

Language Courses and Business Seminars 2026

Future Skills – Qualifications
for a Successful Tomorrow

Berlitz[®]



Bienvenido
Spanish

Velkominn
Icelandic

Välkommen
Swedish

Velkommen
Norwegian

Velkommen
Danish

Benvenuti
Italian

أهلاً وسهلاً
Arabic

Willkommen
German

Wëllkomm
Luxemburgish

Ласкаво просимо
Ukrainian

Üdvözlöm
Hungarian

欢迎
Chinese

Bem-vindo
Portuguese

Hoşgeldiniz
Turkish

Welcome

Click your way through the catalog

- ☰ Main table of contents
- ✉ Email contact
- < Back one page
- > Forward one page

Further information

- Links to content within the catalog
- 🔗 Links to external content

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Vítejte
Czech

Добро пожаловать
Russian

ようこそ
Japanese

Bienvenue
French

Bun venit
Romanian

Vitajte
Slovakian

Xêrhatî
Kurdish

Witamy
Polish

Tervetuloa
Finnish

Welkom
Dutch

Skills for Your Future

The world of work is in a state of constant change. This was just as true 145 years ago when Berlitz was founded as it is today. But the pace of change has picked up significantly. And of course the challenges are different from those of our early years. One thing has remained the same, however: If you want to be successful tomorrow, you have to focus on the future today.

In 2023, this means that the development of [→ Future Skills](#) is of vital importance if we are to successfully navigate and actively shape megatrends such as digitalization, globalization, and New Work. Because if the world of work is constantly changing, the world of continuing education cannot stand still.

With this in mind, Berlitz has systematically positioned itself as a partner for continuing education. We work with you, your employees, and your organization to shape the future by unlocking potential and seizing the opportunities presented by change – not only with innovative training solutions for the new world of work and targeted professional development, but also with important soft skills that focus on collaboration with others as well as on self-management and mental health. We are happy to develop completely individual content adapted to your requirements, creating a customized skill set within the framework of your personal learning and development strategy.

However, modern training solutions must encompass not only content, but also the formats in which we offer instruction. We offer you a wide range of options, from on-site, face-to-face instruction to virtual and hybrid training formats, so you can structure the training and development of your employees as flexibly as possible – even in times of working from home and mobile working – and all with the first-class quality customary to Berlitz. Thanks to the personal support offered by our team of experts and our optimized technical processes, our solutions are particularly easy to integrate into daily work routines. New reporting tools also make it easy to monitor the success of your training activities and to scale them.

In short, exciting times lie ahead! Perhaps more than ever, curiosity, courage, and confidence will be needed to stay abreast of change.

We invite you to join us on this journey. Because the future waits for no one – but we can play a role in shaping it.

Berlitz Bahrain Team

→ Editorial → **Contents** → Future Skills → Berlitz Expertise → Services and Advantages

General

Editorial	3
Contents	4
Future Skills	6
Berlitz Expertise	
What Sets Berlitz Apart?	7
Trust in Our Expertise	8
A Berlitz Expert's Take on Five Business Trends	10
The Berlitz Skill Areas	12
Services and Advantages	
Managed Training Services	13
Corporate Customer Microsite	14
MyBerlitz Corporate	16
LMS Integration	17
Berlitz Training Evaluation System	18
Stages of Face-to-Face or Live Online Instruction Tailored Content	19
Course Content and Focus Areas of Language Instructio	20
	21
Berlitz International Professional Placement Services	27

Language Skills

General	
The World of Languages	33
Language Instruction in the Digital and Connected World	34
Are you ready for a new online learning experience?	35
Step by Step to Your Language Course	36
The Berlitz Method®	37
Berlitz Levels	38
Berlitz Tests for the Assessment of Language Skills	39
Berlitz Language Instructors	40
Intercultural Competence	41
Student Portal MyBerlitz	42
Individual Instruction	
Individual Instruction	45
Total Immersion® Intensive Individual Instruction	46
Berlitz Study Abroad	47
Group Courses	
Corporate Group Courses	48
Open Group Courses	49
Business English Workshops	51
Business German Workshops	53

Berlitz Online Classroom	55
Berlitz Flex	58
Berlitz Connect	63
Comparison of the Berlitz Online Language Programs	67
Language Certificates	
Preparation for Internationally Recognized Language Exams	69
Online Self-Study Exam Prep	71
Berlitz Language Tests for Assessment and Recruiting	72
New! International Certification of Digital Literacy	73

➤ [More courses on the next page](#)



→ Editorial → **Contents** → Future Skills → Berlitz Expertise → Services and Advantages

Management and Soft Skills

General		
The World of Berlitz Seminars	81	
The Berlitz Seminar Portfolio	82	
The Berlitz Instructors, Coaches, and Consultants	84	
Global Collaboration		
Intercultural Competence Workshop	88	
Successful Collaboration with China	89	
Successful Collaboration with Germany	90	
Successful Collaboration with India	91	
Successful Collaboration with Japan	92	
Successful Collaboration with the United States	93	
Case study: Cross-cultural team development	94	
Intercultural Training for Expatriates	95	
Repatriation Coaching	97	
Safety Training for Business Travelers and Expatriates	98	
Basics in Daily Work		
Efficient Communication	102	
Feedback	103	
Conflict Management	104	
Positive Customer Interaction	105	
Managing Your Email Inbox Effectively		
Using Outlook	106	
Increase Your Workday Efficiency	107	
Project Methods and Tools	108	
Professional Negotiations	109	
Communication as a Key Competency	110	
New! Holding Difficult Conversations	111	
Managing Yourself and Your Time	112	
Leadership Skills		
Career Development Programs for Your Leadership Success	114	
Coaching Tools for Leaders	115	
Delegation Toolbox	116	
Leading Diverse Teams	117	
Successful Team Leadership	119	
New! Healthy Leadership	120	
New to Leadership	121	
Professional Stakeholder Management	122	
Leading Virtual Teams	123	
Solution-Finding		
Effective Change Management	125	
Problem-Solving and Decision-Making	126	
Creativity as a Key Competency	127	
Dealing with Change	128	
New Work		
New! Working on Agile Projects	130	
Basics of Agile Working	131	
Customer Centricity	132	
Digital Productivity and Organization	133	
Influencing without Authority	134	
Emotional Intelligence	135	
Peer Group Advice	136	
On-Point Business Communication	137	
New! Unconscious Bias	138	
Self-Guidance and Mental Health		
Mindfulness	140	
Assert Yourself with Confidence	141	
Resilience at Work	142	
Self-Leadership and Personal Effectiveness	143	
Stress Management	144	
Appreciative Communication	145	
Teamwork		
Working in Diverse Teams	147	
New! Working in Hybrid Teams	148	
Working in Virtual Teams		
Collaboration in Agile Teams		
Successful Teamwork	151	
Establishing No-Blame Culture	152	
New! Resilience in Teams	153	
Team Development	154	
Team Culture Analysis	155	
Efficient Meetings and Presentations		
Meeting Design and Facilitation	157	
Present Effectively and with Confidence	158	
Business Storytelling	159	
Virtual Presentation Skills	160	
Facilitating Virtual Meetings	161	
Designing Virtual Training	162	
Impactful Business Visualization	163	
Systemic Organizational Development		
Individual Coaching		
Online Training		
Cultural Navigator®	167	
Cultural Orientations Approach™	173	
E-learning in the Berlitz Oncademy	174	
Blended Learning		
Berlitz Blended Seminars	175	
DZ BANK Case Study	179	
Useful Information		
Advice and Contact		
Advisory Services at all levels	181	
Welcome to our Centers	182	
Stay in touch with us	183	
Free HR Webinars	184	
What our customers say about Berlitz	185	

Future Skills: Ready for Tomorrow

Change is the new constant in our working world. Old structures are being broken down, while processes are becoming more complex, dynamic, and agile. Organizations and forms of collaboration are being reimagined and revitalized. The megatrends of our time – digitalization, globalization, mobility, and New Work – are already having an impact at all levels and affecting our future.

Can we really prepare for all this? We can! Continuing education is the key, and Future Skills are the competencies that companies and employees need to successfully shape the world of tomorrow.

As an equal partner, Berlitz will assist you in preparing your company and your team for the future. To this end, we offer not only a state-of-the-art portfolio of business seminars and language courses, but also optimized consulting and implementation processes for the upskilling and reskilling of your employees.

**The result is a customized continuing education solution for you.
And a future that looks brighter than ever.**



What Sets Berlitz Apart?

Our expertise lets us deliver optimal learning outcomes in four ways: At Berlitz, learning is more effective, faster, more flexible, and has a higher degree of practical relevance.

Effective

Effective learning technique for maximum progress

The Berlitz Method® is an intensive and goal-oriented learning technique that targets rapid progress and is based on authentic professional and social contexts.

Fast

Fast acquisition of new skills

Our course content is tailored to the individual goals of our participants, so you can make rapid progress in your communication abilities and apply what you have learned immediately.

Flexible

Flexible and tailored training options

On site, online, or both? Berlitz courses offer tailored content and maximum flexibility. So you can achieve your continuing education goals – any time, any place.

Practical

Real-world content for global challenges

Berlitz combines language skills with intercultural understanding and other business competencies. This high degree of practical relevance gives you an edge – for maximum return on your investment.



[Find out why Berlitz is the right choice](#)



Trust in Our Expertise

For 145 years, we have been applying our substantial expertise, experience, and capacity for innovation to help you achieve your goals – as a renowned language school and a successful seminar provider. Or to put it simply, as a supplier of wide-ranging solutions tailored precisely to your needs.



Our experience

A successful provider of continuing education since we were founded in 1878.



Our customers

We offer the right training for every target group: corporate and individual clients, children and teenagers, government and non-profit organizations.



Dedicated teams

More than 7,000 Berlitz employees worldwide work with passion to ensure your success.



Digital learning

As a trailblazer, we have been offering our customers virtual courses for 20 years now.



Corporate customers

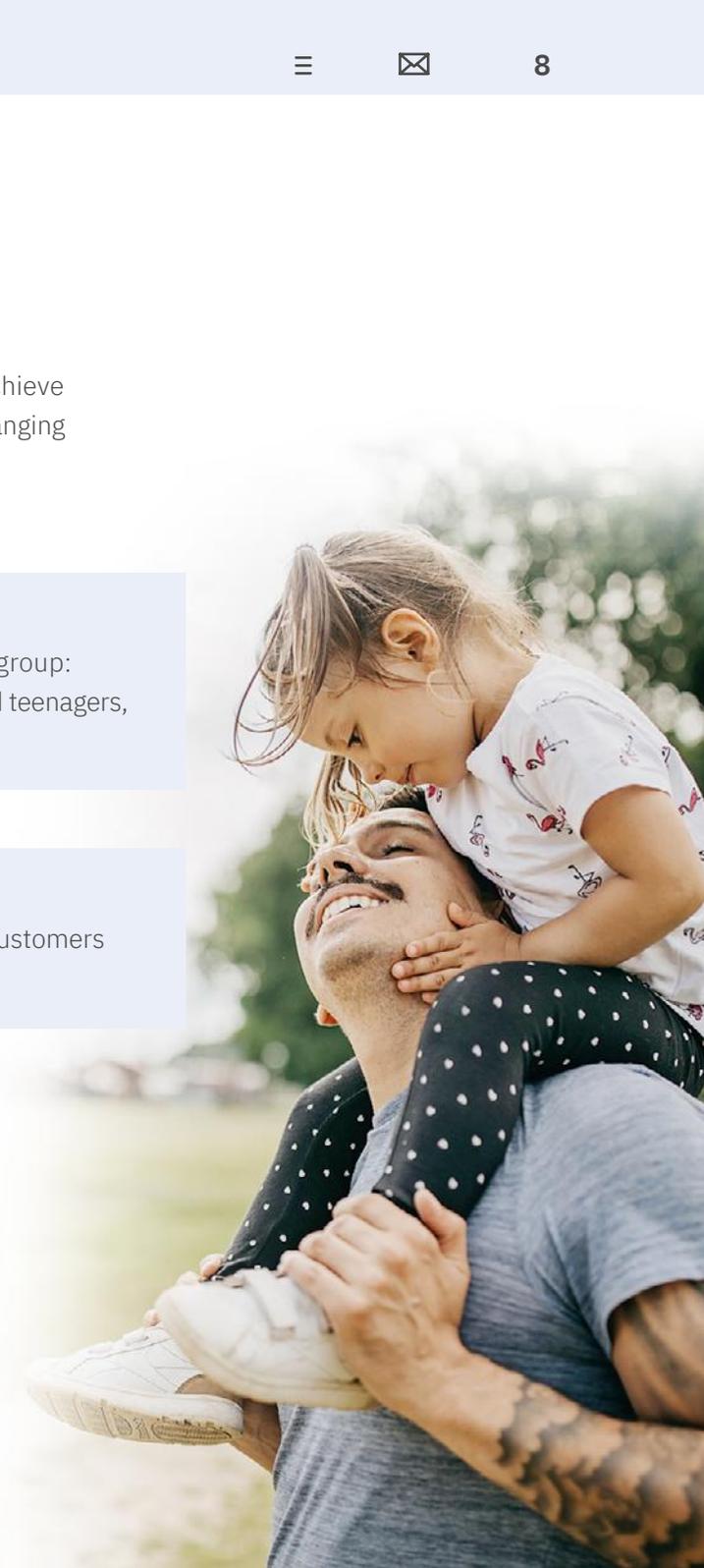
We are currently a continuing education partner to more than 44,000,000 trainees Internationally



Global standards

You will enjoy the same high standard of instruction in the more than 70 countries where Berlitz operates.

[➤ More about Berlitz expertise on the next page](#)



A Berlitz Expert's Take on Five Business Trends

...Digitalization

In many parts of the working world, digital processes are already the norm. HR management is one area where there is growing interest in further digitalizing administrative processes. At Berlitz, we provide the necessary tools. For example, we can link our systems to our customers' learning management systems (LMS) or deliver our own solution – the [→ Corporate Customer Microsite](#) – to provide a customized continuing education portal. This offers clear benefits: We create lean training processes, cut administrative costs, and, among other things, reduce the workload of the HR team.

...Performance management

Cost and efficiency issues are becoming increasingly important – for very understandable reasons, given the events of recent years. However, the question of the benefits and effectiveness of a continuing education course is not a new one; the ROI for employee training has always been an important key indicator for companies. What's important are reliably functioning reporting tools to facilitate the transparency and scalability of the services. [→ MyBerlitz Corporate](#) offers such a solution that meets the latest standards. Training budgets can also be optimized by using blended formats, which integrate self-study units between live training sessions, among other features.

...Recruiting

Before the pandemic, recruitment was the dominating issue in HR departments. This trend has shifted in different directions since 2021, depending on the industry. While the search for new employees is still omnipresent in the healthcare, medical technology, and IT sectors, for example, in other fields recruiting is taking more of a back seat. The demand is nonetheless there, and the number of applicants on the job market continues to grow. So when it comes to the selection and hiring of staff, companies have a lot of work to do. Which is why we offer active support for their search. With our [→ international Professional Placement Services](#), we help them find suitable personnel abroad, for instance. We also take care of language and cultural preparation and handle the official formalities, as well as exploring government funding options.

The Berlitz Skill Areas

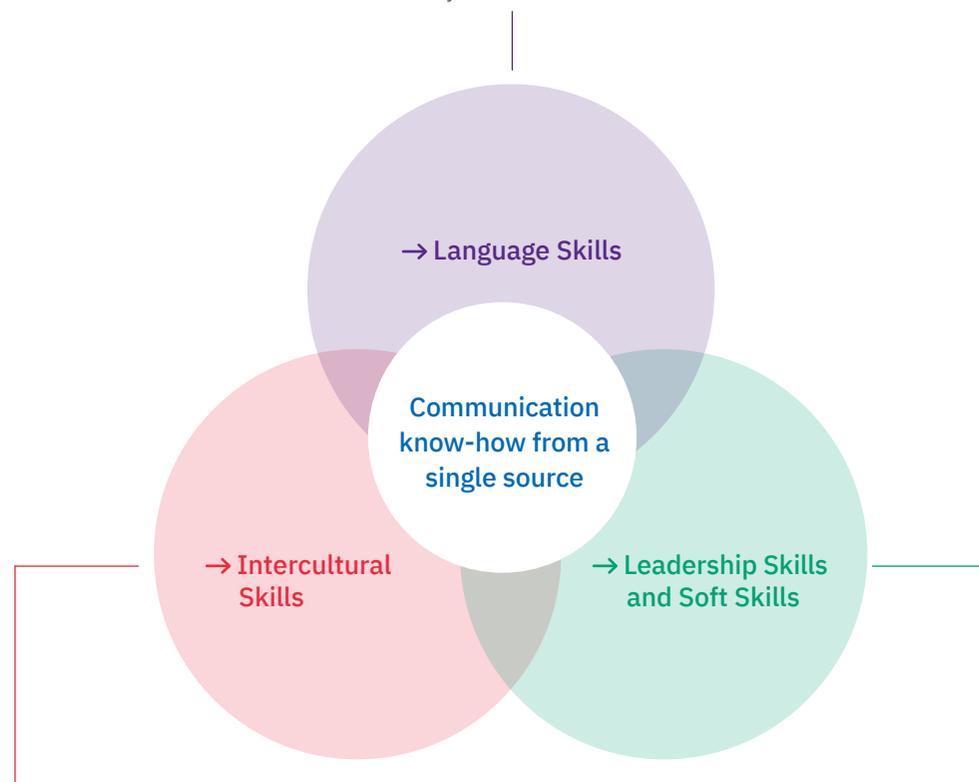
The best mix for your continuing education success

We know that communication is what brings people together. So it is our unequivocal goal to improve your communication skills. At Berlitz, we offer comprehensive solutions from a single source. With our proven Berlitz Method, professional instructors, and practice-oriented expertise, we cover all aspects of the three skill areas – language, intercultural, and management and leadership – optimally preparing you to master all the challenges you face on the job.

In addition to our training topics, we offer an equally diverse selection of formats to help you reach your goal. All our training formats are personalized, interconnected, and designed to complement each other, so employees have flexible options. For instance, they can switch between face-to-face instruction at the company or a Berlitz Center and Live Online units that are not tied to a specific location. Phases of independent study through e-learning round out our innovative approach to hybrid learning.

Benefit from this mix, develop future skills, and foster a new, modern culture of learning in your company.

Understand and communicate
Our goal: Accurately teaching language skills to establish the groundwork for communication that will let your business flourish.



Enjoy success worldwide

Our goal: By expanding your intercultural competence and awareness, we help lay the foundation for your success across the globe.

Project strength and confidence

Our goal: Through the right attitude, personal presence, and cutting-edge communication and work instruments, we empower you to act more effectively and prepare you for the future.

Managed Training Services

Your continuing education program in good hands

Are you looking to bring together employees from separate locations for training? Or do you need to offer crossborder professional development to employees at different international sites? We can manage the entire coordination and administration of your continuing education set-up. We would be happy to work directly with your → [learning management system \(LMS\)](#) or online on a → [corporate customer microsite](#) developed specially for you.

Or you can use the Berlitz continuing education portal, a platform that gives your employees access to a wide range of courses and professional development options in the language, intercultural, and leadership and management skill areas – all perfectly adapted to the wishes and needs of your company. Classic face-to-face courses can be seamlessly combined with e-learning modules developed specifically for you or with externally purchased tools, resulting in an engaging learning experience that results in lasting progress. A broad variety of options is available.

Automated registration options, discussion forums, and digital feedback forms with automatic scoring save you time and money and tangibly boost the efficiency of your personnel development initiatives.



Overall concept



Organization



Communication



Instruments & tools



IT & data privacy



Reporting



**Everything you need for your
continuing education program**

Corporate Customer Microsite

Line up all the advantages

Your learning management system (LMS) is an important component of your continuing education program – for information, communication, and organization. However, static systems sometimes hit their limits. We are here to help! With a customized corporate customer microsite – either [→ integrated with an LMS](#) or as a stand-alone solution – you can gain valuable advantages by communicating clearly and organizing all participants' learning journeys perfectly from day one.

Time-saving administration

When it comes to managing important projects, every minute counts. Streamline the important steps in the onboarding process for both your employees and your company, freeing up time for other responsibilities.

Instant training information

Your employees can access the information they need through a modern user interface – in real time and on any device. In just a few clicks, they can explore program options, arrange consultations, or take a placement test. What's more, they can sign up for courses (with or without a supervisor approval function) and get all the details they need.

Easy to use

From the corporate customer microsite, you can manage employee queries, registrations, and evaluations, and easily edit course information.

Customized design

Depending on the desired level of functionality and customization, we can tailor your microsite in our Base, Standard, Standard Plus, or Customized versions.



➤ [Continued on the next page](#)

Corporate Customer Microsite

You decide how much we will customize your new learning platform

Version	Base	Standard	Standard Plus	Customized
Company logo	●	●	●	●
Company introduction	●	●	●	●
User languages (English, German, and more upon request)	●	●	●	●
Course description	●	●	●	●
Description of the proficiency level	●	●	●	●
Online placement test	●	●	●	●
Product videos and tutorials	●	●	●	●
Contact page (Berlitz contact person)	●	●	●	●
Online calendar for scheduling placement and consultation		●	●	●
Registration page		●	●	●
Course approval process			●	●



Good to know

Our Customized option offers all the same features as Standard Plus, but is fully customizable to your corporate design.

MyBerlitz Corporate

Online reporting for language courses lets you measure the effectiveness of training

A language course is a long-term, goal- and result-oriented investment for your company. So the MyBerlitz portal also offers you a way to keep tabs on each participant's learning progress on an ongoing basis. With just a few clicks, you have the relevant metrics at your fingertips at all times – and always up to date. This serves as a valuable management tool for you and for us, of course in compliance with your company's specific data privacy guidelines.

The most important parameters are available online 24/7 and are updated in real time. Not only will you gain valuable insights into your return on investment, but you can apply the reporting data as a steering instrument to adjust learning strategies, set new priorities, or request additional support as needed.



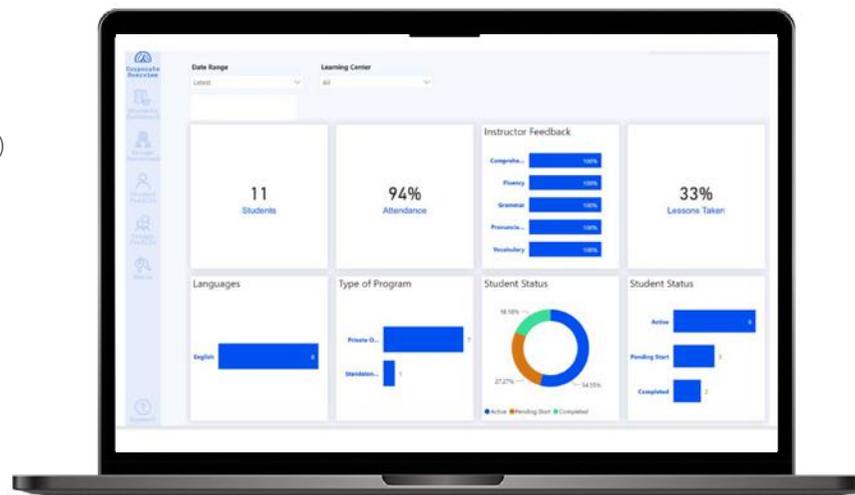
Good to know

For language course participants, we also offer the → [MyBerlitz Student Portal](#), an innovative online tool for course organization.



Most important features

- Detailed, comprehensive statistics about training activities
- User-defined reports based on your pre-agreed criteria (for example, for a specific time period or a specific group of participants)
- Comprehensive data for each participant's attendance, training status, learning progress, etc.
- Customizable and easy to integrate into your system



MyBerlitz Corporate offers comprehensive reporting data on your training activities

LMS Integration

For seamless connections

Do you already use a learning management system (LMS) to organize your employee continuing education? We can help you integrate Berlitz courses into your system for multi-functional and profitable use.

We keep this in mind when developing our programs and systems, always focusing on smooth integration with your learning management system. Today, we can implement most Berlitz solutions quickly and seamlessly in almost any LMS – to this end, we offer standardized interfaces, clear processes, and competent technical support.



