things done. How? This training course will teach you.

**Lesson 1 - Stress or Healthy Tension?**

Stress has a rather negative image, but is that image justified?

**Lesson 2 – Recognising Stress**

Stress is a natural reaction, but how does it develop and how do you handle it?

**Lesson 3 - Revolution!**

Find out how much stress you experience and what stress level is still acceptable to you.

**Lesson 5 - Stay On Your Toes**

The best way to keep stress in check? Finding the right balance between effort and relaxation.

In this WorkOut, you're going to train your team in stress management. Many people often feel like they're overwhelmingly busy, and they fail to get anything done as a result. Stress can be paralysing that way. The opposite can happen as well: because they feel they are insanely busy, some people will keep going and going, which can result in a burnout. In the 'Oh Yes, it's Stress!' WorkOut, you will learn how to teach your team to handle stress. They will learn to recognize stress signals, before they become stress symptoms. They will also learn to use stress as a healthy form of tension, so they will eventually perform better and get more done.

[Register now](#)

**Price:** 155.00 EUR

**Duration:** 4 hours

**Advanced Courses:**  
[G0085](#) - Count to 10! (Managing Emotions)



**Customer Focus**

**G0122**

**Customer Focus [EN]**

Kundenorientierung [DE]

Il cliente al centro [IT]

Orientação para o cliente [PT]

Klantgericht werken [NL] [BE]

L'orientation client [FR]

El cliente es lo primero [ES]

The customer's king. Sounds great, but how do you take care of royal needs? Learn all about it in this online training course.

**Lesson 1 - Fans Not Customers**

Customer focus is about more than just being friendly. After all, it's the customer who decides!

**Lesson 2 - Make Them Love You**

Everyone wants happy, loyal customers. But how do you get them?

**Lesson 3 - Tailor Your Help**

How do you find out what the customer wants? That's easy. You just have to find the question behind the question.

**Lesson 4 - Exceed Expectations**

'Good' isn't good enough. If you really want to make a difference, you have to exceed the customer's expectations.

**Lesson 5 - Roll Out the Red Carpet**

How can hostmanship contribute to the relationship with your customers?

It's becoming ever harder for businesses to distinguish themselves in a competitive market, where the range of options seems to be endless and consumers are becoming increasingly critical of products and services. Good quality and appealing pricing are no longer enough to make customers come back. So what is? In the online training course 'Customer Focus', you'll learn more about the customer's needs and how to cater for them while providing great customer service.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0079](#) - Happy Customers Make Repeat Customers



**Lean**

**G0072**

**Lean [EN] [NL] [BE] [IT]**  
 Lean Management [DE]  
 Lean management [FR]  
 Gestión Lean [ES]

Lean: it's the polish you need to smoothen out the procedures and processes at work. Start today: take the online training course!

**Lesson 1 - Achieve More, Doing Less**  
 Work more effectively and efficiently, and get things done!

**Lesson 2 - Start Together**  
 Together with your team, you'll be taking the first steps towards a better work process.

**Lesson 3 - The Perfect Process**  
 Boost morale at work, improve everybody's rhythm, and keep working towards smarter processes.

**Lesson 4 - Keep It Going**  
 In this lesson, you'll read about some practical techniques to implement lean at work.

**Lesson 5 - Better and Better**  
 Patrick van Dijk of UNC Plus Delta shares his unique view on lean as well as several practical pointers.

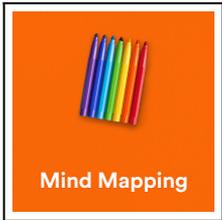
Delivering high-quality products at the customer's request asap: that's lean. Producing products at the right time, of the best quality, without making mistakes: those are the key principles. Supervisors who choose lean, choose to continuously improve their work processes with their team. The result is an efficient department or organisation, consistent quality, greater job satisfaction, and higher profitability. This WorkOut is for all managers and supervisors who want to increase the efficiency of the department or organisation with their team. Apply the practical tools and techniques of lean and start the improvement process today!anything. Emails, phone calls and questions from colleagues have eaten up all of your time, and as a result, you haven't been able to check anything off your to-do list. In this Time Management WorkOut, you'll be trying your hand at creating order from chaos. You'll be making a to-do list and prioritizing and combining tasks. Take back control of your workload!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0127 - Innovate Yourself](#)



**Mind Mapping**

**G0048**

**Mind Mapping [EN]**

- Mindmaps [DE]
- Mindmappen [NL] [BE]
- Le mind mapping [FR]
- Mapas mentales [ES]

Mind maps help you organise your thoughts and expand your brainpower. Get your crayons out!

**Lesson 1 - Working With Mind Maps**

Organise your thoughts by making a mind map! It will help you remember information, and boost your creativity in the process.

**Lesson 2 - How to Map Your Mind**

The best way to learn how to make a mind map is by doing it. Time to get to work!

**Lesson 3 - The Rules of Mind Mapping**

Learn the rules of mind mapping to get the most out of your map.

**Lesson 4 - Using Mind Maps**

You can use mind maps to remember and communicate information, and for lots of other purposes.

**Lesson 5 - Your Mind Maps**

Your mind map represents the way you think. Develop your own style, and keep learning!

Would you like to capture all your creative thoughts on a single page, while also remembering more and doing less writing? In the 'Mind Mapping' WorkOut, you'll learn how to organize large amounts of information in one clear overview: the mind map. Mind mapping activates more parts of the brain than any other note-taking method. Do this WorkOut to boost your brain power and become more effective!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0086](#) - Badass Brainstorming



**Taking Minutes**

**G0078**

**Taking Minutes [EN]**

Protokollieren [DE]  
Ik notuleer! [NL] [BE]  
La prise de notes sans prise de tête [FR]  
¡Que conste en acta! [ES]

Pens at the ready! This online training course is for everyone who ever takes notes or wants to know how to do it... Ready, set, write!

**Lesson 1 - Eeny, Meeny, Miny Minute-Taker**

Nobody likes taking minutes, but if you know how to do it right, you're helping everyone!

**Lesson 2 - Know What's Important**

Taking minutes is more than just writing down what's being said. It's important to prepare thoroughly.

**Lesson 3 - Facts, Arguments, and Decisions**

What do you write down, and what do you leave out? Make sure you've covered all the important bits.

**Lesson 4 - Crystal Clear**

Once the meeting has ended, you write a clear and concise report.

**Lesson 5 - On To the Next Meeting**

Your minutes are vital to the meeting. Make sure you do it right!

People don't stand in line to be the next minute taker. Truth be told, it's an unpopular chore. Still, if you know the ropes you can really do the meeting a solid. After all, without your minutes attendees won't know where they left off, what was decided, and who's supposed to do what. You truly are the foundation of any meeting. The online training course 'Taking Minutes' provides you with a guideline to take perfect minutes. Soon, taking minutes will be a breeze for you!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
-



**Let Your Body Do The Talking**

**G0069**

**Let Your Body Do The Talking [EN]**

- Präsentiere dich! [DE]
- Zet jezelf neer[NL] [BE]
- Parler avec son corps [FR]
- Exprésate con el cuerpo [ES]
- Esprimiti con il corpo [IT]

What does your body language say about you? Include your face and physique in your message. The best way to do that? This course is here to help!

**Lesson 1 - At a Loss For Words**

Communication is mostly non-verbal. But how does that work, exactly?

**Lesson 2 - This Is You**

Are you aware of your appearance and what effect you have on others?

**Lesson 3 - If You've Got It, Flaunt It**

One look can speak volumes. What's the power of your facial expression?

**Lesson 4 - Use Your Body**

How do you control your body language, even if you feel insecure?

**Lesson 5 - Chest Out, Shoulders Back**

If there's one place where non-verbal communication can make or break you, it's at the poker table. Jorryt van Hoof knows this all too well.

Communicating without saying a single word, that's what non-verbal communication is all about. The trick is to learn how to use your body language to your advantage. So if you learn to speak and understand this silent language, you'll be able to present yourself confidently andconvincingly. In the WorkOut and online tutorial 'Let Your Body Do the Talking', you will learn what your non-verbal behaviour says about you, and how others see you. By paying more attention to your facial expressions and body language, you will learn to convince others. Soon, everyone will want to hear what you have to say!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0076](#) - Conversation Technique: LSD



**Presentation Skills**

**G0038**

**Presentation Skills [EN]**

Präsentieren [DE]

Presenteren [NL]

Prendre la parole en public [FR]

Cómo hablar en público [ES]

With a message that sticks wrapped up in a solid story, you will enchant your audience. Get ready to present proper in this online course.

**Lesson 1 - The Perfect Presentation**

What makes a perfect presentation? Let influential speakers show you how it's done!

**Lesson 2 - The Goal of Your Presentation**

Do you want to inform, convince, or both? Settle on a goal for your presentation.

**Lesson 3 - Structure Your Presentation**

A good presentation requires thorough preparation. How do you tell your story?

**Lesson 4 - Captivating Your Audience**

Interact with the people in your audience to keep them interested.

**Lesson 5 - Show Time!**

It's showtime! You're the star, so address your audience with confidence.

"Nothing beats that feeling of having nailed a presentation - and nothing gets you down like a bungled performance. But... the necessary skills can all be taught. This 'Presentation Skills' WorkOut teaches your people effective presenting. It begins with knowing the 'why' of your presentation. How to build a good structure and how to leave a lasting impression. Your people are sure to nail it after this WorkOut!"

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0069](#) - Let Your Body Do The Talking



**Arithmetricks**

**G0121**

**Arithmetricks [EN]**

Rechnen [DE]

Borrón y cuenta nueva [ES]

Gewoon goed rekenen [NL]

Getting stuck on the simplest of sums? Time to brush up! Allow this training course to teach you some classic maths tricks.

**Arithmetic IRL**

Digits and numbers are everywhere these days. But do you actually know what they all mean? This unit will introduce you to arithmetic.

**Know Your Numbers**

If you know what those numbers mean, what value they represent and what the right order of operations is, you can do even the most complex of sums. Learn more in this unit.

**Ratio and Proportion**

You see ratios every day. The ratio of weight to value, speed to travel time, or hours worked to wages, for instance. In this unit, you'll learn how to interpret ratio and proportion.

**Measure Twice**

How much wood do you need to cover your sitting room floor? How much water will go into your aquarium? And how long will it take you to get to Paris? In this unit, you'll learn all there is to know about the metric system.

**Put Two and Two Together**

Calculators are great, but they don't really help you learn. You have to exercise your brain by doing a few sums every day. In this final unit, you'll learn how to keep your numeracy skills up to par.

Counting your change or figuring out how much discount you're getting on your purchase... Sometimes even the simplest of sums can seem too hard. Time to refresh your memory! Was arithmetic never really your forte? Don't worry. It's just a matter of exercise. With the right attitude and knowledge of basic strategies, you'll know how to solve any equation. In this training course, it's back to basic arithmetic.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 2.5 hours

**Advanced Courses:**  
-



**Scrum**

**G0090**

**Scrum [EN] [NL] [BE] [FR] [ES]**  
 Scrum – Projektmanagement [DE]  
 Il metodo Scrum [IT]

Let's scrum! Keep track of all projects big and small. The result? On-time and on-budget products, self-organising teams and happy customers.

**Lesson 1 - Structured Yet Flexible**

Scrum can help you make large, complex projects orderly and doable. You'll meet every deadline and stay within budget!

**Lesson 2 - Lineup**

Scrum hinges on teamwork. Who's part of the team, and what does everyone do?

**Lesson 3 - Sprinting Where?**

Scrum provides a number of tools to keep things organised during the Sprint. All progress is always visible to everyone.

**Lesson 4 - When Good Becomes Better**

There's always room for improvement, even in Scrum. Careful evaluation can help you improve both the team and the final product.

**Lesson 5 - Just Keep Scrumming**

Let's have a final look at the entire Scrum process.

If you've ever had to develop a complex product, you know nothing's more fickle than the client's demands and wishes. Due to constant changes and innovations in the market, your seemingly ideal final product may have been rendered completely useless by the time it's delivered. And all of the blood, sweat and tears that went into its development will have been for nothing. Breaking long, complex projects down into small chunks is a great way to make the process of creating a useable final product simpler, cheaper and more efficient. The Scrum method will help you do just that. Learn how to master Scrum, and your projects will always be organized, you'll be able to adapt to sudden changes and you'll deliver the perfect final product, within the budget and on time. Every time!

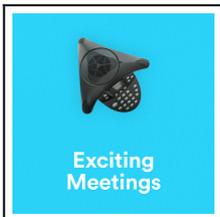
[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**

[G0054](#) - Another Perfect Project



**Exciting Meetings**

**G0056**

**Exciting Meetings [EN]**  
 Spannende Meetings [DE]  
 Spannend vergaderen [NL] [BE]  
 Des réunions réussies [FR]  
 Reuniones sensacionales [ES]

Think meetings suck? Take the initiative and make them snappier, smarter and more stimulating. Happy faces all around!

**Lesson 1 - Meeting 2.0**  
 Make your meeting fun by keeping it short, exciting and constructive.

**Lesson 2 - Stick to the Point**  
 The shorter the meeting, the better. Determine your objective and choose the best method.

**Lesson 3 - Thrills and Spills**  
 You have to keep people interested if you want the meeting to be fruitful. Grab their attention and excite them!

**Lesson 4 - Decide Already**  
 Meetings are counterproductive if they don't result in decisions. Choose a direction and decide already!

**Lesson 5 - Change Your Meetings**  
 Every meeting is a team effort. Get everyone involved!

Boring, dull, stuffy? Although most of us don't like meetings, they take up a lot of time. Do you firmly believe that you can get more out of your meetings, but are you unsure how? Have you noticed attendees started daydreaming during your introduction? Or do your discussions and brainstorming sessions result in endless squabbles? Well, this is the 'Exciting Meetings' WorkOut! In this WorkOut you'll teach participants how they can add thrills and spills to their meetings to make them more efficient and productive.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0106](#) - Go Team!



**Speed Reading**

**G0089**

**Speed Reading [EN] [DE]**

Lectura rápida [ES]  
 Snellezen [NL] [BE]  
 La lecture rapide [FR]

Textbooks, reports, novels... You get more from them with higher reading speed, focus and understanding. How? Take this 'Speed Reading' course... fast!

**Lesson 1 - Inferno in 41 Minutes**

Why practise speed reading? Because it helps your concentration and understanding!

**Lesson 2 - How Do You Read?**

How fast do you read? To speed up, you'll have to know what your current reading speed is.

**Lesson 3 - When Reading Becomes Speed Reading**

Speed reading hinges on concentration, so don't allow yourself to get distracted!

**Lesson 4 - Read, Understand, Remember**

Finishing texts in no-time is great, but do make sure you remember what you read.

**Lesson 5 - Faster and Faster**

We spend an average five to six hours reading every day, so saving time starts with faster reading!

"Tomorrow's the big day... I'll get to present my plan to the Board. But there's still so much to prepare. I still have to get through a pile of books. How am I ever going to manage? If only I could read faster!" Speed reading is a technique that's useful for anyone who reads – so, really anyone. You can master it, too. Whether it's textbooks, annual reports, magazines or novels you're reading – you can learn to read any printed matter faster, with more focus. And you'll understand it better as well. Once you've become a speed reader, you'll enjoy reading more and you'll have more time to spare!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
 -



**Stick to the plan**

**G0100**

**Stick to the plan [EN] [DE] [NL] [BE]**

Développer son autodiscipline [FR]

Mejora tu disciplina [ES]

Ce l'hai un piano? [IT]

Disciplined people are healthier, happier and more successful! Guess what? Discipline is like a muscle, so better start your willpower workout today!

**Lesson 1 - Tomorrow Never Comes**

Discipline is the key to success. How can you increase your willpower?

**Lesson 2 - Winners Have a Plan**

Want to stop procrastinating and gain self-discipline? You need a goal, and a plan.

**Lesson 3 - And... Action**

Time to take action. Get your priorities straight and stay motivated!

**Lesson 4 - Level-Headed and Adamant**

Stay focused and turn discipline into a habit.

**Lesson 5 - Just Do It!**

Psychologist Roy Baumeister gives you a number of useful tips.