Benefits

- Easy implementation of our Berlitz solutions in your learning management system
- Participants can access our course offerings directly through your LMS
- Comprehensive reporting tools for our training are available to you
- Highest data protection and security standards
- Personal assistance and technical support from our team of IT experts

Our process for LMS implementation

1

Coordination

Which LMS do you use and what requirements do you have for your Berlitz solution? We clear up any open questions.

2

Development

We configure the systems in coordination with your IT team and lay the technical foundation for integration.

3

Test phase

We test the solution with everyone involved. You sign off when everything is working the way you want it to.

4

Launch

You go live and enjoy the benefits of our training – single sign on, reporting, and many more functions.

Berlitz Training Evaluation System

Successfully implement and scale your continuing professional education programs

With the Berlitz training evaluation system, your training and continuing education courses can be systematically planned, managed, and monitored. We offer you first-class services for your learning and development strategy – starting with analysis and continuing through process coordination and administration all the way to training evaluation and calculating the business value of your activities.



Planning

We analyze your **training needs** and set continuing education goals. Then we conduct **placement tests** and interview participants. Following this, **training concepts** and **study plans** are created by our team of experts – always taking into account your **budgetary parameters**, of course.

We also implement the concept in your company, e.g. with the → [Customer Microsite](#) or the Berlitz Learning Portal.



Implementation

Training starts with a **kick-off event** and is continuously supervised by our Local Instructional Supervisor. **Regular progress reviews** with participants provide information about the effectiveness of the program. **Feedback meetings** are held with HR Development to update the responsible staff.

With detailed → [online reporting](#), you have the most important key training figures at your disposal at all times – and in real time.



Evaluation

Feedback forms and final tests are used to evaluate and analyze the degree of target achievement. Using various tools, we can measure the acquired skills and check their long-term effectiveness. We certify the successful completion of training with **certificates or proof of participation**.

The final step is **evaluation** with HR Development and advising on follow-up training.

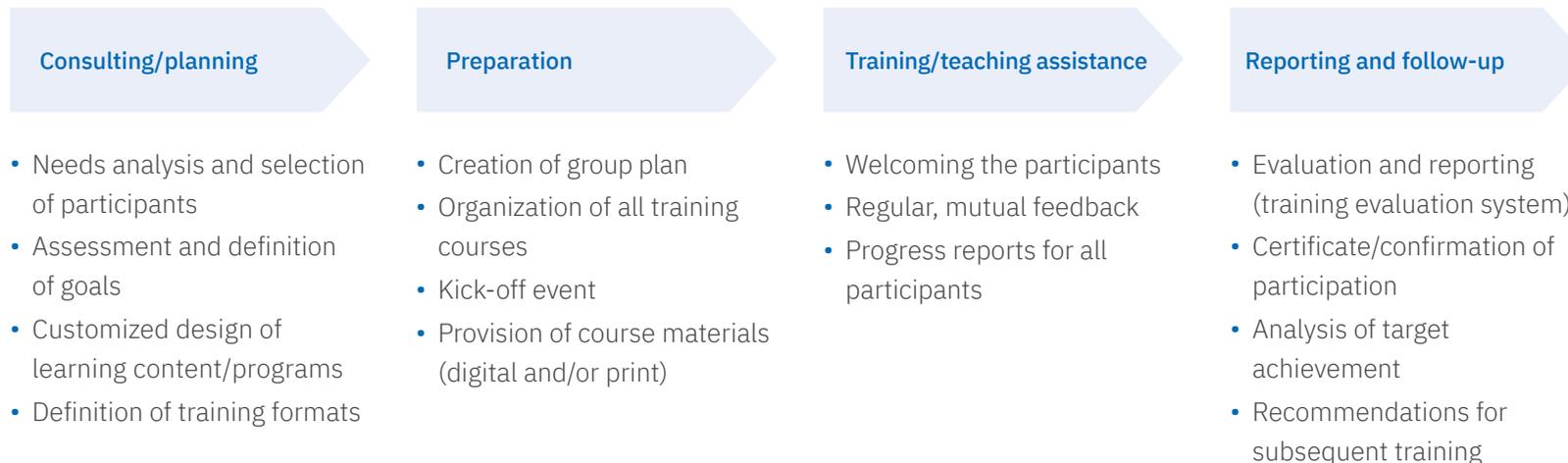
Stages of Face-to-Face or Live Online Instruction

Successful training simply involves more

An intensive preparation phase and comprehensive follow-up are as important as the training itself. Our team supports you throughout all of the stages – providing personal, integrated, and professional assistance. You can rest assured that you will receive services tailored to your company's needs, resulting in lasting success.

We will also be happy to help you with internal communications related to our training program, from course announcements to the evaluation of feedback surveys. You may even benefit greatly from entrusting your entire continuing education process to Berlitz. Please see our [→ Managed Training Services](#).

An example of a typical training process



The entire process is always adapted to suit your needs and requirements.



What our customers say about Berlitz

“In Berlitz, we are pleased to have a reliable and flexible partner at our side. The individual support provided by Berlitz and the broad portfolio of training formats enable us to offer the right learning concept for each of our employees. Efficiency and enjoyment of the training are guaranteed. We were also won over by the highly competent native-speaker instructors. We are looking forward to further collaboration with Berlitz and are convinced that we have found the perfect match for our WEPA language courses.”

Julia Hartzsch
HR Development Business Partner
WEPA Produktion GmbH & Co. KG

Tailored Content

Course content tailored to your company's needs

Our courses and seminars use materials that are perfectly tailored to your goals and your employees' prior knowledge – usually a blend of the following:

- Berlitz teaching materials
- External materials
- Company-specific materials

Content can be customized to meet all defined requirements

- Course content can be coordinated with your company's decision-makers, with support provided by our experts
- Your employees complete a questionnaire in advance; the training concept can then be modified if required
- Development of the training concept can include a tailored in-house solution if required

Maximum flexibility of course content and learning goals



It doesn't get more hands-on than this: Case studies from your daily business and company-specific terminology are integrated into your training concept.



What our customers say about Berlitz

“We have been pleased to work with Berlitz for more than six years in building our employees' language skills. Thanks to the thorough preliminary discussions, the participants receive instruction that is tailored to their needs – including specialized professional language. We very much appreciate having Berlitz as a central point of contact for organizing the training.”

Ilona Mettmann
Corporate Human Resources
Carl Zeiss AG



Course Content and Focus Areas of Language Instruction

Programs and content tailored to specific language challenges

At Berlitz, we not only offer you a variety of training formats to meet every need, but also course content that is tailored to your individual language-learning goals. After all, when you face specific language challenges on the job, you need a program with authentic content that equips you with valuable knowledge to apply right away. We work closely with you to adapt the content of our language lessons to your needs and level of proficiency. In every course, the focus is always on active, self-confident, fluent speaking in the target language.

Possible business language topics

- Conducting professional conversations with customers
- Socializing in business situations
- Confidence on the phone and in using appropriate expressions
- Business correspondence
- Preparing, participating in, and facilitating meetings
- Holding speeches
- Preparing and giving presentations
- Understanding documents in a foreign language
- Business terminology and idiomatic expressions
- Presenting reports and project results
- Project management
- Leading and managing teams
- Communicating in a pluricultural environment

Department-specific content for

- Executives and managers
- Human resources
- Purchasing, sales
- Customer service
- Marketing, public relations
- Bookkeeping, accounting, finance

Industry-specific content for

- Automotive
- Service
- Energy
- Health and social services
- Hospitality
- Real estate
- Logistics
- Medical and pharmaceutical
- Law
- Telecommunications

Language Skills

General

The World of Languages	33
Language Instruction in the Digital and Connected World	34
Are you ready for a new online learning experience?	35
Step by Step to Your Language Course	36
The Berlitz Method®	37
Berlitz Levels	38
Berlitz Tests for the Assessment of Language Skills	39
Berlitz Language Instructors	40
Intercultural Competence	41
Student Portal MyBerlitz	42

Individual Instruction

Individual Instruction	45
Total Immersion® Intensive Individual Instruction	46
Berlitz Study Abroad	47

Group Courses

Corporate Group Courses	48
Open Group Courses	49
Business English Workshops	51
	53

Berlitz Online Classroom	55
---------------------------------	-----------

Berlitz Flex	58
---------------------	-----------

Berlitz Connect	63
------------------------	-----------

Comparison of the Berlitz Online Language Programs	67
---	-----------

Language Certificates

Preparation for Internationally Recognized Language Exams	69
Online Self-Study Exam Prep	71
Berlitz Language Tests for Assessment and Recruiting	72
New! International Certification of Digital Literacy	73

The World of Languages

Language instruction – Redefined

Having a very good command of a foreign language has been a key career qualification for some time now. From face-to-face instruction to online lessons and hybrid solutions, Berlitz has just the right courses to meet your personal language learning requirements and help you develop the skills you need for the international workplace.

Three steps, one goal – Boosting your language skills

To achieve this goal, we take a maximally structured and transparent approach to advising you. What language do you need? What training format is the best match for you and your goals? And what additional services would be useful to you? Learn [→ how to find the perfect language instruction for you here – in just three steps.](#)

Our unique learning methods and quality of instruction, specific course content tailored precisely to your needs, and a clearly defined training plan with integrated live and online elements all come together to help you reach your goals quickly. A Berlitz advisor is at your side throughout the entire continuing education process and reports on individual progress.

The search is over – Language instruction just for you

As one of the world's leading providers of language services, our wide-ranging course offerings and formats mean that we can meet your exact language learning needs. We offer instruction in the most commonly learned foreign languages in all training formats. With many formats, such as individual language instruction and corporate group courses, we even offer all actively spoken languages. Instruction is offered from Berlitz Level 1 to 10, or CEFR A1 to C2.

**Learn in person, learn live online.
For better communication.**



Language Instruction in the Digital and Connected World

The signs point to change

The events of the recent past in particular have accelerated digitalization in the fields of continuing professional education and employee development. Berlitz has also continued to expand its offering in the area of virtual language training in order to support companies even more effectively. Today we can deliver any training format you require.

In-person and online language instruction that fits your company

In addition to our proven face-to-face language instruction, one of our focal points is effective live online training with a Berlitz instructor. In the → [Berlitz Online Classroom](#), you can book virtual one-on-one instruction, form a corporate group, or have individual employees from your team participate in our regularly scheduled open group courses – all with the same high quality as classic Berlitz face-to-face instruction. Hybrid training solutions with in-person and online modules are also available.

As a blended-learning solution, → [Berlitz Flex](#) offers you content that is completely coordinated and integrated. And like Berlitz Live Online, it can be conveniently organized on our MyBerlitz Student Portal. → [Berlitz Connect](#) is a completely online self-study platform that is an ideal complement to a face-to-face or live online course.

Are you interested in taking your learning and development strategy in a new direction?

Work with us to develop a forward-looking continuing education strategy and benefit from language training that is not tied to a specific location – and is available flexibly for those moments of need.



Good to know

From day one, our team will provide you with personal support, guide you professionally through the entire continuing education process, and keep you up to date on all aspects of the program. You can also find an overview of our offerings under → [Managed Training Services](#).



What our customers say about Berlitz

“It is our aim to offer our employees the training format that best suits them. Berlitz helps us by letting the participants select their own courses – on site, over the phone, or online.”

Head of Learning & Development
Vodafone GmbH



Are you ready for a new online learning experience?



State-of-the-art

Modern technology, innovative features, and extremely user friendly.



Qualified

More than 8,000 qualified, native-speaker instructors worldwide.



Interactive

Live conversations, direct exchange of information, and instructor feedback.



Results-oriented

Goal-oriented program structure based on language levels.



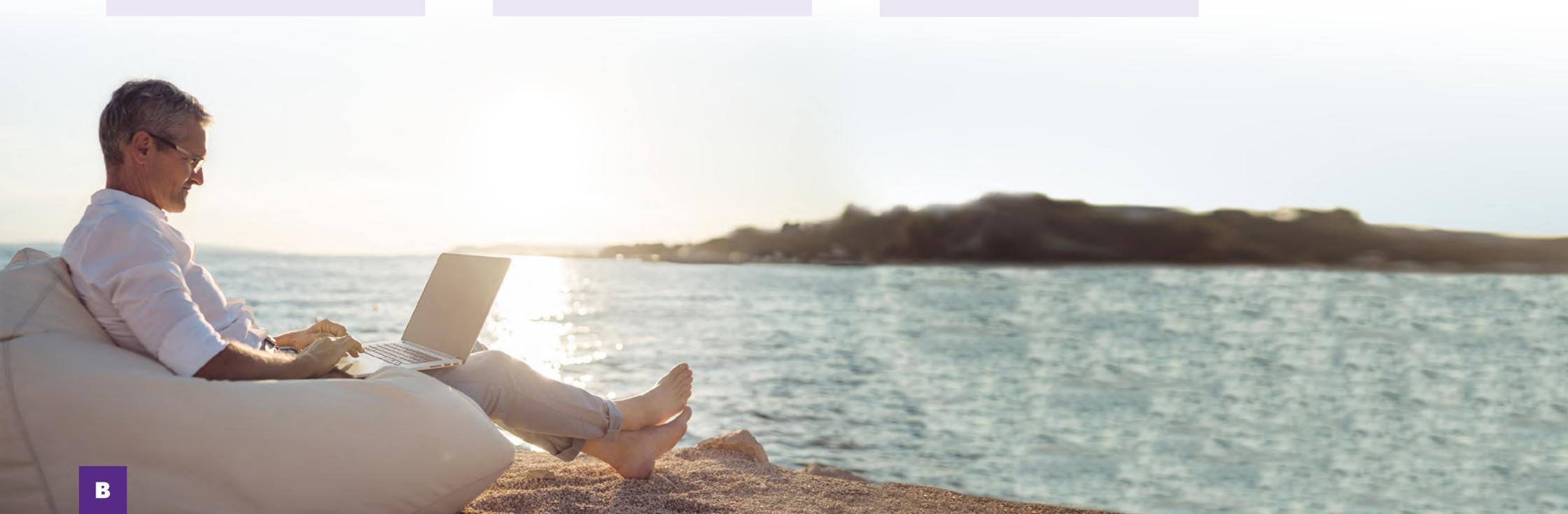
Flexible

A variety of formats to suit every need.



Anywhere and everywhere

Language instruction – wherever you happen to be.



Step by Step to Your Language Course

1

Choose your language and always enjoy these benefits

- The Berlitz Method®
- Berlitz Levels
- Berlitz Placement Test
- Berlitz Language Instructors
- Intercultural Competence
- Student Portal MyBerlitz

2

Select the training format that suits your needs

Individual Instruction

- Individual Instruction
- Total Immersion®
Intensive Individual Instruction
- Berlitz Study Abroad

Online Training

- Berlitz Online Classroom
- Berlitz Flex
- Berlitz Connect

Group Courses

- Corporate Group Courses
- Open Group Courses
- Business English Workshops

3

Additional services for a more comprehensive learning experience

- Language Exams and Certificates
- Online Self-Study Exam Prep
- Berlitz Language Tests for Assessment and Recruiting



The Berlitz Method®

Experience that keeps up with the times

The Berlitz Method® has been at the heart of all Berlitz language instruction since 1878, and has gained worldwide popularity for its effectiveness in achieving learning goals. It has been continuously developed and perfected in line with the latest linguistic research. Today, for instance, our courses include an individual needs analysis, digital course materials, and Live Online and e-learning options.

You always learn a new language in a natural fashion. This means that in your Berlitz course, you'll only speak and hear your target language – just as authentic and vibrant as a stay in the country where it is spoken. Instruction always centers on your experience, needs, and language-learning goals.

What will my language course focus on?

Listening, reading, writing, and speaking. At Berlitz, you will always practice all four language skill areas. Reading and writing are actively integrated into the lessons so that the course resembles a workshop, with a focus on active speaking. Communication takes place not only with your instructor, but also with the other participants – entirely in the target language, of course. The language is taught through simulations and role-playing of real-life situations.

How is my course structured?

The learning process is divided into several phases. You'll start with controlled practice phases in which you are corrected more frequently by your instructor so you can work on your pronunciation and accuracy. In the next phases, the aim is to put what you have learned into practice and to work on speaking freely.

How do I learn grammar at Berlitz?

If you want to speak a language, you don't necessarily have to learn all the grammar rules by heart – what's important is using them correctly when you talk. This is why you will always practice grammar in a linguistic and topic-specific context and internalize what you have learned through structured application.

How do I make the greatest amount of progress?

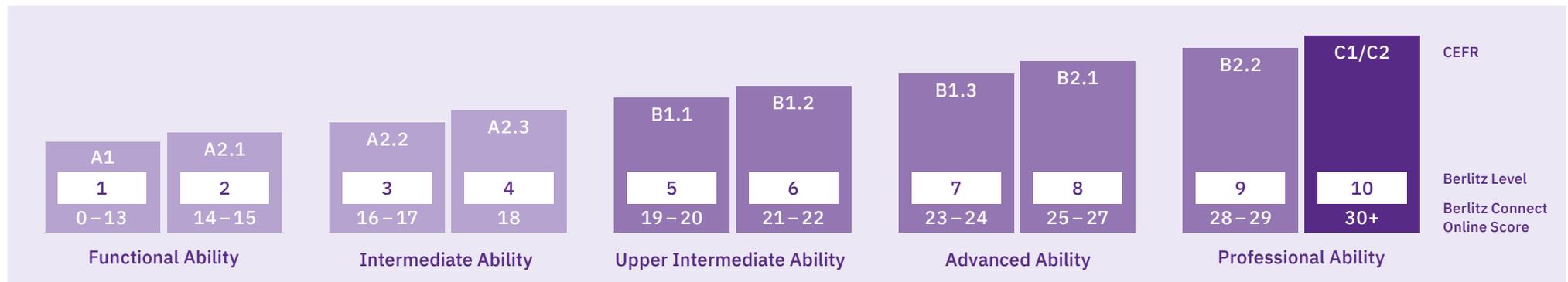
The three most valuable tips we can give you are:

- 1 Make sure you remain positive and stay persistent in your goal of perfecting your language skills
- 2 Attend your course regularly and participate actively
- 3 Don't be afraid to make mistakes – it's the only way you'll learn

Berlitz Levels

Standard definitions for language skills

The Council of Europe's Common European Framework of Reference for Languages (CEFR) defines different levels of language proficiency to make the learning of languages and evaluation of language skills more transparent and easier to compare. These CEFR levels correspond to the ten Berlitz levels.



Berlitz Level 1/CEFR A1

Your language skills are sufficient to make yourself understood with questions and answers in simple everyday situations.

Berlitz Level 2/CEFR A2.1

You possess basic skills in the language and can conduct simple conversations in at least one tense.

Berlitz Level 3/CEFR A2.2

You can follow the gist of a conversation on familiar subjects. You can initiate, maintain, and end a conversation and discuss a range of topics.

Berlitz Level 4/CEFR A2.3

You can understand information on familiar subjects in the relevant context and can hold a conversation on a range of general subjects.

Berlitz Level 5/CEFR B1.1

You can hold a conversation and describe things in a coherent manner. You can ask and respond to questions in the workplace. You can understand all sentence structures.

Berlitz Level 6/CEFR B1.2

You can communicate effortlessly in a variety of professional and personal situations using a variety of expressions.

Berlitz Level 7/CEFR B1.3

You can express views and defend them in discussions. You can handle challenging professional situations and also use the language in complex contexts.

Berlitz Level 8/CEFR B2.1

You can communicate efficiently and correctly in challenging activities and situations and participate in discussions in all environments. You can express yourself in a nuanced manner.

Berlitz Level 9/CEFR B2.2

You can communicate in detail and use targeted expressions to add nuance to discussions on complex topics.

Berlitz Level 10/CEFR C1/C2

You can express yourself at an extremely high linguistic level, virtually on a par with a native speaker.

Berlitz Tests for the Assessment of Language Skills

We offer three general language tests to help you determine which Berlitz language program is right for you. The tests take place before you start language instruction, so we can recommend the perfect course for you based on your current proficiency level.

Language Audit for Virtual Training

Lasting around 30 minutes, this online multiple-choice test is used for placement and needs analysis (questions about learning goals and professional fields) for our Connect program and individual instruction by phone/Skype. It tests knowledge of English, French, Spanish, or German; one of the 14 available support languages can be selected in advance. A re-test at the end of the course documents learning progress.

Oral Placement Test

Our oral placement test is available for all languages and can be conducted at a Berlitz Center, on company premises, or by phone. The oral placement test, which takes approximately 15 minutes, can also be combined with the online placement test described above.



Good to know

Find out more about our extensive range of → [testing services](#), including exam preparation and administration for internationally recognized language certificates such as TOEFL®, TOEIC®, and telc.

Berlitz Language Instructors

Interaction with our experienced, native-speaker Berlitz language instructors opens the door to success

One essential component of our language courses is the interaction and communication with the Berlitz instructors. We firmly believe that a good instructor plays a key role in your motivation and your learning progress.

This is why Berlitz sets the highest possible standards for its language instructors. Initial training and continuing education for our teachers is an integral part of our quality management certification under (DIN standard ISO 9001)

- Professional backgrounds, primarily in business
- Intercultural expertise
- Intensive training in:
 - The Berlitz Method®
 - Course materials
 - Teaching methods
 - Classroom management
- Teaching qualifications:
 - Special University of Cambridge trainer certification series
 - Certified expertise and skills in the principles and practice of language teaching
- Quality assurance by local pedagogical teams
- Regular classroom observation for quality assurance purposes
- All instructors who conduct virtual language courses possess special skills:
 - Communicating in a virtual space
 - Providing an interactive and motivating learning environment
 - Using technology (whiteboard, tools for participants, webcam)



**Cambridge Assessment
English**

Authorised Exam Centre

Intercultural Competence

Because it's not just what you say, but how you say it

Speaking the same language as the person sitting across from you is a good start. But cultural understanding takes you a step further, letting you communicate respectfully and effectively. It has been shown that culturally aware teams are more able to build sincere and trusting relationships with customers, avoid misunderstandings, and work successfully across national boundaries.

That's why Berlitz combines languages with intercultural understanding – not only as an integral part of every Berlitz language course, but also through additional services that you can book with us, all from a single source.

Build intercultural expertise

Integrated with language instruction

Short, topic-related lessons during and between the language-learning sessions create a deeper understanding of intercultural requirements.

Supplemental e-learning or seminar

Our → [Cultural Navigator® e-learning platform](#) provides a fast-track introduction to working with people of different cultures. Our → [Berlitz seminars for intercultural skills](#) also cover the most important topics related to intercultural collaboration.



Student Portal MyBerlitz

One portal – everything at your fingertips

This is how learning works today: MyBerlitz is a one-stop online student portal that lets you organize your language-learning experience – around the clock and independent of your location. From a comprehensive course overview and scheduling to communication with instructors, our new portal offers maximum convenience and transparency.

Its many features also include technical support and additional services. Enroll now in the language course of your choice and take your learning to the next level.



Benefits

- Personal learning path provides a course overview along with current progress
- Access to the digital training materials and supplementary documents and exercises
- Download function for all materials to allow offline practice as needed
- Personal calendar with an overview of all course dates and options for booking or rescheduling
- Direct login to Berlitz Live Online courses and access to lesson recordings
- Send messages or files to the Berlitz instructor team
- Detailed tracking of your progress

➤ [For selected features, please see the next page](#)



Also available as a corporate solution

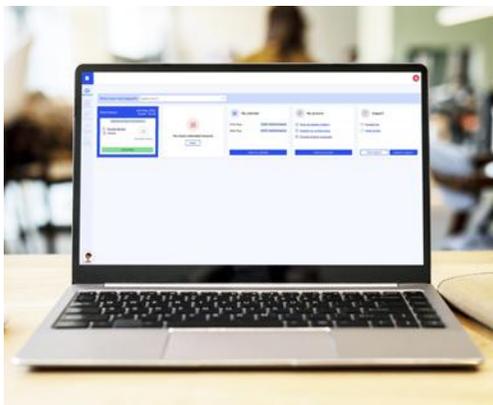
With → [MyBerlitz Corporate](#), we deliver excellent and customized online reporting for companies.