Science is pretty unanimous on this one: discipline and willpower help you to live a successful life. Disciplined people feel more comfortable in their own skin, they perform better and they're simply happier. Discipline is not a character trait, it's a skill. Just compare it to a muscle: you increase your willpower by training it, and it decreases if you neglect it. Train it again every day... and your discipline will keep growing! In this WorkOut and the online training course Stick to the Plan, you'll learn how to set goals for yourself. You'll learn how to get down to business and reach a state of flow. Before you know it, you'll be checking those goals off your list!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0146](#) - Keep your Resolutions



**How to Survive in Sales**

**G0092**

**How to Survive in Sales [EN]**

Survivaltipps für Verkäufer [DE]

Survivalgids voor verkopers [NL] [BE]

Guide de survie du commercial [FR]

Cómo sobrevivir en ventas [ES]

Here it is: your one-stop shop to surviving in sales! Ask the right questions, leave a smashing impression, and you've got yourself a deal!

**Lesson 1 - I Have It Myself**

Salespeople come in all shapes and sizes. But why are some more successful than others?

**Lesson 2 - Me as a Salesperson**

No matter how good the product is, it's up to you as the salesperson to make a good impression.

**Lesson 3 - The Sales Talk**

You give your clients exactly what they want by asking the right questions and having lots of patience.

**Lesson 4 - Deal!**

Sooner or later, you'll have to answer some difficult questions. Don't let doubts and objections stop you from sealing the deal!

**Lesson 5 - Finalizing**

Clothes make the man, and that's definitely true for salespeople. How should you dress if you want to make that sale?

The salesperson. Often maligned and made fun of. But why? Probably because we, the consumers, like to make our own decisions, and we think we don't need a salesperson in the first place. But a good salesperson is quite an asset! Because he's not just after our money, but finds it important to give us good and honest advice. And to invest in a long-term committed relationship with us. Instead of telling us what we need, he listens carefully and adjusts his advice accordingly. Take the training course How to Survive in Sales, and learn how to be this kind of top salesperson!.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0052](#) - Nifty Negotiations



**Go Team!**

**G0106**

**Go Team! [EN]**

Teamwork [DE] [NL] [BE]

Le travail en équipe [FR]

Trabajo en equipo: ¡todos a una! [ES]

L'unione fa la forza [IT]

A team is so much more than a group of colleagues. Mutual trust, shared goals and clear agreements... that's what makes a team!

**Lesson 1 - Stronger Together**

The more people work together, the better the company will perform. So where do things tend to go wrong?

**Lesson 2 - One Team, One Task**

Want to achieve something as a team? It all starts with a clear goal

**Lesson 3 - Trust, Understanding and Quality**

A strong bond between team members is the foundation for good teamwork.

**Lesson 4 - Like Clockwork**

Reach a clear consensus and turn your team into a well-oiled machine.

**Lesson 5 - A Strong Squad**

Wingsuit skydiver Jarno Cordia knows the importance of trust and teamwork like no other.

"Has your team just been set up and are you unsure of where to start? Have you been working together for a while, but you're still not a unity? Or have you failed to reach agreement? This WorkOut and the subsequent training course address all aspects of team building and collaboration. What's your team goal? In which environment do you operate? Who is good at what? How do you handle things? And do you regularly measure whether you're on the right track? These are the questions you'll be working on!"

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0068](#) - Engage `Em



**Nifty Negotiations**

**G0052**

**Nifty Negotiations [EN]**

- Verhandeln [DE]
- Onderhandelen [NL] [BE]
- Devenir un pro de la négo [FR]
- Cómo negociar con éxito [ES]
- Negociar como um profissional [PT]

What fail-safe tricks does the master negotiator have up their sleeve? This online course will tell you, having you sign deal after deal in no-time.

**Lesson 1 - Your Best Negotiation Approach**

What are the tricks of the negotiation trade? Do you know how to seal the best possible deal?

**Lesson 2 - What If**

The What-If technique will help you find out exactly what the other party's after.

**Lesson 3 - Anchoring**

Steer the conversation and influence the other party's decisions. How? By anchoring!

**Lesson 4 - On Your Way to Yes**

Yes, yes, a thousand times yes! The more you get the other party to say the word 'yes', the less likely they'll be to want to say no.

**Lesson 5 - Negotiation In Practice**

Are you ready? Let the negotiations begin.

In this training course, you'll be teaching your employees to negotiate. People are often a bit nervous about negotiating. Perhaps they even think it's a little scary. Or maybe they simply don't know how high or low they should be aiming during negotiations. This WorkOut will help you change that! Teach people how to use the 'Suppose...' technique and the anchoring effect and explain how they can take charge during negotiations. They'll also learn to be decisive, which will allow them to make anybody an offer that can't be refused.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0079](#) - Happy Customers Make Repeat Customers



**Get It Write**

**G0140**

**Get It Write [EN]**

- Überzeugend schreiben [DE]
- Gewoon goed schrijven [NL] [BE]
- Ben scritto! [IT]
- Bien écrire, ça s'apprend! [FR]
- Ponlo por escrito [ES]

Want to brush up on your writing skills? In 'Get It Write', you'll learn all there is to know about writing an appealing text.

**Lesson 1 - Writing: A Skill You Can Learn**

Text is all around us. But what is that makes a text good or bad?

**Lesson 2 - Come Prepared**

Solid preparation is half the battle, especially when it comes to writing texts.

**Lesson 3 - Simplify!**

An ornate writing style can be beautiful, but good texts benefit from simplicity mostly.

**Lesson 4 - Captivate the Reader**

How do you captivate your readers and make your texts irresistibly appealing?

**Lesson 5 - Dot Your I's**

No matter how good a writer is, a good proofreader will make their text even better.

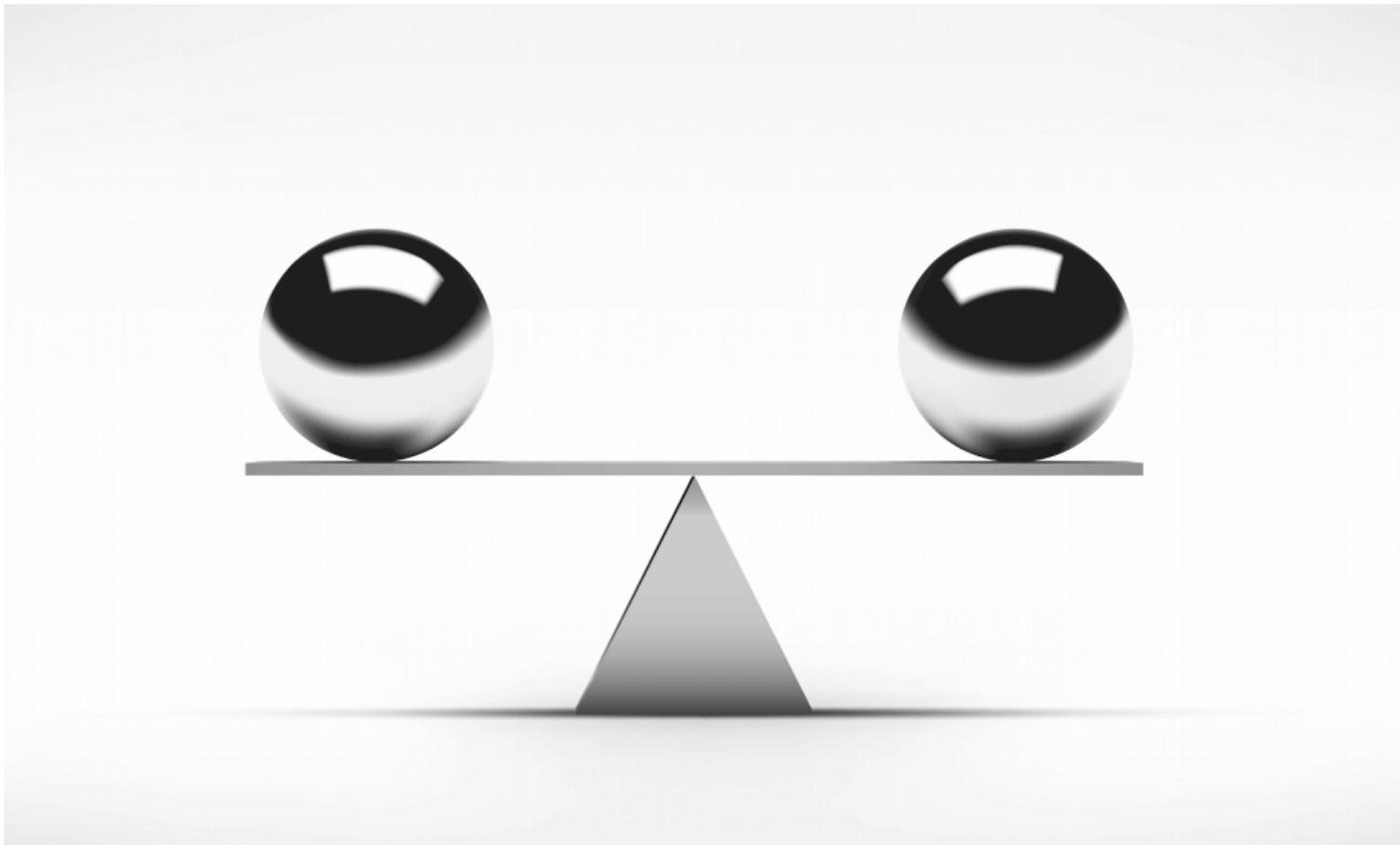
It'd be great if you could write a short report.' 'Could you type out those notes?' 'Oh, send them an email, would you?' Whether it's writing a job posting or blog, or politely answering a customer – committing your thoughts and ideas to paper isn't as easy as it seems. How do you make sure your message is both clear and appealing to your readers? The online training course Get It Write will help you to transform your message from a basic text to an intelligible, pleasant read.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0077](#) - Influencing



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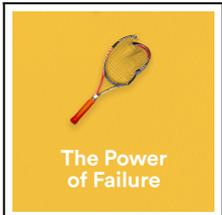


**STRAUß Theresa**

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**The Power of Failure**

**G0136**

**The Power of Failure [EN]**

Aus Fehlern lernen [DE]  
 De kracht van falen [NL] [BE]  
 La importancia de fracasar [ES]  
 Le pouvoir de l'échec [FR]  
 Fallire è potere [IT]

Failing can be very useful, but only if you find a way to learn from it. Want to know how? You'll find out in The Power of Failure.

**Lesson 1 - Why Failure Is a Good Thing**

Failing will help you find your limits and opportunities, and it will help you grow!

**Lesson 2 - Bring It On**

You'll never achieve personal growth if you don't get out of your comfort zone.

**Lesson 3 - Self-Criticism? Self-Compassion!**

Have you failed? Don't get caught up in negative emotions. Onward and upward!

**Lesson 4 - Learn from Your Mistakes**

Failing will help you discover your weaknesses and see where you could improve.

**Lesson 5 - Break the Taboo**

Discuss your mistakes with co-workers, so you can all learn from each other.

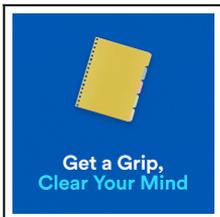
Whether your job application's been rejected, you've messed up an exam, or your relationship has ended – everyone has to face setbacks now and again. Still, failure is not as bad as you might think. At least if you handle it constructively, that is. By experimenting and learning from your mistakes, you'll gain new insights, grow as a person, and only become better and stronger! In the online training course The Power of Failure, we'll teach you how this works.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0128](#) - Asking for Feedback



**Get a Grip, Clear Your Mind**

**G0109**

**Get a Grip, Clear Your Mind [EN]**  
 Dein Leben im Griff [DE]  
 Grip op je leven, rust in je hoofd [NL] [BE]  
 Reprendre sa vie en main [FR]  
 Despeja la mente [ES]  
 Sgombra la mente e riprendi il controllo [IT]

Calm down, you busy little bee! Get a grip and relax, because clear minds are more productive and more creative.

**Lesson 1 - A Crystal Clear Mind**  
 Information is coming at us from all sides. But how do you process it? And, more importantly: how do you create order from that chaos?

**Lesson 2 – Focus**  
 Clear up the white noise in your head, and focus only on what’s important.

**Lesson 3 - Nice and Tidy**  
 Is your mind overflowing? Gather those trailing thoughts and keep things organised.

**Lesson 4 - A Solid System**  
 Too much distraction? Make a daily, monthly, or weekly schedule, and focus on one task at a time.

**Lesson 5 - Make Room for Great Ideas**  
 Master the Getting Things Done method and make room for creativity.

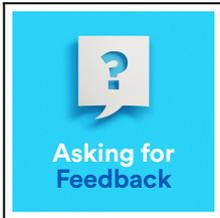
"No more random thoughts or loose ends! Do you often feel busy, stressed, or out of control? Time to get a grip and clear you mind with David Allen’s Getting Things Done method. Empty your head, organize all information, and give everything a place in your system. The result: more focus and more productivity! A personal system is a wonderful tool and guide. And if you keep it up, you’ll have more room for creativity, and achieve more with less effort."

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0099](#) - Ownership



**Asking for Feedback**

**G0128**

**Asking for Feedback [EN]**

- Frag nach Feedback [DE]
- Feedback vragen [NL] [BE]
- Cómo pedir feedback [ES]
- Demander du feedback [FR]
- Chiedere feedback [IT]

Dying to hear how you're doing? Hungry for feedback? This course will help you find the right way to ask for it.

**Lesson 1 - No-Fear Feedback**

Asking for feedback yourself – why would you want to do it?

**Lesson 2 - Asking to Grow**

So, you have to start asking for feedback. How do you go about it?

**Lesson 3 - Arms Open**

You've asked for feedback, and received it. How do you deal with it?

**Lesson 4 - Deal With It!**

Are you going to use the feedback you've received, or are you going to ignore it? The choice is yours!

**Lesson 5 - Trust Yourself**

No matter how much of a perfectionist you are, sometimes you have to let go and accept that your work is 'good enough'.

All of us crave feedback sometimes, but not many dare to go 'I want some more'. It's not easy to criticise others. But if you ask for feedback yourself, you'll make the entire process a lot less stressful. The giver will feel that their comments are appreciated, and the asker can decide the perfect moment to ask. In this WorkOut on 'Asking for Feedback' you'll be taking a look at your feedback skills. You'll learn how you can improve, so nothing will stop you from becoming the best version of yourself!

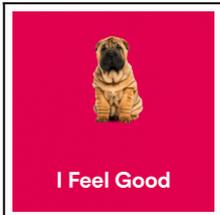
[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**

[G0136](#) - The Power of Failure



**I Feel Good**

**G0080**

**I Feel Good [EN]**

Fühl dich wohl in deiner Haut [DE]

Lekker in je vel [NL]

Goed in je vel [BE]

Bien dans ma peau [FR]

Sentirse bien [ES]

Don't worry, be happy! The online training course 'I Feel Good' will multiply your happiness!

**Lesson 1 - Fit!**

Who doesn't want to feel good? If you're comfortable in your own skin, you'll be healthier, more creative and more productive.

**Lesson 2 - In Fine Fettle**

What gives you energy? What brings you peace? And do you know how to take care of yourself?

**Lesson 3 - The Right Mindset**

Stop worrying, start enjoying. You can do it!

**Lesson 4 - Like a Fish to Water**

What are you thankful for? Focus on the positive things in your life.

**Lesson 5 - Oh So Zen**

Did you know that about 40% of your happiness depends on what you do?

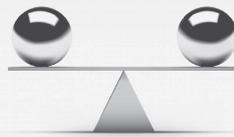
Everybody wants to feel good, but only very few people know how to increase their happiness or what they should do to feel fit as a fiddle. But one thing is certain: you can feel more comfortable in your own skin, and you can take charge of how good you feel. People who feel good are healthier, more creative and more productive, and they live longer. Reason enough to start striving for happiness! This training and WorkOut are meant for everyone who wants to learn how to live a happier life. Be fine as a fettle, get into the right mindset and take to life like a fish to water!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0146](#) - Keep your Resolutions



**Enjoy Your Job**

**G0112**

**Enjoy Your Job [EN]**

- Glücklich im Job [DE]
- Werkplezier [NL] [BE]
- La satisfaction au travail [FR]
- Enamórate de tu trabajo [ES]
- Innamorati del tuo lavoro [IT]

With a job that fits like a glove, you'll get more rewards from your work. How do you find or craft one? This training course will show you!