Student Portal MyBerlitz

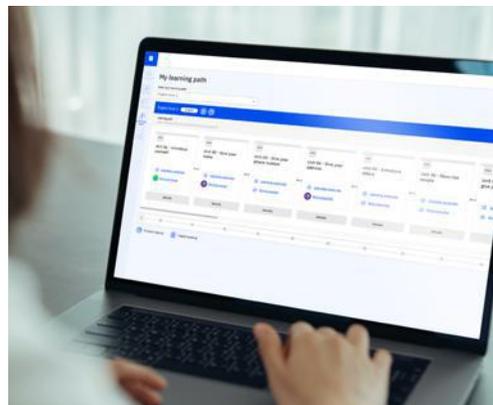
Selected features

The very first click will win you over: MyBerlitz's intuitive and modern user interface lets you instantly navigate through the system. You will benefit from numerous useful features that perfectly complement your language training!



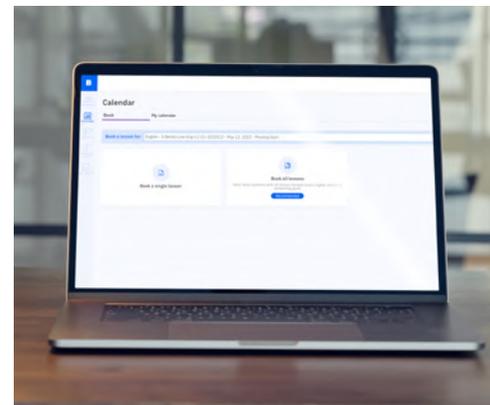
MyBerlitz dashboard

Your personal homepage with all the important functions needed to organize your courses at your fingertips. And if you have signed up for the Berlitz Online Classroom, you can log in to your course here.



MyBerlitz learning path

This is where you'll find a complete overview of your training. You have access to supplementary digital material corresponding to your language level and your objectives, as well as documents which can be downloaded.



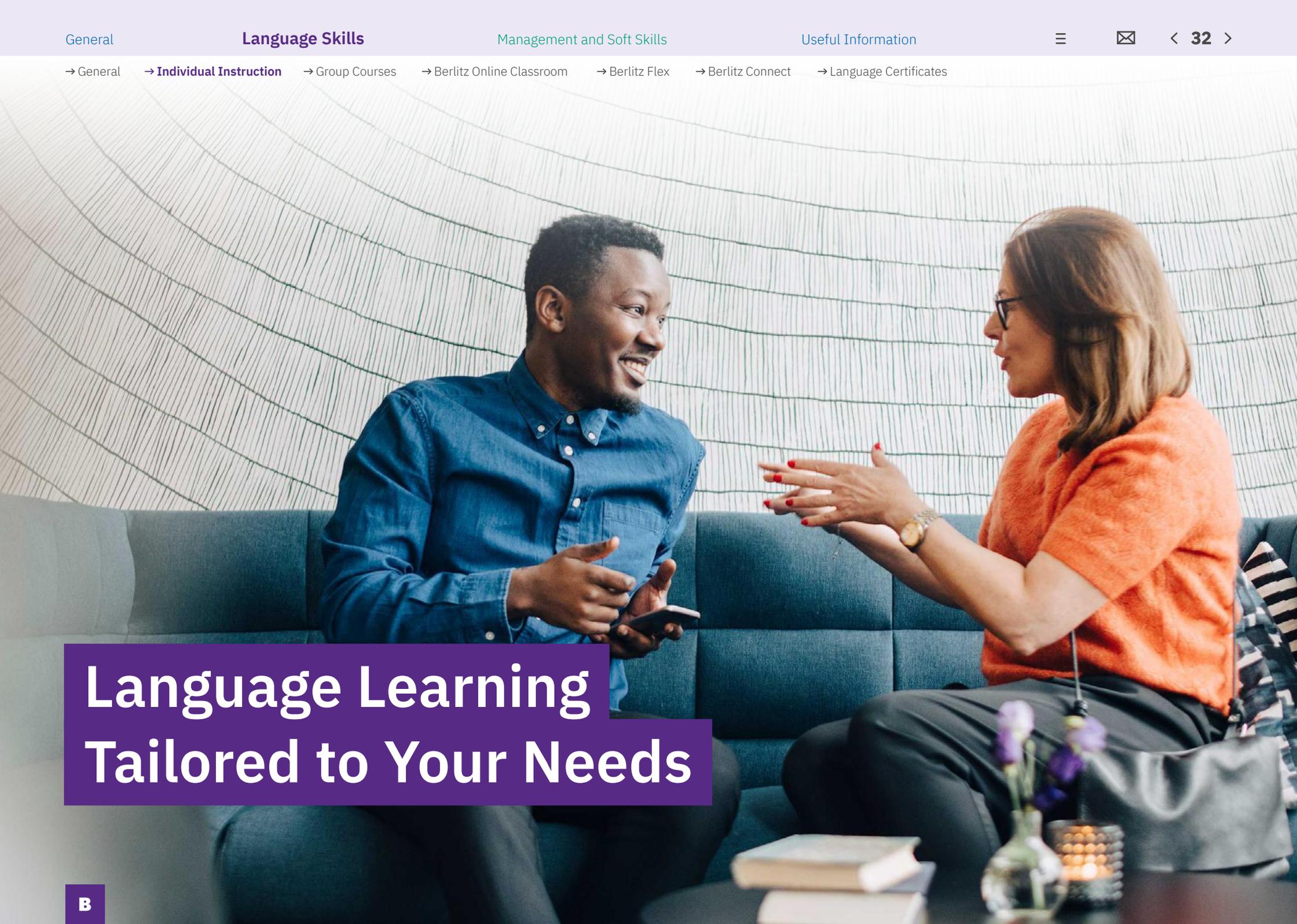
MyBerlitz scheduling

In your individual calendar, you can view all upcoming course dates at all times. Likewise, you can conveniently book or reschedule appointments 24/7 with a click of the mouse.



Good to know

You automatically receive access to MyBerlitz with every Berlitz Live Online language course. → [Berlitz Flex](#) is also organized via MyBerlitz.



Language Learning Tailored to Your Needs

Individual Instruction

Move toward language proficiency – fast, individual, and flexible

If your priority is to achieve your language-learning goals as quickly as possible, Berlitz individual instruction offers customized solutions. Your learning adviser will work with you to determine the content, learning speed, and course times that best suit your schedule and professional needs. You can choose between the following formats:

Individual Instruction Premium

You enjoy full flexibility with regard to the number of lessons, timetable, and length of contract.

Individual Instruction Compact

In at least 20 units of training a week, you learn at scheduled times and at an attractive price.

Individual Instruction Happy Hour

Enjoy especially affordable instruction at select times, e.g. at lunchtime or on Saturdays.



Content

- Job-related, real-world content
- Curricula from many industries
- Targeted building and expansion of vocabulary
- Specific topics and tailored content



Benefits

- In 50+ languages and for all language levels
- Participant speaks for a very high proportion of the time
- Rapid learning progress
- Individual timetable
- Instruction is available in person, online, or as a hybrid solution
- Native-speaker instructors and Berlitz quality
- Incorporation of learner experiences



Flexible learning options

- In-person lessons at one of our many Berlitz Centers
- Learn anywhere and everywhere in the Berlitz Online Classroom
- Hybrid learning that combines the best of face-to-face and online instruction



Good to know

Our → [Berlitz Flex](#) program combines self-guided learning modules with online individual instruction in a flexible blended learning solution.

Total Immersion® Intensive Individual Instruction

Maximum progress in the shortest time possible

For the most rapid language progress possible, Berlitz worked with the psychology institute at McGill University in Montreal to develop a special program: Total Immersion®. The concept is based on regular individual instruction, made significantly more effective by more hours of instruction and greater intensity. The goal is to be able to conduct advanced conversations in the new language after just a few weeks.

To this end, the course days are clearly structured – typically with individual instruction in the morning, a business lunch with small talk in a real-life environment, periods of independent study, and discussion sessions with two Berlitz instructors.



Concept

- Intensive instruction with 12 daily lessons, 60 sessions per week
- Individually tailored duration of 1 to 6 weeks
- Daily business lunch plus one lesson with two language instructors
- Available at all language levels in all actively spoken languages
- Accurate and confident communication in the foreign language within a few weeks
- Ideal for mastering language challenges swiftly



Good to know

With → [Berlitz Study Abroad](#), you can learn languages in the places they are spoken. We offer you more than 350 Berlitz locations around the world.



What our customers say about Berlitz

“The Total Immersion® program helped me to have a condensed and intense learning experience which accelerated my confidence and comfort with the German language. The continuity that this experience offers is useful in maintaining focus. I would recommend this to anyone who finds it difficult to maintain continuity and focus on German language learning due to work and family reasons, and needs additional confidence in speaking the language.”

Riju Mukhopadhyay, SAP SE



Corporate Group Courses

Shared success for your employees

Our corporate group courses are an effective way of targeting the development of several employees' language skills. Take advantage of all the benefits of our comprehensive training evaluation system, starting with a precise assessment of needs and continuing through the definition of individual content and placement tests, all the way to a detailed evaluation of participants' progress. Always included (of course): the accustomed Berlitz quality as well as maximum flexibility for a smooth and successful training program.

Corporate Group Premium: maximum of ten participants

The course is entirely flexible to meet your needs; the number of lessons and timetable can be arranged as required. There is no fixed contract length.

Corporate Group Compact: maximum of six participants

Employees learn the foreign language according to a predetermined timetable. This option is an affordable alternative to the Corporate Group Premium course.



Content

- Job-related, real-world content
- Curricula from many industries
- Targeted building and expansion of vocabulary
- Specific topics and tailored content



Benefits

- Available in 50+ languages and for all language levels
- Learning pace tailored to the course participants
- Instruction can take place in person or online
- Standardized, scalable solution for companies of all sizes
- Comprehensive → [Training Evaluation System](#) includes needs analysis, reporting, and budget monitoring



Flexible learning options

- In-person instruction in the Berlitz Center, on company premises, or at another location
- Learn anywhere and everywhere in the Berlitz Online Classroom



Good to know

If you do not have enough participants to make up your own corporate group course, you can also sign up individual employees for our → [open-enrollment group courses](#).

Intensive format also available

Our → [business workshops](#) are the perfect complement to our regular language instruction.

Open Group Courses

Achieve your language goals effectively – together

Our open-enrollment group courses are very popular, and we are continuously expanding our offering. There are lots of reasons that these courses are in high demand – open groups are available immediately and mean no administrative work for you. You simply register your employees for a suitable course; our wide selection ranges from topic-specific business courses to courses aimed at achieving a certain language level. The schedule is prearranged, which gives you certainty in your planning.

Intensive groups with 3 to 6 participants

Learn in an evening course once or twice a week, or in intensive courses with daily lessons.

Semi-private course with 2 participants

In a group of two, you can learn your target language more intensively. We take an individual approach to your needs.



Content

- Content for beginners to advanced learners in accordance with the course booked
- Focus on general or business language
- Targeted building and expansion of vocabulary
- Internalization of grammatical structures
- Practice with authentic everyday situations
- Key terms, phrases, and colloquial expressions



Benefits

- Motivating dynamics in small groups
- Group of learners at the same level
- In-person and online instruction available
- Many courses recognized as → educational leave
- In-person courses for English, German, Spanish, French, and Italian
- Additional live online courses for Arabic, Finnish, Danish, Japanese, Korean, Dutch, Portuguese, Russian, and Swedish



Flexible learning options

- In-person lessons at one of our many Berlitz Centers
- Learn anywhere and everywhere in the Berlitz Online Classroom

[Find out our offering for group courses](#)



What our customers say about Berlitz

“Berlitz offers exactly what our employees are looking for: learning in an interactive environment as part of a program that’s tailored to their needs. Being able to choose between different group courses, which are conducted online or on site, is particularly appealing.”

Michelle Neidhardt
Specialist Personnel Development
BASF Services Europe GmbH



Good to know

Open-enrollment group courses also represent an ideal solution for any company that is looking for affordable and flexible language instruction for individual employees – without having to organize an in-house course or arrange for individual instruction.

Three Questions For...

Interview about our open group courses with Christopher Macchini, Senior Center Director, Berlitz Ulm

Who usually books the open-enrollment group courses at Berlitz?

We've noticed that these courses are particularly popular among companies who don't have enough participants for an in-house group. The open groups provide a very good opportunity for individual employees to start language courses immediately. Secondly, there are many people who simply prefer to learn languages as part of a group – so they also enjoy our course concept. I always find it fascinating to see the synergies that develop within the open groups. Not only is this a fun way to learn, but it also promotes successful learning.

In addition to the group dynamics mentioned above, what other factors contribute to the success of the participants?

First of all, it's important to put together the right group. We bring together participants with very similar skill levels and goals. This fosters interaction within the group and prevents the frustration that comes from being overwhelmed or insufficiently challenged. In addition to this level playing field for communication, our Berlitz instructors play a decisive role in the success of the courses. They're specially trained in group instruction and make sure everyone participates actively in the dialogue. Because speaking yourself is essential to staying motivated.



Business English Workshops

When a specific English-language problem needs resolving or you want to focus on certain topics, the Berlitz Business English workshops are the ideal alternative to our regular language courses.

Working in small groups or one-on-one, the participants learn precisely the topics that match their language needs and goals. This might take the form of a two-day intensive course or could be spread over a longer period. Interactive exercises, role-playing, and simulated situations guarantee lasting language success.

We offer a large number of specialized courses for you to choose from. Upon request, course content can also be tailored to your company's specific needs. A small selection of our workshop topics is presented on the next page.

[> Workshop topics on the next page](#)



Even more effective in combination

We recommend combining periodic continuing education workshops with our instruction in the [→ Berlitz Online Classroom](#). This gives you a hybrid solution for long-term, active language proficiency.

[Find out more about our workshops](#)



What our customers say about Berlitz

“I was asked to organize the English courses for our company, which are provided and run by Berlitz. Personally, I derived great pleasure from working with them, not only because it was so amiable and pleasant, but also because it was also extremely professional and reflected a high level of dedication. Regarding the course participants, I regularly received highly positive feedback on how the courses were conducted, and from the progress reports I could see that the course participants made quick and good progress. I would recommend this approach to language courses to any company.”

Katrin Flemming
HR Recruiting
JYSK Germany



Business English Workshops

Business English Workshops for Key Qualifications

Daily business is not always about major projects, but also the smaller, no less important tasks. So it's important to get the little things right. Our workshops ensure that your employees make a confident impression and continue to develop important soft skills.

- English for Meetings
- English at the Office
- English for Negotiations
- English for Business Small Talk
- English for Emails
- English for Presentations
- English for Telephoning

Business English Workshops for Your Department

Professionals who want to build and maintain international business relationships have to focus on numerous details. Experience has taught us the most important questions and conversational situations encountered in business, and these form the focus of these courses.

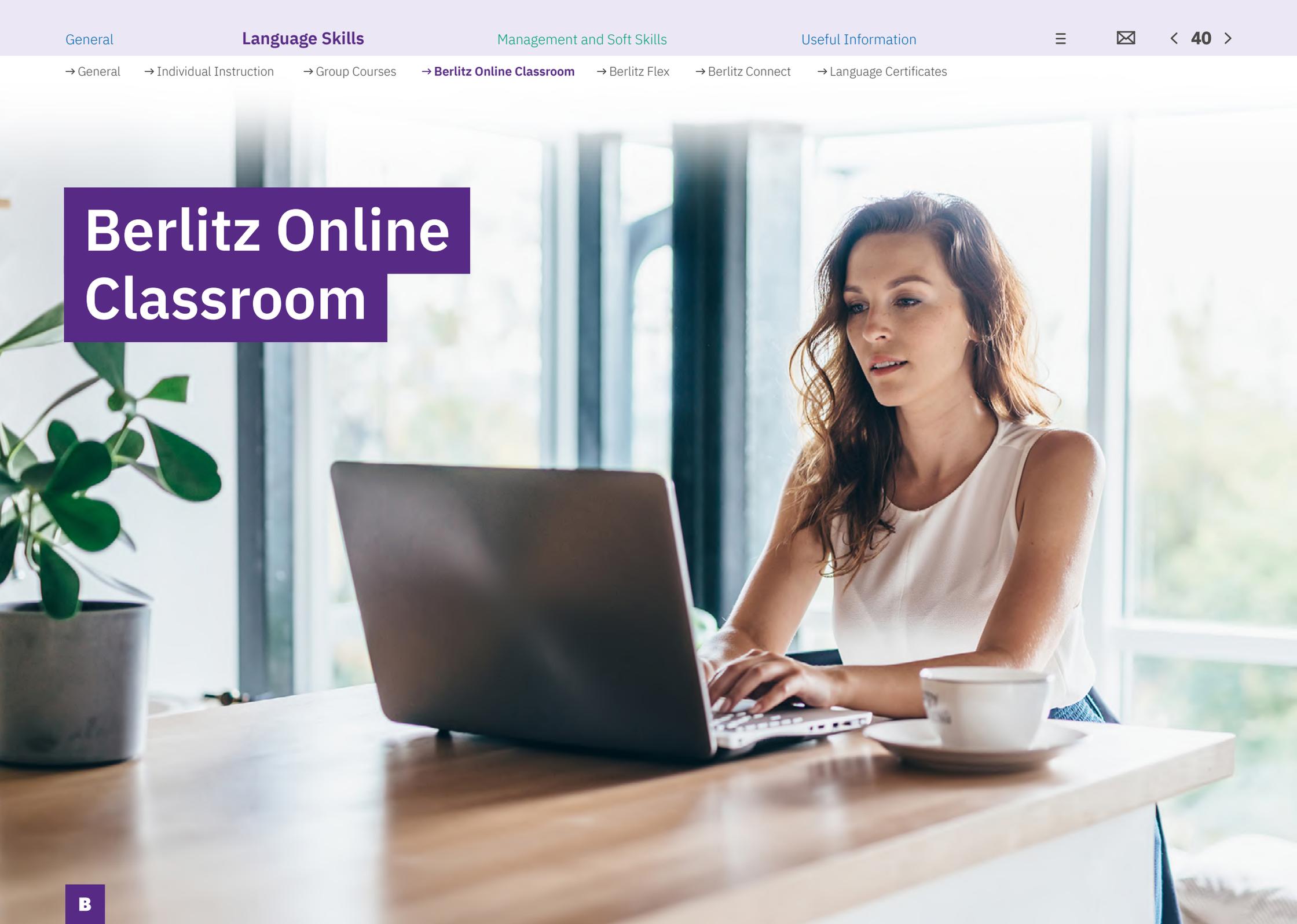
- English for Human Resources
- English for Sales
- English for Finance and Accounting
- English for Customer Service
- English for Marketing and Advertising

Business English Workshops for Your Industry

Every industry has its own rules. So it's all the more important that this know-how is correctly communicated in a foreign language. We provide you with the necessary knowledge, using case studies to help you practice for the many challenges of your profession.

- English for Legal Professionals
- English for IT Professionals
- English for the Energy Industry
- English for Insurance
- English for Real Estate
- English for the Automotive Industry

Berlitz Online Classroom



Berlitz Online Classroom

100% live – 100% success

Welcome to the Berlitz Online Classroom! Make progress in learning a language without being tied to a specific location. Whether in intensive private lessons or a small group, you will be deeply immersed in the foreign language from the very first session. Our popular Berlitz Online Classroom offers numerous features for active conversation and rapid learning progress.



Benefits

- Live online language lessons taught by native-speaker instructors
- The same high quality as classic Berlitz face-to-face instruction
- Level-based courses for all proficiency levels
- Communication in line with the Berlitz Method®: active, practice-oriented, and exclusively in the target language
- Numerous interactive features such as virtual whiteboards, breakout rooms, quizzes, and lesson recording
- Learning path with practice-oriented lessons and language skills that can be applied immediately
- Easy organization, preparation, and follow-up via → [MyBerlitz](#)



Berlitz Online Classroom with numerous interactive tools for active communication

Available training formats in the Berlitz Online Classroom

→ Individual instruction

Customized intensive program with personal Berlitz instructor for particularly rapid results.

→ Corporate group courses

Group courses with Training Evaluation System for targeted development of employees' foreign language skills.

→ Open-enrollment group courses

Regular training in small groups of a similar skill level, on a fixed schedule, and covering a variety of topics.

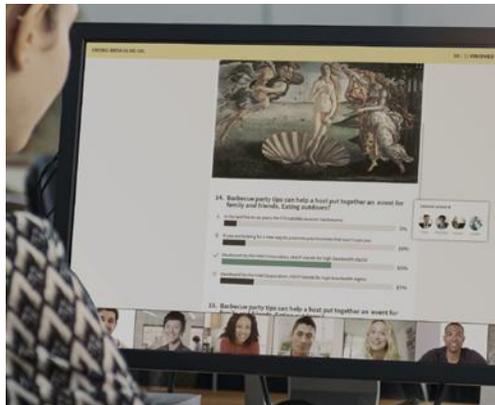
Watch our video about live online training in the Berlitz Online Classroom here



Berlitz Online Classroom

Selected features

This language course is more than just a video chat. To make your language lessons as varied and effective as possible, we use numerous innovative features on our training platform. And it's all browser-based, so you don't even have to download a program.



Interactive tools

Multiple interactive tools such as live quizzes, digital whiteboards, live chat, videos, and audio files make for a holistic and varied learning experience.



Breakout rooms

In the breakout rooms, participants are divided into small groups so they can focus on applying the language in role-playing activities.



Collaborative notes

Notes on the lesson can be written in real time and downloaded at the end of the session for review.



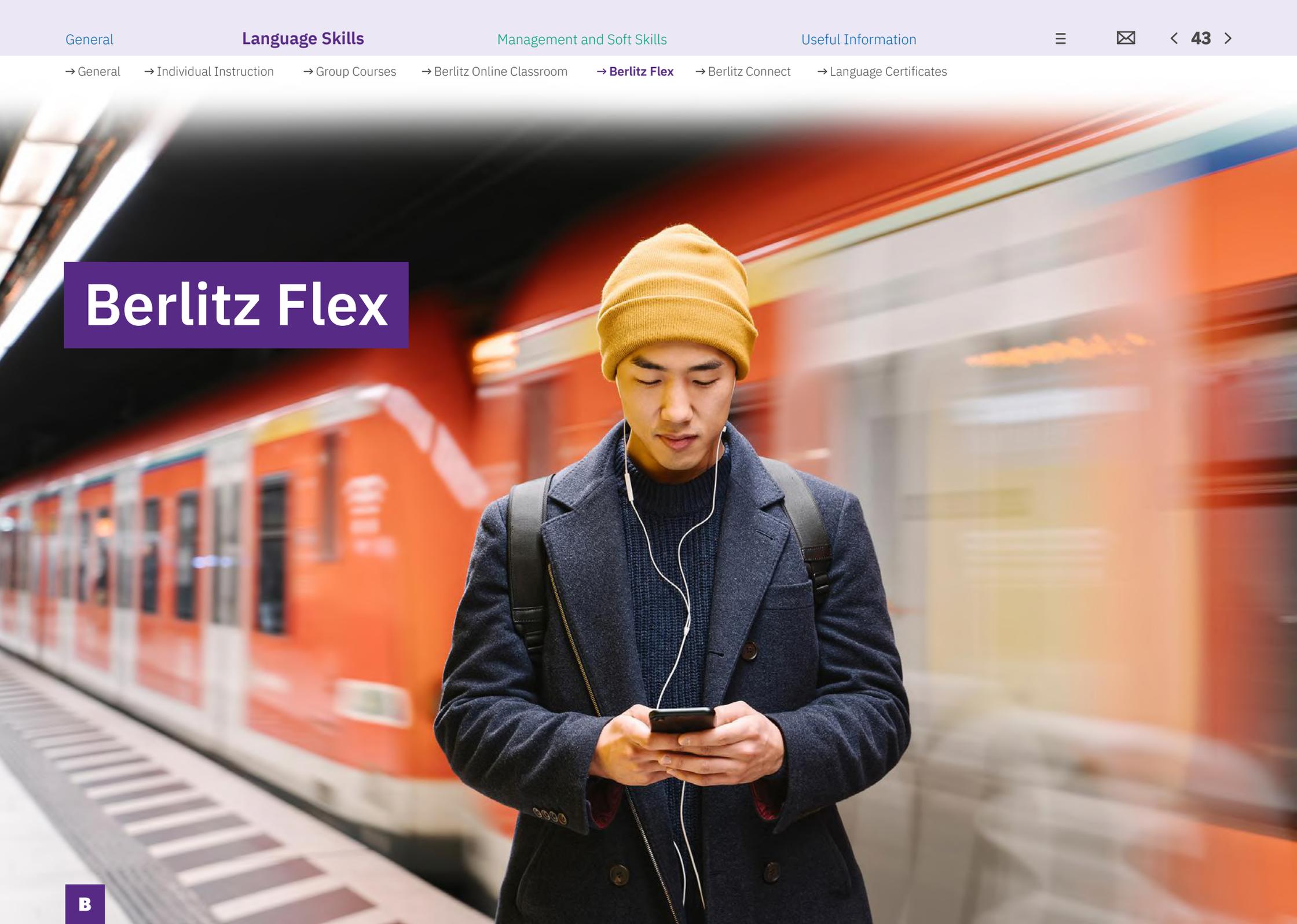
What our customers say about Berlitz

“We’ve been working with Berlitz for several years now and offer virtual and face-to-face language courses across the group. The virtual courses in particular foster networking between colleagues in our group and enable them to learn together across national borders. Structurally and educationally, the lessons are very well thought out and of high quality. We have received very positive feedback from the participants.”