**Lesson 1 - Whistle While You Work**

Everyone has a different idea of job satisfaction, but it always starts with finding a balance, achieving successes and finding fulfilment.

**Lesson 2 - Make It Meaningful**

Your work is part of your identity. That's why you should find a job that makes you proud and fulfils you.

**Lesson 3 - Fuel Up**

Recharge your mental battery by finding new sources of energy at work.

**Lesson 4 - Craft Your Job**

Want to keep things challenging and exciting? Start job crafting!

**Lesson 5 - From Involved to Inspired**

Commit to what you really believe in, both at work and in your private life.

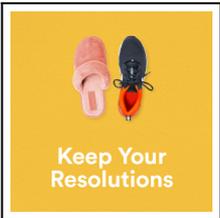
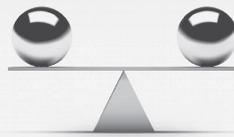
Job satisfaction and enjoyment play a huge role in your well-being. Work is not just about making a living; it can also build confidence and contribute to your personal development. In the WorkOut Enjoy Your Job, you'll learn how to get more out of your work. By whistling while you work, by doing what you do best. Through positive energy, by focusing on what's important, and by making a real difference.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0900](#) - Job satisfaction



**Keep your Resolutions**

**G0146**

**Keep Your Resolutions [EN]**

- Gute Vorsätze [DE]
- Goede voornemens [NL] [BE]
- Cumple tus propósitos [ES]
- Tenez vos bonnes resolutions [FR]
- Rispetta i tuoi buoni propositi [IT]

The only way to stick to your resolution is to make it a habit. How it works? Take the course 'Keep Your Resolutions' to find out!

**Lesson 1 - Firm Resolutions**

Why do we struggle to stick to our resolutions?

**Lesson 2 - Science That Works**

Habits are the key to lasting change!

**Lesson 3 - What's It Worth to You?**

It's easier to develop new habits if they fit in with who you are.

**Lesson 4 - Just Do It!**

Use the habit loop to adopt new habits. Your brain will do the rest!

**Lesson 5 - The Best You Can Be**

How to keep going and avoid common pitfalls.

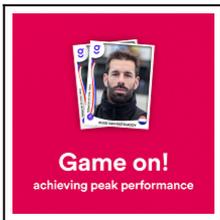
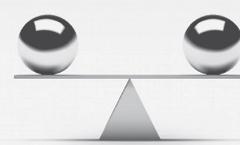
"Sticking to your New Year's resolutions is easier said than done. Studies have shown that a mere 9.2% of people actually succeed in that endeavour. In other words: there's room for improvement! In the training course Keep Your Resolutions, you will learn how to turn your resolution into a habit, so your new behaviour will become the standard. Stop thinking and start doing!"

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0083](#) - Do Your Thing



**Game On!**

**G0134**

**Game On! [EN]**

Immer richtig stehen - Mit Ruud van Nistelrooy [DE]

Game on! [NL] [BE]

En route vers le succès ! [FR]

El camino hacia el éxito [ES]

La strada per il successo [IT]

Want to know what it takes to achieve the extraordinary and be the best you can possibly be? Take the online training course Game On!

**Lesson 1 - Your Secret to Success**

What sets successful people apart from the mainstream?

**Lesson 2 - Tailor-Made Training**

You'll never reach the top if you're not willing to work for it.

**Lesson 3 - The Art of Winning**

How can you make sure your hard work pays off at exactly the right moment?

**Lesson 4 - At the Top of Your Game**

The road to the top has obstacles. How do winners deal with those?

**Lesson 5 - All in Perspective**

You can't stay at the top forever. What's your plan?

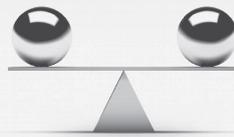
"Who doesn't want to be successful? There's no manual to tell you how to make it big, but you can learn loads from how other extraordinary achievers reached the top. They all love what they do, and they're not afraid to put in the graft. They don't let setbacks bring them down – in fact, setbacks only encourage them to work harder! With the right attitude, anyone can achieve extraordinary things. That includes you!"

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0112](#) - Enjoy Your Job



**My Turn! (Assertiveness for Rookies)**

**G0084**

**My Turn! (Assertiveness for Rookies) [EN]**

Jetzt bin ich dran (Durchsetzungsvermögen für Anfänger) [DE]

C'est mon tour ! [FR]

Nu ik! (assertiviteit voor beginners) [NL] [BE]

Ahora me toca a mí [ES]

Tocca a me! (Assertivi si diventa) [IT]

Always take a back seat? Not anymore! After this training course, it'll be you behind the wheel!

**Lesson 1 - It's Your Turn**

Why is assertiveness a good thing? What's in it for you? You'll find out in this lesson.

**Lesson 2 - Sure-Footed**

Your confident posture reflects your confident attitude!

**Lesson 3 - Protect Your Boundaries**

You don't let other people pressure you into biting off more than you can chew!

**Lesson 4 - Stand up for Yourself**

Show them who you are, what you think and what you want. What they see is what they get!

**Lesson 5 - Hear Me Out**

Knowing what you want makes it a lot easier to be assertive.

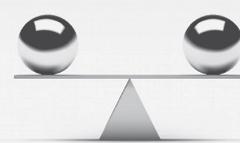
"Fortune favours the brave. It pays off to ask for that pay rise. It pays off to point out that you were, in fact, first in queue. And yet... speaking up for yourself still feels so very uncomfortable. Being assertive can be awkward and difficult. Do you ever wish you were more assertive, but feel that you have no right to be? Or maybe you're scared to? Perhaps you're missing the skills that enable you to express your assertiveness in a useful way? If so, this training and WorkOut are just the ticket!"

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0083 - Do Your Thing](#)



**Job satisfaction**

**G0900**

**Jobzufriedenheit [DE]**

Jeden Tag mit Freude zur Arbeit? Das klingt fantastisch, oder? Und produktiver wirst du so auch noch!

**Leidenschaft und Spaß Spaß**  
haben ist ein fundamentales, menschliches Bedürfnis. Warum sollte man also Spaß nicht auch bei der Arbeit haben? Es macht dich nämlich nicht nur täglich fröhlicher und langfristig zufriedener, sondern auch noch produktiver.

**Aus eigener Kraft**  
Stimmen deine Talente mit deinem Tätigkeitsfeld überein? Dann gibt deine Arbeit dir Energie und du arbeitest aus deiner eigenen Kraft heraus - so hast du viel mehr Spaß bei der Arbeit.

**Selbst steuern**  
Alles, was sich in deinem Einflussradius befindet, kannst du verändern. Hast du das Steuer in der Hand? Dann nimmst du Kurs in Richtung Begeisterung auf!

**Zielgerichtet sein**  
Mit dem richtigen Fokus erreichst du mehr in weniger Zeit. Wenn du zielgerichtet arbeitest, kannst du am Ende des Tages zufrieden nach Hause gehen.

**Zusammenarbeiten**  
Ein starkes Team besteht aus Menschen mit unterschiedlicher Motivation und verschiedenen Talenten. Lerne, wie du die Stärken anderer optimal nutzt. Arbeitet zusammen.

Wartest du nur sehnsüchtig auf den Feierabend? Und kannst du schon montags kaum das Wochenende erwarten? Das liegt vermutlich daran, dass du nicht zufrieden bei deiner Arbeit bist – aber das lässt sich ändern! Wie das gehen soll?

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 2.5 hours

**Advanced Courses:**  
[G0112 - Enjoy Your Job](#)



**Learning How to Learn**

**G0111**

**Learning How to Learn [EN]**

Lernen lernen [DE]  
 Leren leren [NL] [BE]  
 Apprendre, ça s'apprend! [FR]  
 Aprende a aprender [ES]  
 Imparare ad apprendere [IT]

Now is the time to live your dream! Learn new things and remember what you read, too. How? We've got just the course: 'Learning How to Learn'.

**Lesson 1 - Whats Learnt in the Cradle...**

You learn something every day, even though you left school a long time ago. How exactly does learning work?

**Lesson 2 - A Positive Mindse**

You need motivation to be able to learn. Get into a positive mindset, so that you're ready to start learning!

**Lesson 3 - Support Your Brain**

Time to take action. Get your priorities straight and stay motivated!

**Lesson 4 - The Best Way Forward**

If you want to find the time to learn in your busy day, there's only one thing to do: learn to manage your time effectively.

**Lesson 5 - ...Lasts till the Tomb**

The human brain is like a muscle: you can train it to make sure it's always in shape.

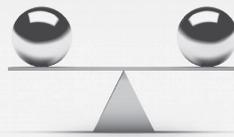
Long-term employability and 'life-long learning' are gaining importance. For most people, learning a trade and then practising it for the rest of their life is not an option anymore. You need to keep learning, then. But how do you go about this when you haven't been in a classroom for years? When you also have a demanding job and a family that wants your attention, and when distractions are lurking everywhere? You'll need to learn how to learn again!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0136](#) - The Power of Failure



**Ownership**

**G0099**

**Ownership [EN]**

Läuft bei mir [DE]

Eigenaarschap [NL] [BE]

Aduéñate de tu trabajo [ES]

L'appropriation [FR]

Ownership: istruzioni per l'uso [IT]

Own your work! Be engaged, take responsibility and feel good after a long hard day at work.

**Lesson 1 - Do Your Own Thing**

The concept of ownership is getting more and more attention. What is it, exactly?

**Lesson 2 - I Want This**

Taking ownership is much easier when you're motivated, and when you can use all of your talents.

**Lesson 3 - I Can Do This**

With the right dose of confidence and a proactive attitude, you can properly fulfil your role.

**Lesson 4 - I Got This**

Find a job that's meaningful to you, and take on a new challenge.

**Lesson 5 - Mine!**

How far does ownership go? Let Netflix inspire you to take it to the next level.

Everything changes. Our work is no exception, nor is the way we look at it. The generations before us seemed to be perfectly fine with unquestioningly following orders from their managers. We, however, want to be in control of our own careers. We want to have a say, and we want freedom and responsibility. We don't mind working under a manager, but there's one thing we're really good at: taking ownership of our work.

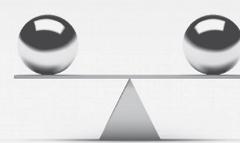
[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**

[G0084](#) - My Turn! (Assertiveness for Rookies)



**Do Your Thing**

**G0083**

**Do Your Thing [EN]**

- Mach dein Ding [DE]
- Doen waar je blij van wordt [NL] [BE]
- Construire son bonheur (Etre heureux) [FR]
- La felicidad está en tus manos [ES]
- La felicità è nelle tue mani [IT]

his one's for those looking to find their talents, their deepest wishes. For those wanting to reach their life goals. For those... who want to be happy.

**Lesson 1 - Cultivate Happiness**

Everyone will have an idea of what happiness is, but what is it that makes us really happy?

**Lesson 2 - What Makes You Happy**

There's a good chance that things you're good at make you happy. Let's try to connect those two!

**Lesson 3 - It's up to You**

Don't get distracted: you decide on the road to take on your way to happiness!

**Lesson 4 - Brush Off the Burden**

You can't avoid every obstacle and setback, but you can deal with them properly.

**Lesson 5 - Live Happily Ever After**

Happiness is closely related to making the right choices that come from the heart.

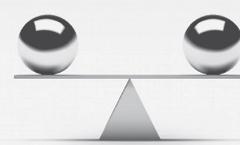
Positivity courses come in all shapes and sizes, because everyone wants to become, be, and stay happy. But how do you achieve that? Actually, it's pretty simple: if you do things that make you happy, you're halfway there! In this WorkOut, you will learn to focus on the fun things in life. The workout is for anyone who wants to be happier. For anyone who wants to discover their talents and deepest desires. And for anyone who wants to achieve their highest goals in life. With a few simple but practical exercises, you will learn to get much more satisfaction from your everyday activities. Obligations, setbacks and disappointments? They won't bother you any more!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0084](#) - My Turn! (Assertiveness for Rookies)



 <p>NLP</p>	<p>NLP</p>	<p>G0088</p>
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**NLP [EN]**

Neuro-Linguistisches Programmieren [DE]

NLP: een introductie [NL] [BE]

PNL [FR] [ES] [IT]

Stronger competencies, better social skills and increased personal effectiveness. That's what NLP can bring you. Warning: only for the openminded!

**Lesson 1 - The modelling of excellence**

What is NLP, what's the story behind it, and how can you use it?

**Lesson 2 - Conscious vs. Subconscious**

You perceive everything with your senses. What's your preferred sense?

**Lesson 3 - Your Behaviour**

The core principle of NLP is that there's lots to learn from other people. So how does that work, exactly?

**Lesson 4 - Your Language**

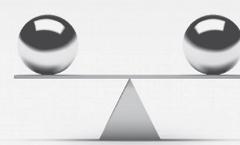
Have more fruitful conversations by making sure you speak the same language.

**Lesson 5 - Putting NLP into Practice**

Learn more about a Master Practitioner's views on NLP.

"Whoah, my colleague delivered another stellar presentation! How does she do it? I want to be able to do that, too, but how?" NLP is a method that originated from observing people with exceptional qualities and skills. And yes, you can learn how to present like your colleague! NLP teaches you how to do things and how you can change. It's a great method for everyone who wants to change or improve: communication skills, emotion management, your thought patterns, or view of the world around you.

<p><a href="#">Register now</a></p>	<p><b>Advanced Courses:</b></p> <p><a href="#">G0142</a> - Great Conversations</p>
<p><b>Price:</b> 95.00 EUR</p>	
<p><b>Duration:</b> 3.5 hours</p>	



**Optimism 101**

**G0096**

**Optimism 101 [EN]**

- Optimismus für Anfänger [DE]
- Optimisme voor beginners [NL] [BE]
- Optimisme, mode d'emploi [FR]
- Optimismo para principiantes [ES]
- Parola d'ordine: ottimismo! [IT]

Optimism is a skill you can learn. Say bye-bye to negativity and look on the bright side. Because if you smile, the whole world smiles with you!

**Lesson 1 - Why Not Choose Optimism?**

A little positivity never hurt anyone, right? Good news: optimism is a skill you can learn.

**Lesson 2 - Say No to Negativity**

Getting rid of a few negative traits is a good way to make room for optimism.

**Lesson 3 - If You Can Dream It...**

How you experience a certain situation has everything to do with your personal interpretation.

**Lesson 4 - Caution: Contagious**

Infect others with your optimism and make them happy!

**Lesson 5 - Be Happy**

Happiness ambassador Leo Bormans shares his views on optimism.

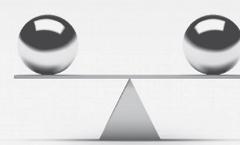
We're all searching for happiness in life. We try to find it in new experiences, friendships, meaningful relationships, worldly possessions... We'd do anything for happiness! What happiness entails, exactly, is different for everyone. That said, one thing's for certain: without optimism, you're never going to find it. The good news is that optimism is a skill you can master. Become aware of your positive and negative thought patterns, and choose optimism to make yourself and the people around you happy!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0084](#) - My Turn! (Assertiveness for Rookies)



**Test Yourself**

**G0101**

**Test Yourself [EN]**

- Teste dich selbst [DE]
- Test jezelf [NL] [BE]
- Descubre quién eres [ES]
- La connaissance de soi [FR]
- Scopri chi sei [IT]

Who are you? Do you know what makes you tick? Take the online training course ‘Test Yourself’ and get to the core of you.

**Lesson 1 - Who Am I?**

We have no trouble naming other people’s strengths and weaknesses, but what about our own?

**Lesson 1 - Who Am I?**

We have no trouble naming other people’s strengths and weaknesses, but what about our own?

**Lesson 3 - Qualities and Pitfalls**

In addition to your strong suits, you also have a number of weaknesses – and that’s completely fine. Analyse your own behaviour and work on a better you!

**Lesson 4 - Get to Work**

Personal growth is a never-ending process. There’s always more work to do! Little changes can have a huge impact.