Friederike Hübner
Team Manager Human Resources
TENTE-ROLLEN GmbH



Berlitz Flex



Berlitz Flex

The perfect combination of online self-study and live coaching

With its innovative program structure, Berlitz Flex is extremely user-centric and offers maximum self-determination in language learning – so it is particularly well suited for integration into modern learning ecosystems.

With our online self-study program, employees are not tied to a specific location and can learn at their own pace. Our instructors provide them with targeted support in regular live coaching sessions. The result is genuine blended learning with a well-defined learning path and lessons that build on one another.



Benefits

- Effective combination of 70% self-study and 30% live coaching sessions
- Learn completely online at your own pace, wherever you are – on a laptop, tablet, or smartphone
- Organized, level-based structure with the same content and materials as classroom instruction
- All content is coordinated and integrated
- Introduction and practice session included
- Short lessons in intercultural skills
- For English and German levels 1 to 8 (CEFR A1 to B2.1)
- For Spanish levels 1 to 4 (CEFR A1 to A2.3)
- Coming soon: Spanish levels 5 to 8 (CEFR B1.1 to B2.1) and French levels 1 to 4 (CEFR A1 to A2.3)



Highlights

- **Unlimited possibilities:** After completing the learning path, live coaching sessions can be booked as often as you like until the license expires.
- **Interactive video learning:** Learning videos presented by native-speaker instructors teach pronunciation, sentence structure, and vocabulary, and encourage you to speak along.
- **Innovative voice recognition:** Practice the pronunciation of entire sentences, not just individual words.
- **Flexible scheduling:** Berlitz Flex is organized through our [→ MyBerlitz Student Portal](#), where participants can manage their self-study lessons and schedule their live coaching sessions flexibly.
- **Free demonstration session:** Get to know Berlitz Flex with no strings attached – [✉ contact your corporate customer advisor](#).

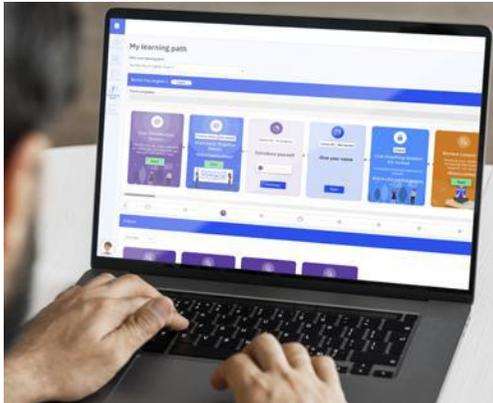
Watch our video about
Berlitz Flex here



Berlitz Flex

Selected features

Smart, modern, and personal: Berlitz Flex is the perfect program for everyone who is looking for a digital solution for learning language skills – but doesn't want to forego the human touch.



Personal learning path

For methodical and structured learning, the individual self-study lessons, live coaching sessions, review lessons, checkpoints, and culture lessons can be worked through in the specified sequence.



Live coaching sessions

The 1:1 live coaching sessions with a Berlitz instructor last 25 minutes each. In these sessions, you receive direct feedback and assistance for optimal learning progress.



Modern speech recognition

One of the true highlights of Berlitz Flex is automatic speech recognition. Practice your active speaking and pronunciation whenever you like – using full sentences, not just individual vocabulary words.



What our customers say about Berlitz

“Very competent advice coupled with hassle-free, flexible implementation.”

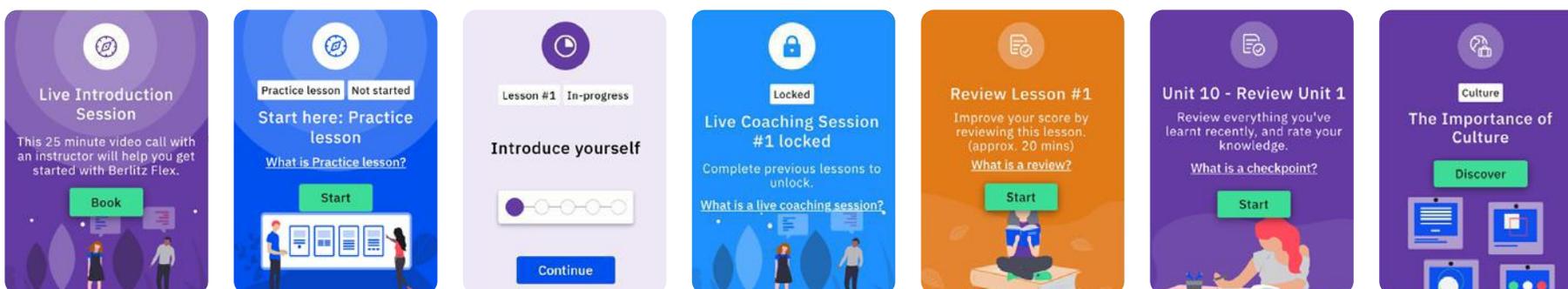
Heinrich Thorwesten
Human Resources
KAMPF Schneid- und Wickel-
technik GmbH & Co. KG



Berlitz Flex Components

A personal learning path for structured and methodical learning

Berlitz Flex offers you maximum freedom in your language learning – but still provides a clear structure with compact lessons that build on one another. The program components in your learning path offer great variety while focusing on a single goal: building your language skills.



	Live introduction session	Practice lesson	Self-study lessons	Live coaching sessions	Self-study review lessons	Self-study checkpoints	Self-study culture lessons
Description	Here you receive an introduction to the program as well as the most important features and exercises. You can try an exercise of your choice.	Here you receive an impression of how a live coaching session is conducted. This is an opportunity to clear up any unanswered questions.	Each self-study lesson has a learning objective and contains educational activities such as interactive videos, exercises, and more.	You receive direct support during a live conversation. After you complete the learning path, these sessions can be repeated as often as you wish.	For each self-study lesson, there is the option of doing review exercises to reinforce the lesson and improve long-term recall.	As you progress along the learning path, regular checkpoints are unlocked to monitor and encourage learning progress.	Brief, optional intercultural modules are available in English, German, Spanish, and Japanese.
Number	1	1	36	20	36	4	4
Learning time	approx. 25 minutes	approx. 30 minutes	approx. 1.5 to 2 hours	approx. 25 minutes	approx. 20 minutes	approx. 10 to 20 minutes	Reading time approx. 2 minutes

Berlitz Flex Licenses and Learning Times

Length of license	6 months	12 months	12 months with “unlimited” option
Levels covered	1 Berlitz level	2 Berlitz level	Up to 8 Berlitz levels
Live coaching sessions	20 25-minute sessions	40 25-minute sessions	160 25-minute sessions
Self-study lessons	<ul style="list-style-type: none"> • 36 self-study lessons • 36 review lessons • Checkpoints • Culture lessons 	<ul style="list-style-type: none"> • 72 self-study lessons • 72 review lessons • Checkpoints • Culture lessons 	<ul style="list-style-type: none"> • Up to 288 self-study lessons • Review lessons • Checkpoints • Culture lessons
Recommended learning time per week to complete a language level	25 minutes per week for the live coaching sessions 1.5 to 2 hours per week for the self-study lessons		



What our customers say about Berlitz

“The thing we really like about Berlitz Flex is that we can be flexible when it comes to the timing of courses. All participants can learn at their own pace and pause things at any time. It’s also really convenient for our everyday work that the live coaching sessions are available 24/7. It’s the variety of the course content that makes the format so interesting, but also having all the different listening, reading, and writing in a digital space. Also, the speech recognition helps with the correct pronunciation. But the really big highlight is the live coaching sessions. The trainers are professionals and they give you individual feedback, so you get so many tips. Bottom line for us, Berlitz Flex is fun and it’s great if you want to keep the learning process flexible, or if for example you can only find time in the evenings or on weekends. It means you can learn around the clock.”

Karolina Okulicki
 Specialist Recruiting & Talent Acquisition, Human Resources
 Gerresheimer Regensburg GmbH

Berlitz Connect



Berlitz Connect

Online self-study with extras

With Berlitz Connect, you can learn your chosen language entirely according to your personal preferences. You have around-the-clock access to our online platform, where you can practice independently at your own pace and following your own interests. E-lessons form the core of your training and are part of your personal learning path. Each lesson consists of several different activities and takes about 30 minutes to complete.

Depending on the version you choose, you can use Berlitz Connect as a strictly **online self-study solution** (Berlitz Connect Classic), or combine it with live online group conversation courses or live coaching sessions (Berlitz Connect Plus/Premium) for a **blended learning solution**. The choice is yours!



Benefits

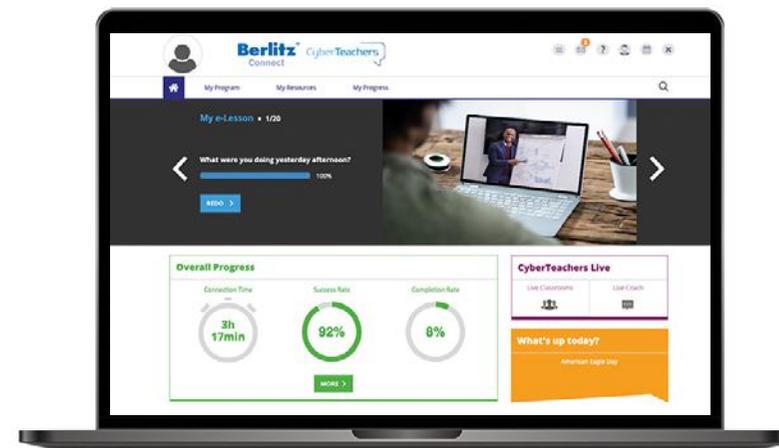
- Online language audit including a language placement test, a needs analysis, and a selection of professional fields
- Personalized instruction with an individual learning path consisting of a variety of e-lessons
- Content from more than 200 professions and over 25 industries
- Interactive exercises, pronunciation trainer, speed memorization tool, and gaming area
- Content coordinated with other Berlitz language courses
- Numerous micro-learning units for flexible integration into your daily work routine
- Free participation in instructor-led online group conversation courses
- Optional 30-minute one-on-one phone/Skype coaching sessions with Berlitz instructors
- For beginners and advanced learners: English and French (CEFR A1 to C1), German and Spanish (CEFR A1 to B1; some basic knowledge of the language required)



Give it a try

Discover Berlitz Connect in a free demonstration.

➔ [Contact your corporate customer advisor.](#)



Well-structured and easy to navigate: the Berlitz Connect homepage with e-lesson and your personal progress tracker

Berlitz Connect

Choose the right type of training from our three Connect programs.

Berlitz Connect programs	Classic	Plus	Premium
Target language	English, German, French, Spanish		
My Program Individual learning path with e-lessons that build on one another	●	●	●
My Resources Additional learning activities and support tools	●	●	●
My Progress Detailed mapping of your personal learning progress	●	●	●
Flash Lesson Daily email with three short exercises	●	●	●
SOS Teachers Written assistance from our instructors within two working days	●	●	●
Gaming Area Collect points and awards for learning progress	●	●	●
Live Coach Live chat with Berlitz instructors should language problems arise		●	●
Community Room Chat function to converse and learn with other participants		●	●
Live Classroom 30-minute group conversation courses several times daily		●	●
Live one-on-one coaching 30-minute phone/Zoom individual coaching sessions			●



What our customers say about Berlitz

“We discovered Berlitz Blended Learning and came to value it greatly – especially Berlitz Connect and one-on-one instruction over the phone. The course set-up was excellent both for beginners and more advanced participants. Everyone who took part was able to improve their language skills, as clearly demonstrated by a comparison of the initial placement tests and the final tests that all participants took. The phone-based instructors were excellent and adapted to the participants’ individual wishes and abilities. The great support was the icing on the cake.”

Marco Nübling
Head of HRM
AVS Holding GmbH



Watch our video about
Berlitz Connect here



Berlitz Connect as a Company License

The efficient and economical solution for companies

On the previous pages, you became acquainted with Berlitz Connect as a particularly user-friendly and flexible online language learning platform. This is also the approach we take when it comes to integrating the program into your company.

Get your employees on board faster – with an easy and seamless connection to your learning management system (LMS). Users have direct access to training without time-consuming registration or log in procedures. You save resources: administration, time, and costs.

Comprehensive reporting tools also provide transparency and scalability at all times. And last but not least, you will enjoy the attractive price advantages of multi-user licenses.



Advantages of the Berlitz Connect company license with LMS connection

- Easy to integrate into your existing learning management system
- Participants have direct access to the language lessons and can start immediately
- Convenient reporting in your LMS or with a Berlitz tool
- Meets the highest security standards
- Suitable for companies of all sizes
- Individual advice and guidance from our Berlitz experts
- You save valuable resources and can concentrate on your key responsibilities



Talk to us!

Our experts will provide you with detailed advice and will be happy to show you real-world case studies that will help you optimize your continuing education processes through centralized and digital learning management.

What our customers say about Berlitz

“We opted for the Berlitz Connect e-learning platform as the perfect complement to our existing face-to-face language learning, since it allows our employees to work on their language skills independently and according to their individual needs. The Berlitz Connect learning tools are especially helpful and are used a lot – for instance to assist our employees with writing emails and letters in the foreign language. Overall, the effective coordination of face-to-face and online language instruction is a major advantage of working with Berlitz.”

Dr. Rüdiger Keller
Apollo-Optik Holding GmbH & Co. KG



“At first we were looking for an entirely online solution for English instruction. Because of renovations, we weren’t able to conduct face-to-face training on our premises. After looking at several service providers, we chose Berlitz. Following a pilot phase, the participants and the HR department were equally impressed with the benefits of the virtual version – functionality, flexibility, and learning progress. Today a lot of people at our company use the platform and apply their new knowledge on the job. The instruction provided by Berlitz boosts employee satisfaction, which helps contribute to employee retention.”

Markus Block
Director of Human Resources, emz-Hanauer GmbH & Co. KGaA



“As an international company, what we most appreciate about Berlitz is its many locations around the world. The many learning options, such as face-to-face instruction and the Berlitz Online Classroom, offer our employees a variety of solutions tailored to every individual learning need. In addition, our employees are able to use the Berlitz Connect e-learning platform to expand their personal language development outside the regular learning program. The direct support and professional advice from Berlitz helps us keep things running smoothly.”

Sabrina Lüthi
HR Development Business Partner, dormakaba Deutschland GmbH



Comparison of the Berlitz Online Language Programs

	Berlitz Online Classroom	Berlitz Flex	Berlitz Connect
Format	Live online language instruction based on proficiency level – with Berlitz language instructors in individual instruction, corporate groups, or open-enrollment groups	Online self-study based on proficiency level, combined with live coaching sessions for a flexible blended-learning solution	Topic-based online self-study program; optional live sessions with instructor and in group depending on the version booked
Learning objective	Completion of language level	Completion of language level	Build language skills
Ratio of live training to self-study (approximate)	95% live online, 5% self-study	30% live online, 70% self-study	5% to 20% live online; 80% to 95% self-study
Progression along the learning path	Structured – learners follow the learning path created for them	Structured; learners complete lessons to unlock live coaching sessions	Flexible; learners can complete the lessons in any order they like
Languages	More than 50 languages for individual instruction and corporate groups; 14 languages for open-enrollment groups	English, German, Spanish, French	English, German, Spanish, French
Organization	Through the MyBerlitz portal	Through the MyBerlitz portal	Through the Connect learning platform
Access	Unlimited, incl. after completion of the program	6 or 12 months (depending on license)	3, 6, or 12 months (depending on license)
Program highlights	Live online training using the Berlitz Method® for the same high quality as classic Berlitz face-to-face instruction	After completing the learning path, live coaching sessions can be booked as often as you like until the license expires	Option to upgrade to the Plus version, which gives learners access to unlimited live online group instruction
Additional information	→ Berlitz Online Classroom in the catalog 🔗 Video	→ Berlitz Flex in the catalog 🔗 Video	→ Berlitz Connect in the catalog 🔗 Video

Language Certificates



Preparation for Internationally Recognized Language Exams

Earn the language certificate of your choice – with Berlitz

Are you looking to have your current language skills officially tested or to prepare for a specific language exam? Berlitz is the right partner to help you reach your goals. We offer effective preparation for internationally recognized language certificates – as a live online course, online self-study, in-person instruction, or a combination of these options. Furthermore, many Berlitz Centers serve as certified examination centers where you can also take the exam.

Earn your official language certificate in just three steps:

1

Selection: Which examination do you wish to take?

- You will find the most important internationally recognized language exams at Berlitz.
- We offer examinations and prep courses for more than 10 languages.
- We will be happy to advise you on which certificate suits your specific needs or how we can offer testing as a corporate solution on your premises

2

Format: How would you like to prepare for the examination?

- In a face-to-face or Live Online course with individual or group instruction.
- Self-study on an online platform with a personal study plan.
- A combination of flexible online self-study and Live Online course for focused preparation for your selected exam.

Online Self-Study Exam Prep

Perfectly prepared for your language examination – online

Exam prep – anytime, anywhere? With our new self-study program, it's easy to use a computer, smartphone, or tablet to study for your language examination on our modern online platform. With your own profile and a personalized study plan, you learn at your own pace while benefiting from a variety of interactive exercises as well as mock tests that effectively simulate the exam. And of course the content is entirely based on the official test requirements.



Benefits

- Study for the examination at your own pace
- Individual learning path for your chosen language examination
- Vocabulary exercises, grammar practice, videos, and study sheets
- Specific practice exercises for each part of the examination (writing, speaking, etc.)
- Practice tests under exam-like conditions
- Usage statistics for tracking your learning progress
- Available for more than 15 tests in five languages
- License can be booked for three months



Flexible options

Our new self-study exam preparation program can also be used in combination with a live online prep course or as an e-learning supplement to your language course.

Management and Soft Skills

General			
The World of Berlitz Seminars	81	Leading Diverse Teams	117
The Berlitz Seminar Portfolio	82	Successful Team Leadership	119
The Berlitz Instructors, Coaches, and Consultants	84	New! Healthy Leadership	120
		New to Leadership	121
		Professional Stakeholder Management	122
		Leading Virtual Teams	123
Global Collaboration		Solution-Finding	
Intercultural Competence Workshop	88	Effective Change Management	125
Successful Collaboration with China	89	Problem-Solving and Decision-Making	126
Successful Collaboration with Germany	90	Creativity as a Key Competency	127
Successful Collaboration with India	91	Dealing with Change	128
Successful Collaboration with Japan	92	New Work	
Successful Collaboration with the United States	93	New! Working on Agile Projects	130
Case study: Cross-cultural team development	94	Basics of Agile Working	131
Intercultural Training for Expatriates	95	Customer Centricity	132
Repatriation Coaching	97	Digital Productivity and Organization	133
Safety Training for Business Travelers and Expatriates	98	Influencing without Authority	134
		Emotional Intelligence	135
Basics in Daily Work		Peer Group Advice	136
Efficient Communication	102	On-Point Business Communication	137
Feedback	103	New! Unconscious Bias	138
Conflict Management	104	Self-Guidance and Mental Health	
Positive Customer Interaction	105	Mindfulness	140
Managing Your Email Inbox Effectively		Assert Yourself with Confidence	141
Using Outlook	106	Resilience at Work	142
Increase Your Workday Efficiency	107	Self-Leadership and Personal Effectiveness	143
Project Methods and Tools	108	Stress Management	144
Professional Negotiations	109	Appreciative Communication	145
Communication as a Key Competency	110	Teamwork	
New! Holding Difficult Conversations	111	Working in Diverse Teams	147
Managing Yourself and Your Time	112	New! Working in Hybrid Teams	148
		Working in Virtual Teams	149
		Collaboration in Agile Teams	150
Leadership Skills		Successful Teamwork	151
Career Development Programs for		Establishing No-Blame Culture	152
Your Leadership Success	114	New! Resilience in Teams	153
Coaching Tools for Leaders	115	Team Development	154
Delegation Toolbox	116	Team Culture Analysis	155
		Efficient Meetings and Presentations	
		Meeting Design and Facilitation	157
		Present Effectively and with Confidence	158
		Business Storytelling	159
		Virtual Presentation Skills	160
		Facilitating Virtual Meetings	161
		Designing Virtual Trainings	162
		Impactful Business Visualization	163
		Systemic Organizational Development	164
		Individual Coaching	165
		Online Training	
		Cultural Navigator®	167
		Cultural Orientations Approach™	173
		E-learning in the Berlitz Oncademy	174
		Blended Learning	
		Berlitz Blended Seminars	175
		DZ BANK Case Study	179

→ **General** → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

The World of Berlitz Seminars

Business excellence for your future success

The way we work and learn has changed a lot across the globe in recent years and it is still in a state of transition. In terms of media, the world seems to have become smaller through virtual working, increased networking and more intensive use of conference tools and other channels. At the same time, the situation has greatly limited direct human contact, travel, and in-person interactions.

For situations such as this, which will also continue to leave a mark on the future due to the new options that have emerged, we at Berlitz have created learning and teaching structures adapted to the changed requirements of our customers. This includes flexible learning concepts that are not tied to a specific time – or, above all, location – which can be carried out by instructors or as e-learning in a virtual environment and are thus perfectly tailored to your needs. But we will also continue to offer you traditional instructor-led, classroom-based programs, because direct contact and interaction with our participants is as important to us as it is to our instructors and continues to represent an excellent alternative to digital learning.

Our seminar portfolio is remarkable for its sheer variety: from relevant aspects of global collaboration and New Work to the key requirements of traditional work methods; from agile methods to workplace basics. And we have grouped all of these topics into thematic learning clusters for you. This is how we help you be perfectly prepared for the workplace of today and tomorrow.

→ You will find all continuing education courses here



Let's talk about this!

We will be happy to advise you on the relevant course content for your objectives and put together a program tailored to your needs (content, duration, format). Contact us at seminare@berlitz.de.



What our customers say about Berlitz

“Collaboration between Berlitz and our HR development department is going extremely well. It's about as uncomplicated, supportive, and flexible as it gets. Our key contact is always available and 100% reliable. I couldn't imagine a better long-term partner, not just for all kinds of issues relating to language courses, but also for specialist seminars and coaching topics, and I can recommend Berlitz without reservation.”

Katarina Bahnsen
 HR/Personnel Officer
 GARBE Industrial Real Estate GmbH

GARBE.
 Industrial Real Estate

→ **General** → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
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The Berlitz Seminar Portfolio

Continuing education exactly the way you want it – face-to-face or virtual

At Berlitz, you will always find the right training format for your needs. Simply select from the following successful formats: face-to-face instruction at the location of your choice, virtual courses, e-learning – or the best continuing education mix with our blended-learning options.

Our seminar topics can usually be booked as face-to-face and virtual courses for your company, are available worldwide, and can be combined with other offers and conducted in many languages.



In-house seminars: Single- or multi-day continuing education courses

You decide on the topics, dates, and instruction format (in-person or virtual seminar). Our in-house seminars last a day or longer, depending on how much depth you prefer. All our in-house seminars can be conducted in English upon request. Our corporate customer advisors and training development team will be happy to discuss your needs and advise you on seminar concepts. Learning success is further boosted by the use of case studies and specialist terminology from your organization.



In-house seminars: Half-day workshops

Many of our seminar topics are available as half-day intensive courses, which can be taught in-person or online. They offer an ideal way to provide fresh momentum, boost motivation, and work your way into a complex topic. The content is aimed primarily at actual business practices and can be applied on the job right away.

➤ [Additional seminar formats on the next page](#)

→ **General** → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

The Berlitz Seminar Portfolio



Organizational development: When your company is facing complex changes

We firmly believe that an organization can only change when leaders and employees are also on board. This is where our concepts for organizational development and the fostering of a learning organization come into play. Organizational development is a planned, long-term development and change process that extends throughout the entire organization. We will be happy to put together a tailored action plan to advise and guide your company through the change process.

→ [Find out more here](#)



Coaching: Reach your personal goals

Working with a coach in a one-on-one dialog helps you reflect on your questions, develop new points of view, gain a clear perspective, mobilize new resources, and be well prepared for an important situation or new role. It also provides you with a safe space to sound out new plans of action.

→ [Overview of coaching scenarios and target groups](#)



E-learning: Virtual instruction at your own pace

When employees need to work on special, defined learning content independently and remotely, e-learning is the training format of choice. Take advantage of the Cultural Navigator®, our intercultural learning platform, or the e-learning courses offered by our business partner Berlitz Oncademy.

→ [Detailed description of our intercultural learning platform](#)

→ [More information on the e-learning courses with video lectures](#)



Berlitz blended-learning seminars: Modern and flexible hybrid learning

Our virtual solution is particularly flexible and intensive while still maintaining a high level of focus and engagement through the use of well-structured learning modules. In this format, we combine our compact virtual half-day seminars with e-learning. Our modules are learning nuggets that are efficient, flexible, readily available, and particularly easy to integrate into your daily work routine.

→ [More information and three learning modules](#)

→ **General** → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

The Berlitz Instructors, Coaches, and Consultants

Highly qualified experts for training success

Berlitz has an extensive global network. One thing that all our instructors, coaches, and consultants have in common: They are experts in their fields and have extensive training and consulting experience with national and international clients. In addition to their professional expertise, they also bring solid methodical competencies, helping them provide participants with a high level of interaction and success.

How we ensure quality

- Multi-stage selection process
- Supervision and ongoing feedback

What sets our business instructors apart

- Extensive national and international professional experience
- Certification in continuing education fields such as training, moderation, coaching, agile methods, and assessment
- Continuing education in areas relevant to fields taught
- Certification as a Cultural Orientations Practitioner® based on the Cultural Orientations Approach™ (COA™) and the Cultural Orientations Model™ (COM™)



What our customers say about Berlitz

“We have worked with Berlitz as a partner in our internal human resources development since 2009. For SAP, Berlitz develops customized and standardized training concepts and materials, coordinates all aspects of training administration, and is conducting seminars virtually and at 38 locations in 25 countries in German, English, Spanish and many other languages. Berlitz has proven to be an extremely reliable global training partner, providing high quality in planning and implementation while at the same time reacting quickly and flexibly to new requirements. In our work with Berlitz, we highly appreciate their team’s customer focus and smooth communication. We look forward to our continued collaboration, which will surely expand to new topics and locations.”

Barbara Jamelli-Sefchik
Global Learning Vendor Lead,
Senior Expert Skill and Career
Management
SAP SE



→ **General** → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
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Meet Some of Our Instructors, Coaches, and Consultants

Monika Krause

- Certified intercultural trainer, coach, MA in Sinology
- Regions of focus: China, Southeast Asia, and Germany
- More than 10 years of experience in leadership development
- Working as equals to develop solutions together



Dr. Jaewon Nielbock-Yoon

- MA in Linguistics and Cultural Studies
- PhD in Philology
- Broad and diverse background in corporate and academic settings
- Seminars with a focus on East Asia, Europe, and the United States



Dr. Katharina Maak

- Certified intercultural trainer
- Many years of international experience
- Seminars for intercultural competence, communication, cultural awareness, and more
- Target group: professionals, managers, and expats
- Specialist in working in a virtual environment



Joanna Sell

- Certified instructor and coach
- Specialist in developing intercultural competence and virtual global teams
- Works with storytelling and storylistening in a leadership context; has her own podcast and several publications on storytelling across cultures
- Performs moderating and facilitating in formats such as World Café, Open Space, and Story Circles



Alexandra Metzger

- Creative and solution-oriented instructor
- Subjects: international leadership, collaboration, communication, and negotiation
- Learning that is interactive, fun, and has a lasting effect
- Seminars in German, English, Spanish, and Portuguese



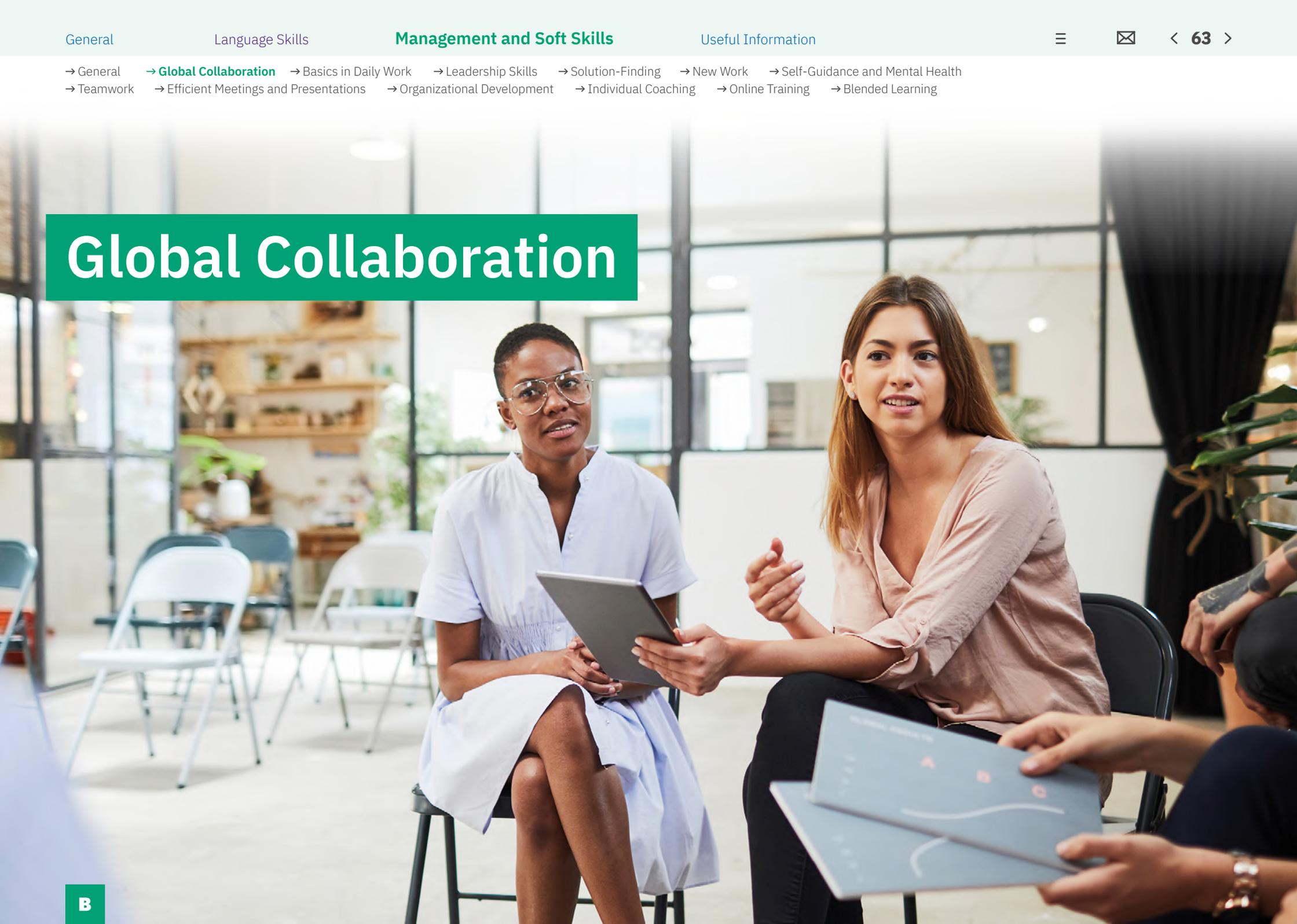
Alexander Wurz

- Trainer and coach for more than 20 years
- Subjects: intercultural management, leadership, and communication
- Objective: motivated participants who are more satisfied and successful
- Very interactive and hands-on approach with a touch of humor



- General
- **Global Collaboration**
- Basics in Daily Work
- Leadership Skills
- Solution-Finding
- New Work
- Self-Guidance and Mental Health
- Teamwork
- Efficient Meetings and Presentations
- Organizational Development
- Individual Coaching
- Online Training
- Blended Learning

Global Collaboration



→ General → **Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Intercultural Competence Workshop

Your starting point for successful intercultural collaboration. Today intercultural skills are considered a core competency for managers and employees. No matter whether you travel overseas on business or manage international customer accounts, work in an international team or lead one, or are assigned to a foreign office as an expat – intercultural skills are always relevant. Our seminar sensitizes you to the issues of intercultural collaboration, offering a valuable theoretical foundation as well as practical knowledge that you can apply directly on the job.

We recommend combining the one-day seminars with the → [Cultural Orientations Indicator® \(COI®\)](#) – learn how to gain professional benefit by applying your personal cultural profile to the specific context.



Content

- What is culture?
- The iceberg model
- Intercultural competence
- Self-perception and how others perceive you
- The four key cultural competencies
- The six levels of culture
- The KPS model
- The Berlitz Cultural Orientations Model™ (COM™)
- Working with your own cultural preferences



Target group

- Executives, project managers
- All staff with international contact



Benefits

- Learn the basics of intercultural competence
- Develop a practical understanding of culture
- Discover solutions to challenging situations that arise during intercultural collaboration



Related topics

- [Cultural Orientations Indicator® \(COI®\)](#)
- [Cultural Navigator®](#)
- [COI® Individual Debrief](#)
- [COI® Group Debrief](#)



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)

→ General → **Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Successful Collaboration with China

Ni hao. For years now, business with China has been booming. For many trading partners, especially those from the West, the country's rich, millennia-old cultural history – which also influences its business culture – is just as present as its political structures, an underlying factor in any collaboration with China. It is, however, impossible to imagine firms – from global players to small and medium-sized enterprises – operating without Chinese companies as business partners. But for many, communication poses a challenge. With our intercultural Berlitz experts, you will develop strategies for interacting with Chinese colleagues and business partners. Our seminar covers topics such as hierarchy, business etiquette, negotiation methods, communicating with Chinese colleagues and supervisors, and overcoming stereotypes and bias.

We recommend combining the one-day seminars with the → **Cultural Orientations Indicator® (COI®)** – learn how to gain professional benefit by applying your personal cultural profile to the specific context



Content

- Culture and intercultural competence
- Business-relevant country information on China
- Intercultural collaboration with China
- Managing your expectations
- Cultural dimensions, orientations, and preferences
- Cultural orientations relevant to doing business with China
- Your collaboration with China
- Case study



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Executives, managers, project managers
- Employees with international business contacts



Benefits

- Build intercultural competence with a focus on China
- Develop approaches for handling challenging situations during international collaboration
- Apply your newly gained knowledge directly in hands-on exercises



Related topics

- Cultural Orientations Indicator® (COI®)
- Cultural Navigator®
- COI® Individual Debrief
- COI® Group Debrief



Good to know

Our one-day seminar is available for around 60 countries. We also offer half-day seminars for selected countries.

→ General → **Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Successful Collaboration with Germany

Guten Tag. Punctuality, directness, orderliness - these stereotypical characteristics are probably familiar to anyone who has had business dealings with Germans. And it is precisely such attributes that can make collaboration with Germany seem challenging to other cultures. How do you handle the so-called German virtues in everyday business practice? And how does communication work in this context? In this course, you will explore such questions and more with our Berlitz experts. Our seminar covers topics such as hierarchy, business etiquette, negotiation methods, communicating with German colleagues and supervisors, and overcoming stereotypes and bias.

We recommend combining the one-day seminars with the → **Cultural Orientations Indicator® (COI®)** – learn how to gain professional benefit by applying your personal cultural profile to the specific context.



Content

- Culture and intercultural competence
- Business-relevant country information on Germany
- Intercultural collaboration with Germany
- Managing your expectations
- Cultural dimensions, orientations, and preferences
- Cultural orientations relevant to doing business with Germany
- Your collaboration with Germany
- Case study



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Executives, managers, project managers
- Employees with international business contacts



Benefits

- Build intercultural competence with a focus on Germany
- Develop approaches for handling challenging situations during international collaboration
- Apply your newly gained knowledge directly in hands-on exercises



Related topics

- Cultural Orientations Indicator® (COI®)
- Cultural Navigator®
- COI® Individual Debrief
- COI® Group Debrief



Good to know

Our one-day seminar is available for around 60 countries. We also offer half-day seminars for selected countries.

→ General → **→ Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Successful Collaboration with India

Namaste. “Incredible India” is the slogan of an Indian government tourism campaign that hits the nail right on the head. With its diversity, its size, its growth in recent decades, and, not least, its rich cultural heritage, the country exerts an incredible fascination. Working with India, however, often poses challenges – particularly for Western companies. The combination of traditionally hierarchical work structures and a strong desire among the (often still young) workforce to make progress raises particular issues when working with them – as you will discuss with our Berlitz intercultural experts in this course. Our seminar covers topics such as hierarchy, business etiquette, negotiation methods, communicating with Indian colleagues and supervisors, and overcoming stereotypes and biases.

We recommend combining the one-day seminars with the → **Cultural Orientations Indicator® (COI®)** – learn how to gain professional benefit by applying your personal cultural profile to the specific context.



Content

- Culture and intercultural competence
- Business-relevant country information on India
- Intercultural collaboration with India
- Managing your expectations
- Cultural dimensions, orientations, and preferences
- Cultural orientations relevant to doing business with India
- Your collaboration with India
- Case study



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Executives, managers, project managers
- Employees with international business contacts



Benefits

- Build intercultural competence with a focus on India
- Develop approaches for handling challenging situations during international collaboration
- Apply your newly gained knowledge directly in hands-on exercises



Related topics

- Cultural Orientations Indicator® (COI®)
- Cultural Navigator®
- COI® Individual Debrief
- COI® Group Debrief



Good to know

Our one-day seminar is available for around 60 countries. We also offer half-day seminars for selected countries.

→ General → **Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Successful Collaboration with Japan

Konnichiwa. Japan is a country situated between ancient tradition and almost futuristic modernity. As an important economic partner in the Asian region, it offers many companies – including small and medium-sized enterprises – unique opportunities to enter into successful partnerships, not least because of its strong technological affinity. Yet Japanese culture still seems to hold many secrets for outsiders. Particularly with regard to communication and interpersonal relationships, there are special factors to consider here. With the guidance of our Berlitz intercultural experts, we will empower you to recognize and understand those special factors. Our seminar covers topics such as hierarchy, business etiquette, negotiation methods, communicating with Japanese colleagues and supervisors, and overcoming stereotypes and biases.

We recommend combining the one-day seminars with the → **Cultural Orientations Indicator® (COI®)** – learn how to gain professional benefit by applying your personal cultural profile to the specific context.



Content

- Culture and intercultural competence
- Business-relevant country information on Japan
- Intercultural collaboration with Japan
- Managing your expectations
- Cultural dimensions, orientations, and preferences
- Cultural orientations relevant to doing business with Japan
- Your collaboration with Japan
- Case study



Target group

- Executives, managers, project managers
- Employees with international business contacts



Benefits

- Build intercultural competence with a focus on Japan
- Develop approaches for handling challenging situations during international collaboration
- Apply your newly gained knowledge directly in hands-on exercises



Related topics

- Cultural Orientations Indicator® (COI®)
- Cultural Navigator®
- COI® Individual Debrief
- COI® Group Debrief



Good to know

Our one-day seminar is available for around 60 countries. We also offer half-day seminars for selected countries.



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)

→ General → **Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Successful Collaboration with the United States

Hi! As the world's largest economy and political power, the United States plays an enormous global role as an economic partner. To this day, this nation represents a call to freedom and opportunity for many people. But many also have questions about topics such as management, leadership, and interpersonal communication. Under the guidance of our Berlitz intercultural experts, you will be able to explore precisely such questions and work together to find answers. In our seminar, we discuss and practice topics such as hierarchy, business etiquette, negotiation methods, communicating with US colleagues and supervisors, and overcoming stereotypes and bias.

We recommend combining the one-day seminars with the → [Cultural Orientations Indicator® \(COI®\)](#) – learn how to gain professional benefit by applying your personal cultural profile to the specific context.



Content

- Culture and intercultural competence
- Business-relevant country information on the United States
- Intercultural collaboration with the United States
- Managing your expectations
- Cultural dimensions, orientations, and preferences
- Cultural orientations relevant to doing business with the United States
- Your collaboration with the United States
- Case study



Target group

- Executives, managers, project managers
- Employees with international business contacts



Benefits

- Build intercultural competence with a focus on the United States
- Develop approaches for handling challenging situations during international collaboration
- Apply your newly gained knowledge directly in hands-on exercises



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Related topics

- [Cultural Orientations Indicator® \(COI®\)](#)
- [Cultural Navigator®](#)
- [COI® Individual Debrief](#)
- [COI® Group Debrief](#)



Good to know

Our one-day seminar is available for around 60 countries. We also offer half-day seminars for selected countries.

→ General → **Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Case study: Cross-cultural team development

Two teams, two countries, a lot of questions – and one Berlitz solution

How a global player solved the challenges of cross-cultural collaboration between teams in Germany and Poland during an important transformation process.

The challenge

More than 50 employees from Germany and Poland would first receive training about the other culture, and then would work in mixed groups to define ways to communicate successfully and collaborate to reach goals. Team leads and representatives from the mixed groups would then take part in an interactive workshop to develop important rules for improving collaboration during the transformation process.

The objective

The goals of the process, which lasted a total of three months, were multifaceted: gaining insights into the other culture, finding a way of communicating that was considered acceptable to all, and working out “golden rules” for improving the cross-cultural collaboration.

The solution

- Development, planning, and organization of a training concept tailored to the employees’ daily work routines which could be fully integrated into the company’s operations
- Series of multi-module training sessions and workshops, consisting of interactive country-specific training in small groups, culminating in a joint, forward-looking workshop with experts
- To achieve the objective, almost 50 training sessions and workshops were held over a period of around six weeks
- The Cultural Orientations Indicator® was used as a basis for individual examination and group discussion of the work practices of their counterparts and their culture
- Regular communication took place between the team leadership and the Berlitz team of experts throughout the entire process

The result

In just three months, two groups from different countries that were constantly challenging each other developed into a team that works together to develop ideas, supports each other, and is keen to collaborate across cultural boundaries.

→ General → **Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Intercultural Training for Expatriates

Get set for living and working abroad. Sending employees abroad should be a beneficial experience both for your company and the expatriate. The positive outcomes of a successful international assignment include the optimization of structures through direct insights into local ways of working, the forging of new and important contacts, and the improvement of intercultural collaboration. But international assignments also carry the risk of early termination, which can mean a financial loss for the company. This risk cannot be entirely ruled out by thorough preparation, but it can be minimized. Because to live happily and work effectively in another country, it's important to be as well equipped as possible for this new adventure.

At Berlitz, we are ready to assist your employees as they prepare for their international assignments with our Intercultural Training for Expatriates, which draws on country specialists from our global network of instructors. The training we offer is based on our proven training methods, the → **Cultural Navigator**® (our intercultural learning platform), and our intercultural online analysis tool for exploring personal cultural profiles (the → **Cultural Orientations Indicator**®, or COI®). Berlitz offers you a customized blended-learning package that helps ensure that the relocation will be a success for both your company and your employees.

In our seminars, we help your employees take the first steps toward intercultural competence by learning how to handle the local red tape and make new friends, as well as teaching them the most important aspects of doing business in their new region: How do you lead in the new culture? How do teams work there? How do you communicate effectively with stakeholders from different cultures in presentations and meetings? During training, we explore and answer these questions and more.

➤ [Seminar information on the next page](#)

→ General → **Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Intercultural Training for Expatriates

Features

- Supplemented by our Cultural Navigator® learning platform for a more in-depth look and analysis of individual cultural orientations
- 12 months of unlimited usage of the Cultural Navigator® including learning paths, country information, and expert network
- Spouses and partners can participate in the training at no extra cost
- Business lunch with an instructor (face-to-face instruction)
- Experienced coaches offer your expats a high level of support and help them prepare individually for their international assignments



Features

- What is culture?
- Getting to know your host country: business, government, religion, and society
- Personal perspective: the individual COI®
- Everyday, regional, and corporate culture
- Coping with culture shock: strategies for feeling at home in the new culture
- Personal action plan



Available training formats

- One- to two-day seminar (in-person or virtual)



Target group

- Future expatriates
- Couples and families



Benefits

- Coaching content tailored to your individual needs
- Acquire lasting knowledge about culture and business in your host country
- Effective analysis and comparison of your own culture using our COI® intercultural tool



Do your employees have special requirements for their partners or children?

We would be pleased to put together a tailored coaching package for all family members.

→ General → **Global Collaboration** → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Repatriation Coaching: Support for Expats Returning Home

Welcome home. When your employees return home after an extended period abroad, many things often are no longer as they were. The returnees have gained new experience and internalized new cultural elements and ways of working. At the same time, life and work in their home country has moved on. A certain amount of dissonance is inevitable, and their return and reintegration are often more difficult than anticipated – both professionally and personally.

Our repatriation coaching helps your employees manage their expectations and goals. Our experienced coaches work with them to explore possible challenges, examine their expectations and objectives, and set up a concrete action plan for the period following their return – so the international assignment is also a success after repatriation.



Content

- Challenges and reality of repatriation
- Reintegration into professional and private life
- COI® and cultural values
- Looking back: the expat experience
- Looking forward: applying the benefits of your international experience



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Individual employees returning from an assignment abroad
- Employees and their spouses or partners returning from an assignment abroad



Benefits

- Coaching content tailored to your individual needs
- Define clear goals by developing a concrete action plan for your return
- Manage your professional expectations through guided perspective change analysis



Related topics

- Cultural Orientations Indicator® (COI®)
- Cultural Navigator®

- General
- Global Collaboration
- **Basics in Daily Work**
- Leadership Skills
- Solution-Finding
- New Work
- Self-Guidance and Mental Health
- Teamwork
- Efficient Meetings and Presentations
- Organizational Development
- Individual Coaching
- Online Training
- Blended Learning



Basics in Daily Work

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Efficient Communication

Your toolkit for clear communication. Ineffective communication and “getting your wires crossed” can hamper project success, lead to lost sales opportunities, and short-circuit cooperation in teams. Our communication seminar will teach you simple techniques to avoid just such situations. We will focus on how language is used to establish an efficient connection based on mutual respect, whether holding a face-to-face discussion or exchanging emails or other written communications. You will receive simple yet effective communication tools that bring you positive results.



Content

- The four keys to being understood
- Using more succinct, concise, and interesting phrasing
- Writing more efficient emails
- Preparing efficiently for discussions
- Understanding cultural differences in communication



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Professionals, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Acquire a toolbox of methods for communicating clearly
- Optimize your language using simple techniques
- Practical and direct applications



Related topics

- Appreciative Communication
- Communication as a Key Competency
- E-learning: Basics of Communication

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Feedback

Take full advantage of constructive feedback. Strong communication skills are important for success within your company or team. Learning to give and receive feedback empowers you to develop professionally – and to help others do the same. But how do you give and receive feedback respectfully? What can you do if feedback hurts your feelings? In our seminar, you will work out the best solution for these questions – and more. Learn to understand feedback as a method, attitude, and gift, as well as how you can ask for high-quality input with the aim of making a constructive contribution to the feedback culture of your company.



Content

- Know and understand the usefulness of feedback
- Self-perception and how others perceive you – the Johari window
- The ground rules for giving and receiving feedback
- Communication tools for constructive feedback
- Know and apply a variety of feedback techniques



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Employees at all levels



Benefits

- Learn effective feedback tools for your personal success
- Make your perspective heard in a respectful and convincing way
- Handle feedback from others confidently



Related topics

- Appreciative Communication
- Establishing No-Blame Culture
- E-learning: Feedback between Colleagues

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Conflict Management

Everybody wins. A conflict should be dealt with as quickly and constructively as possible. And to do so, you must be able to not only analyze the causes and effects of the problem, but also assess the conflict behavior of everyone involved. Because only when you understand your own behavior – and that of others – in conflict situations can you put a lasting end to the dispute. In our seminar you will develop effective approaches to resolving conflict, based on your own conflict behavior. Case studies help you to be prepared for future conflicts.