**Lesson 5 - You, Improved**

Appreciative Inquiry is a method that focuses on the positive. You can use it to improve not just yourself, but your team as well.

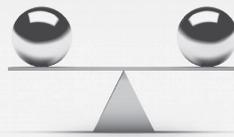
If you were to score yourself on your self-knowledge, would you pass? Do you know what drives you? What your strengths are? What you enjoy? Why you behave the way you do? In short: do you know why you are who you are? By investigating your strengths and weaknesses, you will develop strong sense of self-knowledge, which can help you immensely in life. Selfknowledge enables you to understand your own actions, so you can invest in your talents and accept — and learn to avoid — your pitfalls.

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0096](#) - Optimism 101



**Time Management**

**G0049**

**Time Management [EN]**

- Zeitmanagement [DE]
- Timemanagement [NL] [BE]
- Gestión del tiempo [ES]
- Gérer son temps [FR]
- Gestione del tempo [IT]
- Gestão de tempo [PT]

Emails, calls, and questions from co-workers gobbling up all of your time? The training course 'Time Management' will help you take back what's yours!

**Lesson 1 - Use Your Time Wisely**

Work more effectively and efficiently, and get things done!

**Lesson 2 - Organize Your Work**

You're in control! Organise your work and keep a clear overview.

**Lesson 3 - Stop Getting Distracted**

Distractions are lurking everywhere, but you don't let them stop you from finishing your work.

**Lesson 4 - Get Things Done**

Time to get to work! Make clear arrangements and stick to them.

**Lesson 5 - Take Your Time!**

You control your time – it's not the other way around! Use your time effectively.

We've all been there: you've put in the hours at work, but you still feel like you haven't accomplished anything. Emails, phone calls and questions from colleagues have eaten up all of your time, and as a result, you haven't been able to check anything off your to-do list. In this Time Management WorkOut, you'll be trying your hand at creating order from chaos. You'll be making a to-do list and prioritizing and combining tasks. Take back control of your workload!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**

[G0087](#) - The 80/20 Rule



**Count to 10! (Managing Emotions)**

**G0085**

**Count to 10! (Managing Emotions) [EN]**  
 Zähl bis 10 (Emotionsmanagement) [DE]  
 Tel tot 10 [NL] [BE]  
 Respira hondo: cómo lidiar con las emociones [ES]  
 Compter jusqu'à 10 (Gérer ses émotions) [FR]  
 Conta fino a dieci! (Gestire le emozioni) [IT]  
 Conte até 10! Gerir as emoções [PT]

Want to be the ruler of your own inner world? This training course will help you manage your highs and lows.

**Lesson 1 - Emotions Are Colourful**

Are you fed up with being caught in a constant whirlwind of emotions? After this training course, you'll be in control once again.

**Lesson 2 - Pick Your Emotion**

We all have emotions, obviously. But where do they come from, what purpose do they serve, and how do you deal with them?

**Lesson 3 - Happy-Go-Lucky?**

Negative emotions can be a nuisance, but you can learn from them, too. Use them to get stronger.

**Lesson 4 - You and Your Surroundings**

You'll have to deal not just with your own emotions, but with those of others as well. Work on your empathy.

**Lesson 5 - Everything Under Control**

How does a professional archer deal with emotions and why can it be so hard to face our feelings?

This WorkOut will help you improve your emotional intelligence, which will give you a better insight into the way you handle emotions. Both your own and those of others. You'll learn how to control your emotions and improve the way you communicate with the people around you. All aspects of emotion management are covered in this WorkOut and the training that follows. Want to recognise your own emotions? Learn how to handle them? Or do you rather seek to understand the emotions of others? Whatever your objective, this is the course for you!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**

[G0061](#) - Oh Yes, It's Stress



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	<p><b>Managing Expectations</b></p>	<p><b>G0137</b></p>
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**Managing Expectations [EN]**

Erwartungsmanagement [DE]  
 Verwachtingen managen [NL] [BE]  
 La gestion des attentes [FR]  
 Gestire le aspettative [IT]  
 Gestion a las expectativas [ES]

Do you want to be able to deal with expectations in order to prevent disappointment? Learn how in the course Managing Expectations.

**Lesson 1 - Hope and Reality**

Expectations play a huge role in our lives. But where do they come from?

**Lesson 2 - What You Expect of Yourself**

Do you always expect too much of yourself, or do you cut yourself some slack now and then?

**Lesson 3 - Your Expectations of Others**

Without realising it, you expect a lot from those around you. How can you make those expectations clear to them?

**Lesson 4 - Expectations in Organisations**

How should organisations deal with their clients' and employees' expectations?

**Lesson 5 - Picture-Perfect**

How does society affect our personal expectations?

When the weather's bad, you use an umbrella. And when there's a red light, you wait for it to go green. These are two common situations that have everything to do with expectations. Because what would happen if the traffic light stayed red? In our interaction with others, too, expectations are involved all the time, and they really have an impact. With proper expectation management, you can make sure disappointment, misunderstanding and frustration play an ever smaller role in your dealings with other people. If everyone is clear about their mutual expectations, this will offer peace and reduce stress, ultimately leading to better relationships and greater happiness.

<p><a href="#">Register now</a></p>	<p><b>Advanced Courses:</b>                  G0082 - Coaching Management</p>
<p><b>Price:</b> 95.00 EUR</p>	
<p><b>Duration:</b> 3 hours</p>	



	<p><b>Great Conversations</b></p>	<p><b>G0142</b></p>
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**Great Conversations [EN]**

Kommunikation auf Augenhöhe [DE]

Het goede gesprek [NL] [BE]

Le feedback continu [FR]

Reuniones one-to-one [ES]

Conversazioni costruttive [IT]

Want to help your employees to develop, and ensure sustainable employability? Take the online training course 'Great Conversations'.

**Lesson 1 - Employees Are Assets**

The traditional review process in the workspace is past its prime. But what other options are there?

**Lesson 2 - Room to Grow**

Continuous feedback will help your employees to keep growing and developing.

**Lesson 3 - The Essentials**

If you want to have a great conversation, you need to have the three core ingredients.

**Lesson 4 - One-to-One**

So how do you go about having a great conversation?

**Lesson 5 - It's About You**

Investing in personal development is something everyone will benefit from.

The days where you used to work for the same company from graduation until retirement are long gone. Changes are happening at breakneck speeds, which means you'll have to keep reinventing yourself throughout your career. This increased importance of personal development has a direct impact on the feedback cycle within organisations. Instead of having performance reviews once or twice a year, the focus is now shifting towards a culture of continuous feedback, meaning that managers check in with their employees more often throughout the year. And, instead of dwelling on what went wrong, so-called 'great conversations' focus on the qualities and ambitions of the employee!

<p><a href="#">Register now</a></p>	<p><b>Advanced Courses:</b></p> <p><a href="#">G0067</a> - Tell It Like It Is (Giving Feedback)</p>
<p><b>Price:</b> 95.00 EUR</p>	
<p><b>Duration:</b> 3.5 hours</p>	



**Social Intelligence**

**G0125**

**Social Intelligence [EN]**

- Soziale Intelligenz [DE]
- Sociale Intelligentie [NL] [BE]
- Intelligenza sociale [IT]
- L'intelligence sociale [FR]
- Inteligencia social [ES]

Do you feel like a fish out of water in social situations? After this Social Intelligence course it's awkwardness no more!

**Lesson 1 - Defining Social Intelligence**

Intelligence is more than your IQ. Social intelligence is at least as important!

**Lesson 2 - WiFi of the Brain**

Explore the connections in your brain and increase your social intelligence.

**Lesson 3 - In Harmony**

Respond to a situation in a socially intelligent way. How? Through careful observation.

**Lesson 4 - Deep Diving**

Authenticity above all! How do you deal with difficult people without losing track of who you are?

**Lesson 5 - A Life of Plenty**

Social intelligence is the foundation of a healthy and happy life.

If you're brainy, you've got a high IQ. But that doesn't say anything about our social smarts. No matter how clever you are, if you feel awkward in social situations, you may be lacking another kind of intelligence. It's your social brain that helps you get along with others. It helps you keep your head up in difficult situations. And it allows you to understand others, even just by looking at them. Training your social skills is just as important as training your intellectual capabilities. Social intelligence makes life a lot easier, healthier and more enjoyable!