Content

- Analyze your own behavior in conflict situations
- Types, causes, and manifestations of conflict
- Focusing on solutions rather than problems
- Appreciative communication in conflict situations
- Tools for preventing and resolving conflicts



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Learn the principles of solution-oriented conflict management
- Master methods for assessing yourself and others in conflict situations
- Show appreciation in your communication instead of playing the blame game



Related topics

- Resilience at Work
- Emotional Intelligence
- E-learning: Talking through Conflict

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Positive Customer Interaction

Create customer enthusiasm and loyalty. When you work with customers, there are many facets to your role: fielding requests, handling complaints, keeping customers happy, and much, much more. To bring a customer-focused approach to this multi-faceted job, you not only have to demonstrate politeness and flexibility, but also have detailed knowledge of the company's products and services, a clear understanding of how to behave toward customers, and outstanding communication skills.



Content

- The etiquette of customer contact
- Identifying and understanding customer needs and wishes
- Appreciative and effective customer communication
- Handling customer complaints professionally



Available training formats

- One-day seminar (in-person or virtual)



Target group

- Employees with customer contact



Benefits

- Behave professionally and confidently in dealings with customers
- Understand the needs and language of your customers
- Handle complaints professionally



Related topics

- Communication as a Key Competence
- Appreciative Communication
- E-learning: Identifying Needs

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Managing Your Email Inbox Effectively Using Outlook

Insider tricks for your inbox. In this seminar held in English, you will discover completely new aspects of Outlook. The useful pointers and techniques will save you both time and effort going forward. For example, learn how to categorize your incoming emails with Outlook, how to use your calendar effectively, how to quickly retrieve all relevant information with the advanced search function, and how to efficiently archive your messages for later use.

Please note: Course content includes exercises in email management and organization that are also covered in our → [Increase Your Workday Efficiency](#) seminar. If you book both seminars, Managing Your Email Inbox Effectively Using Outlook is a perfect refresher that includes additional tips and tricks for Outlook.



Content

- Organizing your inbox for practical use
- Finding unresolved emails more quickly
- Organizing and archiving messages
- Tips for time management and prioritization
- Shortcuts and techniques for daily use



Available training formats

- Half-day seminar (virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Boost your effectiveness with new Outlook skills
- Save time in your daily work
- Stay on top of things even when your inbox is overflowing



Related topics

- [Increase Your Workday Efficiency](#)
- [Digital Productivity and Organization](#)
- [E-learning: Overcoming the Digital Information Overload](#)

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Increase Your Workday Efficiency

Learning to prioritize. In the digital age, we are constantly confronted with new information and interruptions. It's challenging to stay on top of things and simultaneously minimize distractions. We teach you the fundamentals you need to better handle interruptions, streamline your work processes, and use email productively. In addition, you learn how to effectively manage competing priorities and discover valuable techniques that you can apply on the job immediately.



Content

- Setting priorities and organizing information
- Keeping track of tasks and appointments
- Using your calendar and notepad
- Optimizing email processes
- Thinking in terms of results and acting strategically
- Establishing new structures
- Sharpening your focus and managing stress
- Action planning and tools for practical applications



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- No longer let interruptions throw you off track
- Prioritize correctly and always stay on top of things
- Achieve more with less effort



Related topics

- Digital Productivity and Organization
- Managing Yourself and Your Time
- E-learning: Becoming More Productive and Satisfied at Work



Available training formats

- Half-day seminar (virtual)

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Project Methods and Tools

Effective tools for a successful project. You will discover the most important basics of project work in our seminar – from project planning and coordination to communication. Using practical methods, you will learn how to plan your project strategically from day one, organize the individual project phases professionally, and foster an appreciative atmosphere in your team. During this seminar, you can apply what you have learned directly in authentic case studies – including examples from your own workplace if desired.



Content

- Effective planning of project phases
- Successful collaboration in the project team
- Organizing effective team meetings
- Wrapping up projects successfully



Available training formats

- One-day seminar (in-person or virtual)



Target group

- Project managers, subproject managers
- Project members
- Project teams
- Experts and managers with project responsibilities



Benefits

- Learn the most important basics for working on projects
- Effectively combine methods and practical know-how
- Apply authentic examples and case studies to your projects



Related topics

- Working in Virtual Teams
- Meeting Design and Facilitation
- E-learning: Agile Project Management / Basics

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Professional Negotiations

The right strategy gets the right results. Skillful negotiations are based on a number of factors. You need good strategic and mental preparation, strong arguments and knowledge of the facts, confident speaking skills, an understanding of the psychology of negotiations, and a clear goal that you pursue systematically until the end. All of these skills can be developed and practiced. In this course, you will learn what specific techniques you can apply for optimizing your negotiating style as well as how to structure your arguments for maximum effect, take the wind out of the other party's sails, and fend off attempts at manipulation.



Content

- Know and understand the principle of negotiation
- Preparing professionally for negotiations
- The different stages of the negotiation process
- Skills for conducting negotiations
- Applying best practices to real-world challenges – case studies and negotiation simulation



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Purchasing and sales staff
- Executives
- Freelancers



Benefits

- Know and effectively apply your own negotiating profile
- Present your arguments with confidence
- Conduct yourself more professionally in negotiating situations



Related topics

- Appreciative Communication
- Professional Stakeholder Management
- E-learning: Difficult Negotiations

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Communication as a Key Competency

Your key to effective interpersonal interactions. Communication is a constant feature of our daily work – whether verbally or non-verbally, we are always communicating. But communication skills are like muscles: If we exercise them regularly, they become strong and well-defined, while if we neglect them, they lose their power and effectiveness. Stay in shape with our seminar, where you will refine your communication skills, find out more about your personal communication style, and learn techniques for holding efficient discussions. It's a great way to tone your muscles and make successful workplace communication one of your strengths!



Content

- Communication – the foundation of human interaction
- Learn and understand personal communication structures
- How voice and body affect communication
- Soft skills for good communication
- Techniques for efficient discussions



Available training formats

- One-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Strengthen your communication skills
- Reflect on your personal communication style
- Learn methods for efficient discussions



Related topics

- Efficient Communication
- Appreciative Communication
- E-learning: Giving Feedback

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

New! Holding Difficult Conversations

Communicating as equals to solve problems. At work there are always situations involving critical or difficult issues – ones that must be addressed. This applies not only to managers giving feedback to their employees, but also to discussions between coworkers. It's human nature to want to avoid such conversations. We assume they're going to be unpleasant or stressful – but this does not have to be the case.

In our seminar, you will learn how to purposefully prepare for difficult conversations and create the right structure for them, laying a foundation for an open and constructive dialog.



Content

- What is a difficult conversation?
- The importance of your own attitude
- Preparing purposefully for difficult conversations
- Basics of constructive dialog
- Interventions in difficult conversations



Available training formats

- One-day seminar (in-person or virtual)



Target group

- Employees at all levels
- Managers



Benefits

- Prepare purposefully for difficult conversations
- Assess your own attitude in difficult conversations
- Learn to use conversation techniques to promote constructive dialog



Related topics

- Communication as a Key Competency
- Appreciative Communication
- E-learning: Active Listening

→ General → Global Collaboration → **Basics in Daily Work** → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Managing Yourself and Your Time

Be your best (organized) self. Time is one of the most valuable resources for professional success today. When you don't have enough time, stress is the inevitable result, as the growing backlog of unfinished work takes its predictable toll. So it's all the more important to use your time efficiently. In our seminar, you will learn how to analyze and structure your work methods and routines and organize yourself more effectively. Focus on your priorities and develop your personal strategies for fighting distraction. Learn how easy it can be to liberate yourself from distractions and time-wasters.



Content

- Analyzing how you organize yourself
- Managing goals and priorities efficiently
- Saving time by setting time limits
- Developing focus and efficient strategies against procrastination
- Techniques for dealing effectively with time-wasters



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Discover the best time management methods to get yourself organized
- Directly transfer and rapidly implement what you have learned in your daily work routine
- Reduce stress effectively by taking a mindful approach to your own time



Related topics

- Digital Productivity and Organization
- Stress Management
- E-learning: Becoming More Productive and Satisfied at Work

- General
- Global Collaboration
- Basics in Daily Work
- **Leadership Skills**
- Solution-Finding
- New Work
- Self-Guidance and Mental Health
- Teamwork
- Efficient Meetings and Presentations
- Organizational Development
- Individual Coaching
- Online Training
- Blended Learning

Leadership Skills

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Our Career Development Programs for Your Leadership Success

For your leaders – local, global, or virtual. Whether your leaders work in traditional or agile structures and manage teams locally, virtually, or globally – today, leadership skills are more important than ever. The expectations placed on managers are constantly growing; methodology alone is not enough to see you through. The right attitude, a clear understanding of the role, intercultural competence, motivating visions and communication, charisma, and persuasive powers are all essential to winning the trust of employees and meeting desired objectives.

And it's exactly these factors that we address in our career development programs for managers. In addition to sharpening the instruments and methods in the leadership toolbox, we focus on effective implementation and follow-through to achieve results quickly.

For your new leaders

So many expectations are placed on people new to a leadership role. It's important to gain a foothold quickly in the new function, approach new responsibilities in a structured manner, and know and apply the most relevant management instruments. Not least, new leaders also have to learn how to manage expectations and pressure.

It's helpful to have a clear picture of yourself so you can be aware of the impact you have on others. In our seminars, we focus on clearly defining the role of the new leader, exploring the most important tools for strengthening leadership and supervisory skills, and applying individual feedback to improve your sense of authority.



Let's talk about this!

We will be happy to advise you on the relevant course content for your objectives and put together a program tailored to your needs (content, duration, format) – for your leaders and your high potentials.

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Coaching Tools for Leaders

Help your employees be their best. Leaders who decide not only to supervise their employees, but also to coach them, have their career development in mind. Such leaders help their people help themselves without relieving employees or teams of responsibility for their actions or pursuing their own interests. In this process, they focus on employees' resources with the aim of mobilizing individual talents and encouraging employees to achieve defined objectives independently. This requires interpersonal and communication skills, not to mention methodological know-how. In our seminar, you will learn how to combine your role as a manager with that of a coach for more effective leadership.



Content

- Coach, advisor, and manager – clarifying roles
- What is coaching – and what is it not?
- Coaching: the process and the setting
- The expectations on the manager as a coach
- Coaching tools for practical applications



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Managers, new leaders
- Project managers, subproject managers, team leaders



Benefits

- Know and understand the significance of your role as a coach
- Understand how to foster your employees' development in a resource-oriented manner
- Master practical coaching tools to use immediately



Related topics

- Appreciative Communication
- Communication as a Key Competency
- E-learning: The Manager as a Coach

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Delegation Toolbox

The courage to share responsibility. Leaders don't have to do everything themselves – in many cases, the resources and talents of the team can be leveraged. Done correctly, delegation reduces the workload of the manager, empowering employees to do the job and increasing the motivation of everyone involved through a greater sense of participation. Learn how to apply practical methods to achieve goals together with your team!



Content

- What you can delegate and to whom
- Ten tips for delegation
- Two practical delegation methods



Available training formats

- Half-day seminar (in-person or virtual)



Target group

- Managers, new leaders
- Project managers, subproject managers, team leaders



Benefits

- Know which tasks can be successfully delegated
- Receive valuable pointers that can be applied immediately on the job
- Acquire tools and methods for efficient delegation



Related topics

- Efficient Communication
- Leading Virtual Teams
- E-learning: Delegating Tasks

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Leading Diverse Teams

Diversity: the key to success. Compared to others, diverse teams are considered to be more innovative because they benefit from different perspectives, different experiences, and many different ideas. But how do we manage this diversity in teams? What challenges do managers have to overcome if they want to lead their diverse team successfully? And how do they deal with these varied challenges? Our seminar offers you an up-to-date overview of the various aspects of diversity management. It also teaches you how to leverage diversity appreciatively and efficiently – whether it is to foster the potential of individuals in a team or to improve team culture and have a lasting impact on productivity.



Content

- What is diversity?
- Diverse teams
- Inclusion and exclusion
- Inclusive leadership
- Biases, microinequities, microaffirmations, and nudges



Available training formats

- One-day seminar (in-person or virtual)



Target group

- Managers, new leaders
- Project managers, subproject managers, team leaders



Benefits

- Develop lasting awareness of diversity issues in teams
- Know how to show appreciation while fostering an innovative team culture
- Use diversity to boost success



Related topics

- Intercultural Competence Workshop
- Team Culture Analysis
- E-learning: Diversity & Inclusion – Managing and Promoting Diversity

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

What our customers say about Berlitz: Merck KGaA



“As a science and technology firm, at Merck we attach great importance to providing our employees with a working environment that empowers them to contribute to their full potential. Diverse teams who work in an inclusive environment are more successful – especially when it comes to developing creative ideas into genuine innovations. To us, an inclusive environment means that everyone feels appreciated and respected – regardless of factors such as gender, ethnicity, nationality, religion, sexual orientation, or physical ability.

We decided to offer seminars on ‘unconscious bias’ to ensure our employees are always inclusive in their daily work at Merck and that they make unbiased decisions in a professional context. And Berlitz is the strong training partner at our side. In a series of seminars specially developed by Berlitz for Merck, participants have a safe space to critically and constructively explore their own thought patterns and experiences, and are sensitized to the experiences of others. The goal of the training is to become more aware of the impacts of possible biases and ways of thinking in the workplace and foster inclusive behavior.

Something we especially value at Merck is the strong customer focus of Berlitz, its highly competent and knowledgeable instructors, and the practical approach of its business seminars. By incorporating international perspectives and in coordination with the Cultural Navigator, the training could be adapted to local requirements. Berlitz gives our employees tools and resources that help them become effective and inclusive members of the Merck team – driving innovation and ensuring our corporate success.”

Kathrin Schugens
Head of Global Diversity & Inclusion
Merck KGaA

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Successful Team Leadership

Building, developing, and managing teams. In a successful team, the performance of the group far exceeds the potential of its individual members. The challenge facing the team leader is how to integrate the differing personalities and competencies, and how to leverage these factors to optimal effect. In this seminar, you will learn how to get the best out of your team through the right internal attitude and a clear understanding of your role as a team leader. You will also look at how to apply effective tools of team analysis, team-building, and much more. Work with your team to develop a motivating team culture and well-functioning communication – even when there is conflict.



Content

- Role, mindset, and responsibilities of team leadership
- What is a team?
- Twelve factors for a successful team diagnosis
- Team development using the Tuckman method



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Managers, subproject managers, management trainees
- Project managers, subproject managers, team leaders



Benefits

- Sharpen your understanding of your role as a team leader
- Know how to make optimal use of the different personalities and skills in your team
- Assess your own team and get tips on how to boost its success



Related topics

- Team Development
- Team Culture Analysis
- E-learning: Successfully Structuring Team Development

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

New! Healthy Leadership

Healthy management style, healthy team. As job requirements multiply and the work environment changes, the pressures on both managers and their teams often increase as well. It's particularly important for managers to keep a cool head and remain creative in stressful situations – also so that they do not pass on the pressure from the top down. In addition to possessing professional know-how and people skills, managers also need an open mind and a strong mindset – as well as resilience in the face of stress, plus the courage to delegate responsibility. The fact is, only a healthy team can achieve peak performance – even under challenging circumstances. In our seminar, together we explore how managers can keep themselves and their team resilient, motivated, and – most importantly – healthy in their working lives.



Content

- What is healthy leadership?
- Healthy leadership through positive self-management
- Resilience in the face of stress
- Appreciating yourself and others
- Motivating employees, delegating tasks, empathizing with others



Target group

- Managers



Benefits

- Learn about your role and responsibilities as a healthy leader
- Become more resilient under pressure
- Use courage to boost the motivation of your employees



Related topics

- Coaching Tools for Leaders
- Mindfulness
- Resilience at Work



Available training formats

- One-day seminar (in-person or virtual)

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

New to Leadership

Shine in your new role. Your new responsibilities as a manager go hand in hand with a multitude of challenges. To master them, it's important to understand your role, stay focused on your goals, and know what you expect from yourself and your team – and of course, to have the most important tools for successful management at your disposal. In our intensive seminar for new managers, you will learn to develop your own leadership style and motivate yourself as well as your employees.



Content

- The role and competencies of a leader
- Overview of leadership styles
- Effective leadership communication: appreciation, empathy, and inner attitude
- Tools for leadership communication
- Giving motivating feedback
- Your action plan



Target group

- Management trainees and high potentials



Benefits

- Gain intensive leadership know-how for your new position
- Understand the most important tools for getting started
- Boost your professional development with individual feedback from the instructor



Related topics

- Communication as a Key Competency
- Feedback
- E-learning: New to the Leadership Role



Available training formats

- One- to two-day seminar (in-person or virtual)

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Professional Stakeholder Management

Analysis and strategy for success. In corporate and project management, stakeholder management is an essential tool for reaching the defined objectives. In our seminar, you will learn how to identify and classify relevant stakeholders and how to effectively and persuasively build positive relationships. In this context, a good communications strategy is just as important as effectively managing expectations in accordance with the needs of the stakeholder in question. All with the aim of achieving your shared goals – so everybody wins.



Content

- What is stakeholder management?
- The stakeholder management cycle
- Identification and analysis of your stakeholders
- Developing an efficient communication strategy



Available training formats

- Half-day seminar (in-person or virtual)



Target group

- Managers, new leaders
- Project managers, subproject managers
- Employees at all levels



Benefits

- Learn methods for identifying your most important stakeholders
- Use good communication to boost success
- Discover tools and instruments for effective interactions with your stakeholders



Related topics

- Communication as a Key Competency
- Project Methods and Tools
- E-learning: Justification and Persuasion Techniques

→ General → Global Collaboration → Basics in Daily Work → **Leadership Skills** → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Leading Virtual Teams

Effective at a distance. The way we work is becoming more global and more flexible, which not only has a significant impact on individuals, but on team structures as well. Virtual teams are increasingly replacing direct daily contact in the office, resulting in new communication, organization, and management challenges. In this seminar, you will learn the most important criteria for successfully managing a virtual team. You will find out how to position yourself as a leader in decentralized teams and overcome barriers of space, time, and sometimes even language, as well as how to use effective virtual communication to avoid communication pitfalls. We'll share practical tools for leading employees despite the physical distance and give you pointers for workplace feedback that go beyond the typical face-to-face situation.

On request, this one-day seminar can also be booked with a specific focus on intercultural teams.



Content

- Managing virtual teams
- How virtual teams function
- Team culture
- (The Riemann-Thomann model)
- Building and maintaining relationships
- Trust
- Context and communication
- Conflicts in virtual teams



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Managers, new leaders
- Project managers, subproject managers,



Benefits

- Gain practical knowledge you can apply to leadership at a distance
- Communicate more efficiently in a virtual environment
- Take a results-oriented approach to virtual team development



Related topics

- Intercultural Competence Workshop
- Digital Productivity and Organization
- E-learning: Virtual Teams – Motivation and Trust

- General
- Global Collaboration
- Basics in Daily Work
- Leadership Skills
- **Solution-Finding**
- New Work
- Self-Guidance and Mental Health
- Teamwork
- Efficient Meetings and Presentations
- Organizational Development
- Individual Coaching
- Online Training
- Blended Learning



Solution-Finding

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → **Solution-Finding** → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Effective Change Management

The art of shaping transformation processes. Markets and systems are in a state of increasingly rapid transition. The resulting changes in corporate strategies, organizational structures, and management processes make change management a key success factor – not only for companies, but also for managers. Given the shortage of skilled professionals and the “war for talent,” it is no longer enough to hit targets and bask in the glory of efficient management processes. It’s much more important to have the right communication strategy in place to guide employees through the change process and overcome any reluctance or resistance. Our seminar provides you with an overview of the most important factors and the corresponding tools for your change process.



Content

- What is change management?
- Why change management is necessary
- Change categories
- Why do change projects fail?
- The role of employees in successful change
- The eight steps of change management



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Managers, new leaders
- Project managers, team leaders



Benefits

- Define your role as a change leader
- Receive a personal methodology toolbox for your change process
- Effective strategies for handling pushback



Related topics

- Coaching Tools for Leaders
- Holding Difficult Conversations
- E-learning: Leading with Empathy

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → **Solution-Finding** → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Problem-Solving and Decision-Making

Make productive choices. As autonomy grows in the workplace, the process of making clear and quick decisions in difficult situations increasingly presents teams, professionals, and managers with new challenges. What is needed are highly developed analytical skills, the ability to reduce complexity, and systematic processes – resulting in a decision that offers an effective solution as well as transparency for others. While this might seem like an art, mostly it comes down to methodology and practice. With the techniques you learn in this seminar, you can apply strategic analysis to cut through the complexity of problems. The seminar also teaches methods for making efficient, effective, and transparent decisions.



Content

- Introduction to problem-solving skills
- Process-oriented and creative approaches to analyzing problems
- Methods for decision-making competence
- Evaluation of decisions



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Receive a toolbox for strategic problem analysis
- Learn to make decisions – effectively, efficiently, and transparently
- Boost your ability to cut through the complexity of problems



Related topics

- Creativity as a Key Competency
- On-Point Business Communication
- E-learning: Innovation – Promoting an Innovative Mindset

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → **Solution-Finding** → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Creativity as a Key Competency

Think creatively, act flexibly. In the modern workplace, creativity has become an essential key competency. Lasting success will only belong to those who can leverage innovation and creativity and adapt their business practices and products to constantly changing circumstances. People often have a limited view of creativity that is “only” about applying certain techniques. But creativity is much more. Creativity is a mindset, requiring solution-oriented thinking, discipline, and training. In our seminar, we will help you unlock your creative potential. You will learn to recognize the connection between creativity and thought and how you can come up with new ideas by asking the right questions. Expand your problem-solving skills and discover the path to new ideas.



Content

- How creativity develops
- Mindset and problem-solving skills
- Application of techniques for creative thinking
- Building creative environments



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Practice your creativity in a completely new way
- Develop new powers of innovation and problem-solving abilities
- Discover effective strategies to sustain your personal creativity



Related topics

- Problem-Solving and Decision-Making
- Dealing with Change
- E-learning: Innovation – Methods for the Innovation Process

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → **Solution-Finding** → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Dealing with Change

See change as an opportunity. Change processes in companies often mean significant professional and emotional challenges for employees. Structures are dismantled; tasks and responsibilities are reassigned. Employees often long for transparent communication and wish they had more control over the process. The situation becomes easier when you understand your own role, know your strengths, and are aware of the change curve that every such process brings. In our seminar, you will learn to develop strategies for better handling changes as they are implemented. You will analyze your own patterns of behavior and look at your role in and your attitude toward change processes. Understand how you can make change positive for you.



Content

- What is a change process?
- My experiences with change
- The change curve and its impacts
- My role in and attitude toward the process
- Crucial factors for the success or failure of change processes



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Employees at all levels



Benefits

- Strengthen your role in the change process
- Handle the change process professionally, even when things get emotional
- Look at change processes from different perspectives

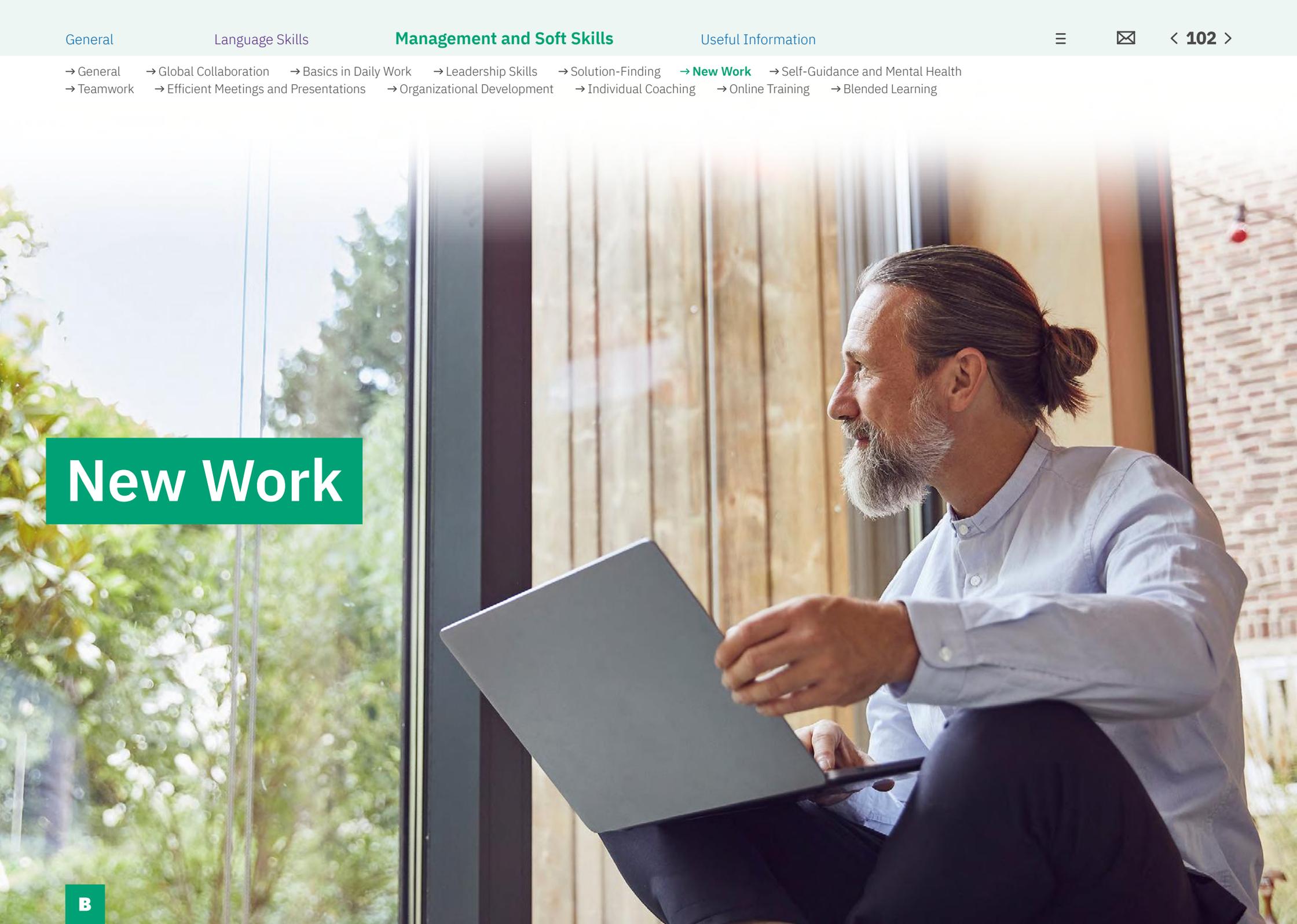


Related topics

- Resilience in Teams
- Emotional Intelligence
- E-learning: Change Management – Successfully shaping change processes

- General
- Global Collaboration
- Basics in Daily Work
- Leadership Skills
- Solution-Finding
- **New Work**
- Self-Guidance and Mental Health
- Teamwork
- Efficient Meetings and Presentations
- Organizational Development
- Individual Coaching
- Online Training
- Blended Learning

New Work



→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → **New Work** → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

New! Working on Agile Projects

Take charge of your dynamic environment. In these times of rapidly changing workplaces, increasing diversity in teams, and global collaboration, more and more companies are turning to agile work methods in their projects. Why? Because they offer greater flexibility and earlier opportunities to recognize and correct errors. In our seminar, we'll show you the basics and selected methods of agile project work. You will learn how agile projects can be structured and what tools are most suitable.



Content

- The VUCA world and how it affects project work
- Developing an agile mindset
- The fundamentals of working on agile projects
- Your agile project management toolbox



Available training formats

- Two-day seminar (in-person or virtual)



Target group

- Project managers, subproject managers
- Project members
- Project teams



Benefits

- Receive an introduction to agile project work
- Support your agile project team
- Effective tools for changing how you work on projects



Related topics

- Collaboration in Agile Teams
- Unconscious Bias
- E-learning: Developing an Agile Mindset

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → **New Work** → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Basics of Agile Working

Ready for the new world of work. The workplace is in a state of transition and more complex than ever. New Work and agile working are on everyone's lips, and new skills are needed to react to challenges and changes more and more quickly. New Work also brings a different mindset into the workplace, leading to transformation and new ways of thinking. However, a lot of the terms that you frequently hear in the context of agile working are not so easy to understand. After all, what does it really mean to have an agile mindset? And how do holacratic teams work? In this seminar, you will gain insights into agile working, develop your own understanding of New Work, and decide which ideas and methods you would like to adopt in your workplace.



Content

- Fundamentals of New Work
- Opportunities and challenges of the VUCA world and the new working methods
- The meaning of collaboration, holacracy, and collegial leadership
- Understanding the agile manifesto
- Developing an agile mindset: How agile am I?
- Agile work methods and their benefits



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Learn the basic values and principles of agile work
- Develop skills for New Work
- Discover new ideas and approaches to apply on the job



Available training formats

- One-day seminar (in-person or virtual)



Related topics

- Collaboration in Agile Teams
- Customer Centricity
- E-learning: Developing an Agile Mindset

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → **→ New Work** → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Customer Centricity

Sharpen your customer focus. Customer centricity is an approach that views the value chain from the customer's perspective, placing the customer – rather than the product or service – at the center of the company's activities. In our seminar, we show you the different communication and sales channels that can be used for customer centricity and how they impact on the entire corporate culture.



Content

- Product focus vs. customer centricity
- Qualities of customer-centric companies
- The five stages of the customer journey
- The customer experience as a key point of reference



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees in sales and marketing



Benefits

- Know the importance of your customer for the success of your business
- Understand the customer journey as a driver of success
- Acquire tools and methods for customer-oriented sales



Related topics

- Basics of Agile Working
- Positive Customer Interaction
- E-learning: Customer Centricity – Understanding, inspiring and retaining customers

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → **New Work** → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Digital Productivity and Organization

Show your professionalism in the digital world. Digitalization of the workplace has accelerated the pace of life and we are confronted with the challenge of managing large amounts of information. Learning to organize ourselves effectively is an essential part of coming to grips with our working days and focusing on tasks without distraction. This is the only way to efficiently manage our own productivity in times of increasing autonomy. In our seminar, you will learn focused and effective approaches to become better organized, get a handle on the flood of digital information, and prevent digital tools and communication methods from becoming an additional source of distraction.

We recommend booking this seminar as a two-day course in combination with → [Managing Yourself and Your Time](#) in order to explore both traditional and digital organization and time-management methods.



Content

- Tools for organization and structure in the digital workplace
- Shifting perspectives with New Work methods
- Handling the information explosion
- Mastering the challenges of remote work
- Counteracting digital stress



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Keep track of information
- Reflect on your personal forms of digital and analog organization
- Boost your self-reliance in the use of digital tools



Related topics

- Resilience at Work
- Mindfulness
- E-learning: Overcoming the Digital Information Overload

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → **New Work** → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Influencing without Authority

Successfully lead your colleagues. Lateral leadership means leading “from the side” and therefore not – as in classic management situations – from the top down. This leadership concept is especially valuable when you work in flat hierarchies, particularly in project teams, and have responsibility for outcomes but no supervisory authority. But as a lateral leader, how can you get people excited about the goals you have set, engage them, and create a productive and appreciative working environment? The secret lies in your own role and attitude. Understanding this, proactively shaping your role, and keeping the mechanisms of lateral leadership in mind are the first steps to successfully leading your colleagues.



Content

- What is lateral leadership?
- The three most important coordination mechanisms of lateral leadership
- Values and ideals
- Appreciative communication
- What constitutes power
- Building trust
- Action plan



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Managers without direct supervisory authority
- Project managers, team leaders
- Experts with lateral leadership functions
- High potentials and trainees



Benefits

- Learn the most important management instruments of lateral leadership
- Achieve clarity regarding your role by defining expectations
- Acquire pragmatic know-how which can be quickly applied on the job



Related topics

- Feedback
- Communication as a Key Competency
- E-learning: Lateral Leadership – Leading Effectively Without Being a Supervisor

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → **→ New Work** → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Emotional Intelligence

Become more aware of yourself and others. In a dynamic environment, the ability to understand your own feelings, reflect on them, and deliberately control them is a key competency. And when working with others, the ability to understand other people and their emotional states is equally important. Having good insight into your own feelings and being able to react with empathy to other people is becoming increasingly important in the digital business world. In our seminar, you will discover new ways to access your emotions while at the same time developing a deeper understanding of the people around you.



Content

- The basics of emotional intelligence
- Tools for self-reflection and self-perception
- Discovering emotional self-control
- Developing empathy
- Interacting empathically with others



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Know and understand the basics of emotional intelligence
- Familiarize yourself with tools for perceiving emotions
- Boost your empathy for others



Related topics

- Dealing with Change
- Self-Leadership and Personal Effectiveness
- E-learning: Leading with Empathy

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → **New Work** → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Peer Group Advice

Tap into your internal resources. Managers and expert teams often like to seek good advice outside the company. But not only are consultants expensive, but potential within the company is underutilized. In times of rapidly changing markets and higher demands for flexibility placed on both companies and individuals, expectations and workplace culture are moving toward augmenting individual responsibility, increasing self-efficacy, and fostering the exchange of information. In the last case in particular, our thoughts usually turn to digital solutions. But the advantages of human, group solutions are as obvious as they are simple – the collective intelligence of the group draws on its rich store of experience to deliver quick and innovative solutions that are tailored to the situation. Establishing the exchange of information and advice among colleagues can help you unleash your unused potential. Our instructor will assist you in launching this self-directed culture of learning.



Content

- The basics of internal consulting
- Peer group advice – the six phases
- Roles and behaviors
- Structure and setting
- Active methods and more – your personal toolbox



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Experts, HR staff



Benefits

- Develop quick, high-quality solutions
- Identify new ways to tap into internal know-how
- Create and foster a solution-oriented culture of learning



Related topics

- Creativity as a Key Competency
- Coaching Tools for Leaders
- E-learning: How to Use Questioning Techniques

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → **New Work** → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

On-Point Business Communication

Get right to the point. Communication in the workplace takes multiple and complex forms: presentations, emails, analyses, and reports. It is even more challenging when you have to communicate the information to a variety of target groups. Your goal should be to present the information clearly, concisely, and in an organized manner – while still holding the recipient’s attention. Learn to apply the pyramid principle to structure complex content so it is accessible to your target group – and get straight to the point. Prioritize your key message, support it with convincing arguments, and keep your audience in mind. They’ll get the message – loud and clear.



Content

- Using the pyramid method to meet communication challenges in your job
- The basic principle of the pyramid structure
- Constructing the pyramid
- Taking the recipient’s expectations as your starting point
- Examples of using the pyramid structure in business communication



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Get straight to the heart of complex content
- Formulate your message with your audience in mind
- Apply the pyramid principle as a versatile tool on the job



Related topics

- Present Effectively and with Confidence
- Virtual Presentation Skills
- E-learning: Justification and Persuasion Techniques

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → **New Work** → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

New! Unconscious Bias

Raise awareness of unconscious bias. Research shows that with the right leadership and support, diverse teams within an inclusive work environment are more successful – especially when it comes to transforming creative ideas into real innovations. For this reason, it is now the stated goal of many companies to offer their employees such an environment. In this seminar, we offer participants a safe space to critically and constructively explore their own (unconscious) cognitive patterns and experiences, while at the same time helping sensitize them to the experiences of others. The goal of the seminar is to become more aware of the impacts of possible unconscious bias and preconceived notions in the workplace and foster inclusive behavior in yourself as well as in others.



Content

- What do diversity and inclusion mean?
- Unconscious bias and how it manifests itself
- Microinequities, microaffirmations, and nudges
- Test your own biases
- Your own examples



Target group

- Employees at all levels
- Managers



Benefits

- Learn the basics of diversity and inclusion
- Better understand people and their experiences
- Acquire tools for inclusive collaboration



Related topics

- Leading Diverse Teams
- Working in Diverse Teams
- E-learning: Diversity & Inclusion – Managing and Promoting Diversity

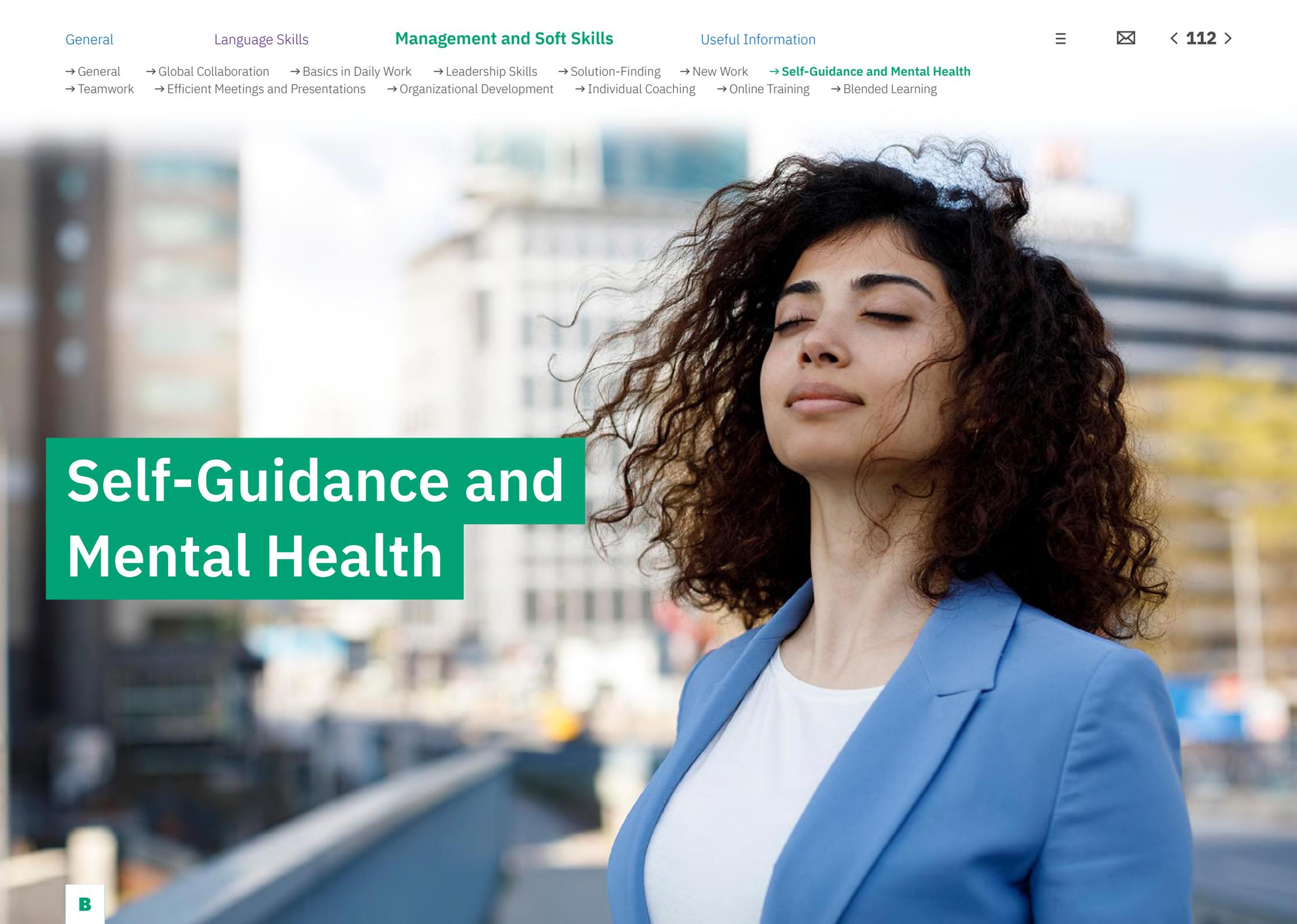


Available training formats

- Half-day seminar (in-person or virtual)

- General
- Global Collaboration
- Basics in Daily Work
- Leadership Skills
- Solution-Finding
- New Work
- **Self-Guidance and Mental Health**
- Teamwork
- Efficient Meetings and Presentations
- Organizational Development
- Individual Coaching
- Online Training
- Blended Learning

Self-Guidance and Mental Health



→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → **Self-Guidance and Mental Health**
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Mindfulness

Focusing on the here and now. In times of constant change, resource-oriented self-management is one of the keys to professional and personal success. There will always be times when a heavy workload, scarce resources, or difficult situations demand a lot from us. It's important to combat our nagging fears of not being able to live up to our own or other people's expectations no matter how hard we try – before they lead us to neglect ourselves. After all, the everyday grind costs a lot of energy and it's getting harder and harder to fully recharge our batteries. This course explores ways to consciously activate your personal strengths so you can meet daily challenges more calmly and with more composure. Reactivate your inner resources.



Content

- Self-management strategies – self-observation, mindfulness, identifying and using personal resources, self-motivation
- The levels of stress reactions
- Pointers and tricks for everyday life – achieving change through small steps
- Self-management – the key to activating your resources
- Internal drivers and typical behavior patterns



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Learn practical methods for more mindfulness and renewed engagement with your work
- Discover self-observation and mindfulness as effective self-management techniques
- Identify your mental blocks and redefine your internal and external attitudes toward challenges



Related topics

- Resilience at Work
- Stress Management
- E-learning: More Energy, More Productivity, More Success

Assert Yourself with Confidence

Developing a more forceful personality. To make a self-confident and compelling impression in the workplace, it's important to know yourself. Often we try to live up to the vague expectations, standards, and wishes of others, becoming more and more uncertain in the process. Fears and self-doubt affect the way we present ourselves – and by extension, the way other people engage with us. With the right tools, you can argue your case with more confidence and work toward your own interests without treading on other people's toes. In our seminar, we'll help you bolster your self-confidence in your speech and body language, and you will learn how to say “no” in an assertive yet respectful manner.



Content

- Self-confidence through self-awareness:
Who I am and what I can do
- Self-perception and how others perceive you
- Conveying strength through your speech and body language
- Self-confidence in your dealings with others
- How to sometimes say “no”



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers, management trainees
- Project managers, subproject managers
- Employees at all levels



Benefits

- Bolster your confidence and self-esteem
- Learn to say “no” – and mean it – and to set boundaries
- Using body language effectively



Related topics

- Emotional Intelligence
- Self-Leadership and Personal Effectiveness
- E-learning: Self-motivation

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → **Self-Guidance and Mental Health**
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Resilience at Work

More resilience through inner strength. How can you muster your resources and energy to deal with the challenges, conflicts, and stress of the workplace? By cultivating psychological resilience – the mental ability to recover from crises quickly. It helps you develop the inner strength and defenses to cope with difficult situations. How does it work? Resilience can be acquired using mental techniques, the power of positive routines, and personal best-practice strategies. Learn to assess challenging situations for yourself and hone your inner ability to bounce back from difficulties. In our seminar, we will teach you the most effective resilience tools and methods.



Content

- Resilience on the job – recognizing and using your own strengths
- Test yourself – do you know your inner resources?
- The R.E.S.O.U.R.C.E.© wheel of resilience
- The keys to building inner strength
- Best-practice strategies for rapid and direct implementation



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Activate your strengths immediately in this interactive seminar
- Strengthen your own resources for fighting difficulties
- Learn straightforward methods that make a big difference



Related topics

- Resilience in Teams
- Mindfulness
- E-learning: Smart Stress Management

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → **Self-Guidance and Mental Health**
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Self-Leadership and Personal Effectiveness

Unlock your own potential. Self-reflection can be the key to your personal development and smooth your path to your individual goals. By asking yourself the right questions, you can overcome obstacles, tap into new sources of motivation, and discover new resources. In this seminar, you will gain clarity about the challenges you face by analyzing your personality and needs and identifying effective levers. The secret to effective self-management is being open-minded and applying method and will. You will learn to consciously interpret your behavior, ask yourself the right questions, and use the correct tools and techniques to fully exploit your potential.



Content

- Maintaining focus through clear goals and values
- Developing empathy with yourself
- Reflecting on your personal inner drivers
- Handling your personal change dynamic
- Mobilizing your inner resources through self-coaching



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels
- Consultants



Benefits

- Formulate specific goals for your personal motivation
- Make full use of your potential
- Apply personal analysis for more success and energy



Related topics

- Emotional Intelligence
- Assert Yourself with Confidence
- E-learning: More Energy, More Productivity, More Success



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → **Self-Guidance and Mental Health**
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Stress Management

Effective strategies for greater equilibrium. There is no escape from stress – working from home, within the family, even in our free time. It has long been known that stress is one of the most serious health risk factors and, in the worst case, can even make us ill. It robs us of precious working hours and energy, and therefore has a negative impact on productivity and our mental well-being. In our seminar, you will not only learn how to recognize stress signals and symptoms at an early stage, but also what you can do to actively prevent them, and how even small exercises can significantly reduce your stress levels.



Content

- Defining and understanding stress
- Self-analysis – identifying your personal stress triggers
- A new routine – when change causes stress
- Strategies for handling time pressure
- Bringing body and spirit into balance



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Heighten your awareness of stress triggers
- Learn simple techniques for minimizing stress and practice applying them
- Gain new insights and ideas for keeping calm and handling stress



Related topics

- Resilience at Work
- Mindfulness
- E-learning: Smart Stress Management

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → **Self-Guidance and Mental Health**
→ Teamwork → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Appreciative Communication

Communicate respect for more effective dialogue. The secret recipe for good performance, effective collaboration, and successful customer relations is simple: mutual respect and appreciation. This type of communication requires us to show empathy and sensitivity. In this seminar, you will discover the advantages and strengths of an appreciative communication style. We will help you work on your underlying attitude and give you a toolbox of appreciative behaviors which can even be applied to stressful situations and conflicts.



Content

- Showing appreciation in your dealings with others
- Empathy – the foundation of appreciative dialogue
- How inner mindset affects communication
- Tools for appreciative communication
- Appreciative communication in stressful situations



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Recognize and use appreciative communication techniques to boost your success
- Turn language into an effective tool
- Show appreciation even in conflict situations and under stress



Related topics

- Efficient Communication
- Communication as a Key Competency
- E-learning: Giving Feedback

- General
- Global Collaboration
- Basics in Daily Work
- Leadership Skills
- Solution-Finding
- New Work
- Self-Guidance and Mental Health
- **Teamwork**
- Efficient Meetings and Presentations
- Organizational Development
- Individual Coaching
- Online Training
- Blended Learning



Teamwork

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ **Teamwork** → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Working in Diverse Teams

Use diversity to boost innovation. In the workplace of today, teams are becoming increasingly heterogeneous. It is said that diversity in teams leads to better decisions because different points of view can be taken into account when looking for solutions. Working in diverse teams requires open-mindedness, a mindful approach to individual (sometimes unconscious) bias, and an appreciation of the many facets of the different team members. This allows the team to achieve innovative results together. In this seminar, you will sharpen your awareness of the positive aspects of diversity and explore methods for successful collaboration in diverse teams.



Content

- Introduction to the topic of diversity
- Leveraging the diverse working styles and strengths of every individual
- Identifying unconscious biases in the team and working together to overcome them
- Creating team spirit and trust despite differences
- Communicating in diverse teams



Target group

- Employees at all levels



Benefits

- Learn to appreciate diverse experiences
- Develop awareness of how stereotypes and unconscious biases are formed
- Recognize the opportunities and challenges associated with diverse teams



Related topics

- Team Culture Analysis
- Cultural Orientations Indicator® (COI®)
- E-learning: Unconscious Bias – Recognizing and Reducing Prejudices and Stereotypes



Available training formats

- One-day seminar (in-person or virtual)

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ **Teamwork** → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

New! Working in Hybrid Teams

New forms of collaboration for today's new workplace. Growing globalization and digitalization, as well as more flexible forms of work, are having a major impact on team structures and the nature of collaboration. This has resulted in the evolution of hybrid teams – in other words, teams that are partly on-site and partly remote, yet still work together in pursuit of a common goal. Such teamwork is not only challenging in organizational terms, but also requires new ways of building trust and meeting the different needs of individual team members. In our seminar, you will not only explore the opportunities and challenges of this new working environment, but we will also show you how to leverage this form of collaboration to achieve maximum success as a team.