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3 hours

**Advanced Courses:**  
[G0153](#) - Curb Your Bias



**Curb Your Bias**

**G0153**

**Curb Your Bias [EN]**

Vorurteile abbauen, Vielfalt aufbauen [DE]

Je vooroordelen de baas [NL] [BE]

Prejuicios y discriminación [ES]

Don't want to let your bias control you? This training course will help you become aware of your assumptions and curb your bias.

**Lesson 1 - First Impressions**

We are all biased. Yes, even you.

**Lesson 2 - You and Your Prejudice**

Prejudices are deeply ingrained and hard to change.

**Lesson 3 - Curb Your Bias**

Want to curb your bias? Beware of rash judgements...

**Lesson 4 - Bias-free Workplace**

Establish procedures for a fair application process and equal pay.

**Lesson 5 - Talk About It**

Discrimination in any way is unacceptable. But how do you address it when it happens?

"When you first lay eyes on someone, it only takes you a few seconds to paint a picture of them in your mind. Do they have short or long hair? Are they wearing baggy joggers or a crispy pressed suit? Do they have tattoos or piercings? Based on someone's appearance, then, you pigeon-hole someone. You already form an opinion about them, too – without knowing anything about them. Putting people in categories like this helps you make sense of the world, but often leads to bias and even prejudice. In this training course, you'll learn all about your bias and what you can do about it. Both at work and in your personal life."

[Register now](#)

**Price:** 95.00 EUR

**Duration:** 3.5 hours

**Advanced Courses:**  
[G0125 - Social Intelligence](#)



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**Deutsch am Arbeitsplatz: Schreiben**

**G0148**

**Deutsch am Arbeitsplatz: Schreiben**  
 [EN] [DE] [NL] [BE] [ES] [FR] [IT]

Already speak German fairly well, and want to work on your knowledge of business German? In this German training course, you'll learn how to write all kinds of German texts at work.

**Lesson 1 - Auf den Punkt gebracht**

Spoken German and written German are two entirely different things. Some aspects of the German language are confusing even to native speakers.

**Lesson 2 - Fasse dich kurz**

No matter how short your message is, it's important to pay close attention to the details. Learn how to fill in German forms, express gratitude, and file a complaint.

**Lesson 3 - E-Mail für dich!**

There's no business without email! In this lesson, you'll learn how to convey your message clearly and politely.

**Lesson 4 - Jedes Wort zählt**

Whether you're promoting your product, expressing your opinion or giving a presentation, your texts must be clear and convincing.

**Lesson 5 - Ich nehm dich beim Wort**

Time to put the things you've learned into practice. Pen at the ready - start writing!

[Register now](#)

**Price:** 155.00 EUR

**Duration:** 6 hours

**Advanced Courses:**  
[G0156](#) - Deutsch am Arbeitsplatz: Verstehen



**Deutsch am Arbeitsplatz: Verstehen**

**G0156**

**Deutsch am Arbeitsplatz: Verstehen**  
**[EN] [DE] [NL] [FR]**

Want to work on German comprehension skills in the workplace? This course is just what you need.

**Lesson 1 - Versteh ich dich richtig?**

Often find yourself reading and listening to German at work? Time to train your comprehension skills.

**Lesson 2 - Mach dich bereit**

Solid preparation can really help you boost your comprehension skills.

**Lesson 3 - Spitz die Ohren!**

This lesson is all about listening comprehension and how to practise it.

**Lesson 4 - Im Gespräch**

Having a one-to-one in German can be daunting, and there are lots of cultural factors to keep in mind.

**Lesson 5 - Klar und deutlich**

This lesson is all about how to maintain a friendly, polite tone in German.

[Register now](#)

**Price:** 155.00 EUR

**Duration:** 5.5 hours

**Advanced Courses:**  
[G0148 - Deutsch am Arbeitsplatz: Schreiben](#)



	<p><b>Español en el trabajo: escribir</b></p>	<p><b>G0133</b></p>
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<p><b>Español en el trabajo: escribir</b>  <b>[EN] [DE] [NL] [BE] [FR] [ES] [IT] [PT]</b></p> <p>Do you have a good knowledge of Spanish, and do you want to improve your Spanish writing skills in the workplace? This course is just the ticket.</p> <p><b>Lesson 1 - Comparte tu mensaje</b>          Writing and speaking Spanish are two different things. Take note of the aspects even native speakers sometimes get confused by!</p> <p><b>Lesson 2 - Una nota rápida</b>          No matter how short your message is, it's important to pay attention to the details. Learn how to fill in forms, express gratitude or propose an initiative.</p> <p><b>Lesson 3 - Tienes un email</b>          Email is a very important means of communication. Do you know how to address someone, make an appointment or explain something in an email?</p> <p><b>Lesson 4 - Cada palabra cuenta</b>          Whether you're describing your product or your career, you have to be clear and convincing.</p> <p><b>Lesson 5 - ¡Ponte a escribir!</b>          What are you waiting for? It's time to start demonstrating what you've learned.</p>
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<p><a href="#">Register now</a></p>	<p><b>Advanced Courses:</b></p> <p>-</p>
<p><b>Price:</b> 155.00 EUR</p>	
<p><b>Duration:</b> 6 hours</p>	



**Speak Business English**

**G0118**

**Speak Business English**  
**[EN] [DE] [ES] [NL] [BE] [FR] [IT]**

No more stuttering while networking. No more stammering during presentations. Brush up on your Business English and take it to the next level!

**Lesson 1 - Professionalise Your Speaking Skills**

English is spoken all over the world, and especially in business. A good command of the English language is essential!

**Lesson 2 - Let's Get (Net)Working!**

Networking is an important part of doing business, but it can be quite tricky if you're doing it in English.

**Lesson 3 - Putting the 'Present' in 'Presentations'**

Present or pitch your personal story – or that of your organisation.

**Lesson 4 - Dealmakers & Deal Breakers**

In a negotiation session, you have to use the right words and methods to seal the deal.

**Lesson 5 - Speak Freely!**

Practice makes perfect! What are you waiting for? Start speaking!

[Register now](#)

**Price:** 155.00 EUR

**Duration:** 7 hours

**Advanced Courses:**

[G0141](#) - Understand Business English



**Understand Business English**

**G0141**

**Understand Business English**  
**[DE] [EN] [NL] [BE] [ES] [FR] [IT] [PT]**

The course "Understand Business English" will help you brush up on your English comprehension skills. The more you practise, the more you'll understand!

**Lesson 1 - What's the Word?**

People all over the world speak English, so you'll undoubtedly encounter it at work sooner or later.

**Lesson 2 - Get Ready**

Articles, podcasts, videos... Do you know your way around English sources of information?

**Lesson 3 - Listen Up!**

What do you do if there's no rewind button? In English meetings and other group conversations, you know exactly what to pay attention to.

**Lesson 4 - One on One**

Having a one-on-one chat in English can be quite intimidating, especially in a business context.

**Lesson 5 - All Eyes and Ears**

Time to get to work! Keep practising to perfect your comprehension skills.

[Register now](#)

**Price:** 155.00 EUR

**Duration:** 6 hours

**Advanced Courses:**  
[G0129 - Write Business English](#)



**Write Business English**

**G0129**

**Write Business English**  
 [EN] [DE] [ES] [NL] [BE] [FR] [IT] [PT]

No more embarrassing typos in your emails and status updates. Sharpen your pencil and your business English – time to start writing!

**Lesson 1 - Share Your Message with the World**

There are lots of differences between written and spoken English, and that can cause quite a bit of confusion.

**Lesson 2 - Just a Note**

However short your message is, you have to write it with care.

**Lesson 3 - You've Got Mail**

Email is a very important means of communication. How do you address the recipient, make an appointment and respond to other people's messages?

**Lesson 4 - Every Word Counts**

Whether you're trying to sell a product or making slides for a presentation, your writing is clear and convincing.

**Lesson 5 - Work Those Words!**

What are you waiting for? Time to put pen to paper!

[Register now](#)

**Price:** 155.00 EUR

**Duration:** 6.5 hours

**Advanced Courses:**

[G0118](#) - Speak Business English

# ENJOY LEARNING