Content

- Opportunities and challenges in hybrid teams
- The impact of technology on collaboration
- Building trust and team culture in a hybrid environment
- Fostering team resilience
- Strategies for handling conflicts



Target group

- Employees at all levels



Benefits

- Understand and leverage the opportunities of collaboration in a hybrid setting
- Build trust in your hybrid team
- Foster resilience together



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Related topics

- Collaboration in Agile Teams
- Working in Diverse Teams
- E-learning: Feedback between Colleagues

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ **Teamwork** → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Working in Virtual Teams

The art of virtual teamwork. As work has become more globalized and flexible, this has had a strong impact on both team structures and how teams work. Virtual teams are increasingly replacing direct daily contact in the office, resulting in new challenges for communication, organization, and collaboration. In our seminar, we teach you how to skillfully overcome the barriers of culture, space, time, and often even language to improve virtual teamwork – even when situations become challenging.



Content

- The risks and opportunities of virtual teams
- The rules of virtual communication
- How technology affects collaboration
- Building trust in a virtual environment
- Paying attention to team phases in the virtual team
- Strategies for handling conflicts



Available training formats

- Half-day seminar (virtual)



Target group

- Employees at all levels



Benefits

- Leverage the benefits of virtual teamwork
- Operate with greater self-assurance and confidence within virtual teams
- Build trust within your virtual team



Related topics

- Intercultural Competence Workshop
- Digital Productivity and Organization
- E-learning: Virtual Teams – Communication

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ **Teamwork** → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Collaboration in Agile Teams

Master the fundamentals of the agile mindset. Agile work methods are the organizational form of the future. And communication and interaction play a central role in agile teams. With the application of agile principles, new challenges for teamwork arise. In our seminar, you will explore the factors that make an agile team a success. The content is tailored to your needs and adapted to the group during the seminar.



Possible content

- Self-organization in agile teams
- Developing an agile mindset in your team
- Communication/interaction in agile teams
- Defining clear roles when responsibility is shared
- Agile team development
- Decision-making strategies for agile teams
- Successful examples of agile work
- Everyday conflicts in agile teams



Available training formats

- One-day seminar (in-person or virtual)



Target group

- Managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Strengthen your agile soft skills for successful teamwork
- Actively shape the seminar to your needs
- Apply the full potential of agile development methods to the benefit of your team



Related topics

- Basics of Agile Working
- Working on Agile Projects
- E-learning: Developing an Agile Mindset

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ **Teamwork** → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Successful Teamwork

Achieving more together. What is the secret of a successful team? Effective communication and cooperation. To unlock the potential of the entire team and boost group performance, the diverse strengths and personalities of each individual should be put to effective use. In our seminar, you will learn how to leverage the dynamics of the group in a new and positive way.



Content

- Fundamentals of effective teamwork
- The phases of teamwork
- Roles within a team
- Using group dynamics positively
- Fostering communication in the team



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Employees at all levels



Benefits

- Explore the factors for successfully cooperating and communicating in teams
- Learn the power of group dynamics for team development
- Identify individual strengths and use the potential of your team



Related topics

- Establishing No-Blame Culture
- Working in Diverse Teams
- E-learning: Knowing Team Roles And Making Them Productive

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ **Teamwork** → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Establishing No-Blame Culture

Foster trust and growth. In a team, everyone makes mistakes that have minor or major repercussions. The question, however, is how the team lead and members deal with mistakes. If mistakes are not allowed to happen or are penalized, intense pressure and a culture of fear quickly develop within the team. However, teams can also benefit from mistakes if they are seen as an opportunity to work together and actively learn from the error. This helps the group gain experience and communicate with each other as equals. Such a positive, no-blame culture requires courage, a constructive attitude toward mistakes, and letting go of the need to be error-free.

This all-day format is a combined seminar and workshop: The seminar focuses on the basics of a healthy no-blame culture. In the workshop, your team works in collaboration with our experts to develop an attitude toward mistakes that is tailored to the needs of your group. Good to know: The seminar can also be booked separately as a half-day event.



Content

- Definitions and causes of mistakes
- What is a no-blame culture?
- Positive and negative cultures of handling mistakes
- Error management
- Constructive feedback



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Teams and their team leaders



Benefits

- Reflect on your experience with mistakes as a team
- Work together to develop a no-blame culture
- Establish a positive approach to errors



Related topics

- Conflict Management
- Feedback
- E-learning: Communicating with Respect and Appreciation

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ **Teamwork** → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

New! Resilience in Teams

Strong and resourceful together. Resilience is the ability to muster resources and energy to deal with the challenges, conflicts, and stress of the workplace. This is a talent that's not just important for individuals, but for teams as well. In our team workshop, you will apply a resilience model to analyze which factors supporting resilience are already firmly in place in your team. You will also learn how to foster potential within your team so that you can continue working together in challenging situations as well as collaborate efficiently and effectively. Using effective techniques and under the guidance of experienced Berlitz experts, you will not only boost the performance of your team, but also help safeguard the health of your employees.



Content

- The R.E.S.O.U.R.C.E.® wheel of resilience
- Analysis of resilience factors in the team
- Working together to develop techniques for increasing your team's resilience



Available training formats

- One-day seminar (in-person or virtual)



Target group

- Teams and their team leaders



Benefits

- Know the resilience factors that make your team stronger
- Develop techniques to foster the potential of your team
- Increase the resilience of your team



Related topics

- Stress Management
- Mindfulness
- E-learning: Smart Stress Management

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → **Teamwork** → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Team Development

Boost the effectiveness of your team. Regardless of their size and function, teams are complex and challenging systems. Trust, a healthy conflict resolution culture, commitment by all team members, clear responsibilities, and a focus on achieving objectives and results – all these lay the groundwork for a successful team. Teamwork is an integral part of the working world, yet teams don't just automatically function well of their own accord. Teams need to be developed and maintained. We offer your team professional support in its development – defining common team goals, improving communication, or taking a closer look at roles and processes as well as sources of conflict within the team.

Our team development workshops do not have a predefined agenda; rather, our team development experts adapt each workshop specifically to the needs of the team in close consultation with the lead and the members of the team.



Available focus topics

- Team goals
- Team vision and team identity
- Communication in the team
- Roles within the team
- Processes in the team
- Conflict resolution in the team



Target group

- Teams and their team leaders



Benefits

- Create a shared vision of the team
- Develop your team according to your needs
- Foster appreciative collaboration



Related topics

- Team Culture Analysis
- Collaboration in Agile Teams
- E-learning: Diversity & Inclusion – Managing and Promoting Diversity



Available training formats

- One-day seminar (in-person or virtual)

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → **Teamwork** → Efficient Meetings and Presentations → Organizational Development → Individual Coaching → Online Training → Blended Learning

Team Culture Analysis

Develop team standards and boost teamwork. New team members, new challenges, or new projects – there are any number of situations that reveal if a team works together well or if it is not living up to its full potential. When friction develops, the question often arises of how to talk about expectations, standards, and differences without creating further tensions. This often has to do with the team culture. The → [Cultural Orientations Indicator® \(COI®\)](#) is a very useful tool for identifying personal cultural patterns in the workplace environment. In the workshop that follows, you will use the preferences identified by the COI® to develop new strengths and synergies in your team with the aim of developing shared standards for working together



Content

- Prepare for the seminar by completing the Cultural Orientations Indicator®
- Strengths and preferences in our team
- What is expected of each team member
- How we can create more synergies



Available training formats

- One-day seminar (in-person or virtual)



Target group

- Teams and team leaders



Benefits

- Workshop tailored to your team's needs
- Get to know your team's cultural preferences in a work context
- Enjoy better cooperation and higher productivity



Related topics

- Team Development
- Working in Diverse Teams
- E-learning: Unconscious Bias – Recognizing and Reducing Prejudices and Stereotypes

- General
- Global Collaboration
- Basics in Daily Work
- Leadership Skills
- Solution-Finding
- New Work
- Self-Guidance and Mental Health
- Teamwork
- **Efficient Meetings and Presentations**
- Organizational Development
- Individual Coaching
- Online Training
- Blended Learning



Efficient Meetings and Presentations

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → **Efficient Meetings and Presentations** → Organizational Development → Individual Coaching → Online Training → Blended Learning

Meeting Design and Facilitation

Organize and run meetings like a pro. Efficient meetings require preparation, implementation, and follow-up – otherwise they deteriorate into unstructured discussions that don't produce results. So facilitators play a decisive role in the success of meetings. It's important to quickly identify disruptions and react appropriately. And dealing with challenging questions and discussions is also something that must be practiced. In our seminar, you will learn required personal, organizational, and methodological skills and explore the role facilitation plays in successful meetings.



Content

- Creating structure through good preparation
- Facilitating with confidence
- Effective and agile methods for active meetings
- Leading discussions that arrive at results
- Handling conflicts and disruptions in meetings



Available training formats

- One-day seminar (in-person)
- Half-day seminar (in-person)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Learn the most important tools for efficient meeting facilitation
- Gain more confidence in your role as a facilitator
- Develop action strategies for challenging situations in meetings



Related topics

- Impactful Business Visualization
- Facilitating Virtual Meetings
- E-learning: Moderating Meetings

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → **Efficient Meetings and Presentations** → Organizational Development → Individual Coaching → Online Training → Blended Learning

Present Effectively and with Confidence

Prepare with purpose and perform with competence. What makes an effective presentation? A professional and confident manner, substantive content, effective use of media, and an engaged audience. To leave a positive impression, you should not only make conscious use of verbal expressions and body language, but also structure your content clearly. In our seminar, you will learn about the importance of preparation, the effective use of your voice and body language, and the most impactful presentation techniques. We will also give you pointers for overcoming stage fright, what to do if you suddenly go blank, and how to skillfully deal with disruptions.



Content

- Be prepared – crafting a structured presentation targeted toward your audience
- The right presentation format for maximum impact
- Managing impressions – shaping how others see you through your body language and voice
- Winning the battle against stage fright and going blank
- Practicing your presentation



Available training formats

- One-day seminar (in-person)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Choose the right presentation for each target group
- Handle disruptions with confidence
- Use targeted techniques to boost your charisma and win over your listeners



Related topics

- On-Point Business Communication
- Business Storytelling
- E-learning: How to Give a Presentation

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → **Efficient Meetings and Presentations** → Organizational Development → Individual Coaching → Online Training → Blended Learning

Business Storytelling

Use stories to connect with people. Stories touch people emotionally, kick off creative processes, and ensure that people do not forget underlying messages. They help place previously unknown situations in a context people can relate to. Stories bring facts, figures, and information to life. In this seminar, you will learn and explore ways to leverage the benefits of storytelling for your business, visions, products, and corporate goals. Use powerful storytelling to make your mark.



Content

- How storytelling influences our thoughts
- Using storytelling in a business context
- Constructing a story with impact
- The ingredients of a good story
- The dos and don'ts of storytelling



Available training formats

- One-day seminar (in-person or virtual)
- Half-day seminar (in-person or virtual)



Target group

- Experts, managers
- Employees in communication-based professions



Benefits

- Learn to apply the power of storytelling to reach your goals
- Explore the secrets of storytelling with experienced experts
- Never be at a loss for words – always have the right story or analogy



Related topics

- Virtual Presentation Skills
- Present Effectively and with Confidence
- E-learning: Storytelling within the Company

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → **Efficient Meetings and Presentations** → Organizational Development → Individual Coaching → Online Training → Blended Learning

Virtual Presentation Skills

Receive a virtual standing ovation. In virtual presentations, it all comes down to the perfect combination of different elements: meticulous preparation, a clear structure, an appealing presentation, a strong camera presence, engaging and understandable language and, last but not least, well-positioned statements. Our seminar focuses on how to structure your presentation logically and deliver it engagingly in a virtual environment.



Content

- Keeping your focus on your target audience
- Structuring your most important points properly
- Using media effectively
- Directing the attention of the audience with rhetorical techniques
- Handling challenges
- Pointers for your next presentation



Available training formats

- One-day seminar (virtual)
- Half-day seminar (virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels
- Freelancers



Benefits

- Gain confidence from a well-structured presentation
- Communicate more convincingly and engage your audience
- Use your new knowledge immediately to benefit your next presentation



Related topics

- Facilitating Virtual Meetings
- Designing Virtual Training
- E-learning: Moderating Online Meetings

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → **Efficient Meetings and Presentations** → Organizational Development → Individual Coaching → Online Training → Blended Learning

Facilitating Virtual Meetings

Virtual, yet personal. Virtual collaboration is increasingly replacing direct communication in the office. This means that meetings are more and more frequently taking place in a virtual environment. A new kind of meeting culture is needed in teams to help meet these new challenges. In this seminar, you will learn how to prepare for and facilitate your online meetings for greater efficiency without losing the human touch. Turn virtual meetings into a win-win situation for everyone involved.



Content

- Preparing for virtual meetings
- Structure and agenda
- Personal check-in and check-out
- Setting the ground rules for virtual meetings
- Interactive facilitation
- The challenges of facilitating virtual meetings



Available training formats

- One-day seminar (virtual)
- Half-day seminar (virtual)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Be perfectly prepared for virtual meetings
- Have a clear plan for making a virtual meeting a success
- Facilitate with a focus on motivation and results



Related topics

- Meeting Design and Facilitation
- Impactful Business Visualization
- E-learning: Moderating Online Meetings

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → **Efficient Meetings and Presentations** → Organizational Development → Individual Coaching → Online Training → Blended Learning

Designing Virtual Training

Sharing knowledge in a virtual environment. Learning is shifting more and more into the virtual world. But how can expert knowledge be conveyed interactively and effectively in a digital format? In our seminar, you will learn how to design virtual training sessions that are dynamic and never boring. We teach you educational and methodological skills to develop content professionally and to transfer this knowledge to different target groups. Use your versatility and competence to engage your participants virtually.



Content

- Preparing for and structuring virtual training
- Interactive methods for the virtual environment
- Mastering the challenges of virtual spaces
- Facilitating virtual groups effectively
- Using analog media in digital contexts
- The role of the instructor in the virtual classroom



Available training formats

- One-day seminar (virtual)



Target group

- Trainers
- Experts, managers, and employees at all levels who train others



Benefits

- Develop a confident approach to delivering training in a virtual space
- Explore the possibilities and limitations of virtual training environments
- Engage your participants with interactive learning methods



Related topics

- Virtual Presentation Skills
- Impactful Business Visualization
- E-learning: Methods and Tools for Online Knowledge Transfer

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → **Efficient Meetings and Presentations** → Organizational Development → Individual Coaching → Online Training → Blended Learning

Impactful Business Visualization

Creative documentation for workshops and meetings. Don't think you can draw? We'll show you otherwise! Use sketches, drawings, and graphical recording to get your message across in your meetings and workshops. In our seminar, you will learn the basics of visual communication and practice ways to summarize complex issues with just a few strokes of the pen, as an easy way to convince people of your ideas.



Content

- A different form of communication
- The key to effective visual communication
- Using shapes and colors effectively
- Integrating sketches and drawings into meetings and workshops
- Making successful use of sketches in your job



Available training formats

- One-day seminar (in-person)
- Half-day seminar (in-person)



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels
- Consultants, trainers



Benefits

- Learn how to present complex ideas through simple sketches
- Master new presentation techniques to use on the job
- Use visual communication to win people over



Related topics

- Meeting Design and Facilitation
- Present Effectively and with Confidence
- E-learning: Methods of Training



What our customers say about Berlitz

“We have been working successfully with Berlitz for many years now, and have been taking advantage of both their well-organized language courses and their program of in-house seminars. Particular mention should go to the flexibility with which Berlitz responds to all requests and to the degree of customization of all courses that have been held for us, both in the virtual and face-to-face formats.”

Janine Reinhardt, HR Training Lead Germany
 Johannes Bornmüller, HR Director
 Aptiv Services Deutschland GmbH

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
→ Teamwork → Efficient Meetings and Presentations → **Organizational Development** → Individual Coaching → Online Training → Blended Learning

Our Expertise in Systemic Organizational Development

A focus on your organizational culture. Companies are highly complex systems. They have their own culture, networks reaching out into many directions, and a multitude of hierarchical levels. But they also have a shared goal: working together effectively and efficiently toward the economic success of the company.

When there are disruptions to this system, systemic organizational development can prove useful – for the company as a whole, all the way down to the individual employee. All with the aim of stabilizing and furthering the development of the company. Organizational development assists in this process through long-term intervention strategies that are adapted to the individual needs of each company. Our approach to organizational development is rooted in a systemic view: We understand that every organization is unique, so we offer you tailored solutions that lead to successful development.

Our development consultants are certified in the field of systemic organizational development and have many years of experience in guiding companies through development processes as well as strong methodological, social, and communication skills.

Meet Jutta Markhof, an expert from our development consultant team

“As a systemic organizational developer (DGSF-certified) and trainer, I attach great importance to a holistic view of both the initial situation and the participants. Here I draw on a rich portfolio of systemically effective interventions, through which the participants are able to change and develop attitudes and behavior from within themselves to lasting effect. In my courses, I focus on constant activation of the participants. Through humor and an appreciative dialog of equals, I encourage the participants to reflect and contribute their own real-world examples.”



→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
 → Teamwork → Efficient Meetings and Presentations → Organizational Development → **Individual Coaching** → Online Training → Blended Learning

Individual Coaching

Boost your personal effectiveness. Coaching is considered the most effective and valuable form of continuing education. And what makes coaching so successful? The one-on-one working relationship of equals, the professional support for processes, and, in particular, the tight focus on finding solutions and reaching goals. As meta-analyses of recent studies have shown, coaching works.

What is also special about coaching is that it's tailored specifically to the needs and situation of the coachee. In a working relationship based on trust, your coach offers you support by helping with processes. This means that he or she does not suggest direct solutions, but encourages you to re-examine your personal goals, discover new strategies, and develop your own approaches to solving problems. Coaching is always the right instrument when the goal is changing your sphere of influence, exploring new paths, and expanding your scope for action. In precisely such situations, a second, professional, outside opinion is helpful in seeing things from a different angle and re-assessing them. But how do you find a good coach? And how do you assess their professionalism and effectiveness? As continuing education experts, we can help you make the right choice. We select our coaches based on special quality standards for business coaching. A sound education, many years of experience, a clear understanding of the role of the coach, a strong focus on goals and results, a wide-ranging knowledge of methodology, and a personality with strong integrity and empathy are just some of the important criteria in our selection process. Are you looking to work on specific topics in your team or management team? Many of our coaches are also happy to work with small groups.



Target group

- Experts, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Develop individual solutions for your specific questions
- Receive support in a relationship of equals
- Gain clarity and (re)activate resources



Coaching scenarios

- Personal stocktaking
- Taking on a new function
- Change processes
- Performance management
- Career development/planning
- Resilience and stress management (including in agile environments)
- Developing an agile mindset
- Appearing on camera
- Executive coaching



What our customers say about Berlitz

“The sessions with the Berlitz business coach on online moderating were 100% in line with my expectations. From the detailed needs analysis to selecting a suitable coach – everything accommodated my wishes. It covered all the topics and questions I had about the tools, as well as moderating techniques – completely. Not only did the coach's personality and experience allow me to improve my moderating skills in language terms, but I could also talk about the specific challenges I face in my everyday work. I am completely satisfied and thank both Berlitz and LEG Thüringen for making this training possible.”

Anastasia Sabatkouskaya
International Support Officer

- General
- Global Collaboration
- Basics in Daily Work
- Leadership Skills
- Solution-Finding
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Online Training

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Cultural Navigator®

Intercultural expertise at the click of a mouse

Our Cultural Navigator® e-learning platform is an ideal way for you to prepare yourself for working with people of different cultures.

What does the Cultural Navigator® have to offer?

- Self-assessment of cultural preferences and an individual report with the Cultural Orientations Indicator® (COI®)
- Business-relevant, pragmatic know-how on more than 100 nations
- Knowledge reinforced through wide-ranging e-learning programs on topics such as
 - Intercultural competence
 - Diversity and inclusion
 - Intercultural teamwork
 - Relocation and repatriation

In addition, you can take advantage of the following content on the platform to help you retain what you've learned:

- English-language podcasts with professionally relevant examples from the working world help you reflect on your cultural values.
- Interactive exercises and background information make it easier to understand potential conflicts and offer tried-and-tested solutions.
- Concrete pointers and alternative scenarios for interacting with international colleagues and customers help accelerate the transfer to your daily work.
- Relocation and repatriation



Are you interested in a company-specific package for the Cultural Navigator®?

Please contact us! We will be happy to provide you with more information about what we offer

berlitz@bahrain.com



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Individual Learning Paths

Modular learning for specific intercultural challenges

You can choose individual English-language learning paths according to your specific requirements, letting you focus your skills development on the topics that are relevant to your job. Each learning path comprises individual e-learning modules that build on one another for effective results.

Possible topics include

- Introduction to Culture
- Working in a New Country
- Cultural Orientations at Work
- Communicating in Virtual Teams
- Phases of Team Development
- Doing Business in ... (available for 18 different countries)

What is especially practical is that you can start by selecting your intercultural interests, after which the Cultural Navigator® will automatically suggest appropriate learning content.

The learning paths make the learning experience entertaining and help you retain what you have learned by integrating up-to-date podcasts, videos, articles, quizzes, and case studies on numerous intercultural topics and scenarios.

Country Information

The reliable online knowledge resource

The Cultural Navigator® contains comprehensive and regularly updated information on more than 100 different countries, providing details on cultural norms, history, politics, geography, time zones, and climate. There is also concise information on various business topics to facilitate professional interactions in each location. This background knowledge is an important resource for successfully interacting with coworkers and business partners in other countries.

The country information is directly linked to your personal COI® profile and allows you to compare your cultural preferences with those of the selected country.



What our customers say about Berlitz

“We have trusted Berlitz’s expertise since 2017 and have expanded our partnership since then. We book language instruction and intercultural training for our employees. The language classes are conducted quite flexibly, and the variety of formats, such as Live Online and blended learning, let us offer courses across sites. This also lets employees who are traveling for business, working shifts, or working from home participate without any problems. An additional advantage is that the reliable Berlitz team takes care of almost all of the organization, which has significantly reduced our administrative work.”

Annika Zach
Human Resources,
Manager People Development
Gerresheimer Regensburg GmbH

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Cultural Navigator® for Teams

Grow your team's success. Knowledge of our own cultural preferences and the differences to other cultural profiles – and, of course, intercultural awareness in general – are not just valuable in communication “with the outside world.” They can also benefit teams in particular, whether as a team-building exercise or when changes need to be made within the group.



Typical use cases for the Cultural Navigator® as a team instrument

- Reorganization of a team
- Change in team leadership
- Integration of new members in existing teams
- Conflicts between team members or between teams in different locations
- Collaboration in international teams



Benefits

- You provide new bonding experiences within a team
- You help the team develop a culture of appreciation and motivation
- You develop a culture of open, no-blame communication, and strengthen departments and teams
- You raise your employees' awareness of issues such as diversity, inclusion, and intercultural competence



Related topics

- Team Culture Analysis
- COI® Group Debrief
- Intercultural Competence Workshop
- Intercultural Training for Expatriates



→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
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Cultural Orientations Indicator®

Explore your cultural profile

The Cultural Orientations Indicator® (COI®) is an online assessment questionnaire that identifies your personal cultural preferences in the work environment. The resulting report helps you identify and overcome cultural differences and work more effectively with others across cultural boundaries. Have our experienced team of trainers provide you with additional support in understanding this analysis in a → [COI® Individual Debrief](#).

You can benefit from your personal COI® profile on several different levels

- Get to know your own cultural preferences
- Compare your personal COI® profile with the profiles of 55 different countries with the aim of quickly identifying and overcoming cultural differences
- Compare your personal COI® profile with that of colleagues or as part of a → [Team Culture Analysis](#) to recognize and better leverage diversity as a means of bolstering the success of the team

The COI® is available in twelve languages and is already used by more than 250 companies and over one million users worldwide.



What our customers say about Berlitz

“The individual language courses have been extremely well received by our employees and we’re pleased to have so many colleagues able to communicate with each other in English, German, and Italian. Aside from the communication advantages, it’s really nice to see our colleagues interacting and building even stronger ties with one another. Also, for the first time we offered our managers intercultural coaching last year using the Cultural Navigator® tool. The coaching sessions made it possible to address and deal with personal challenges at work. Combined with the accompanying e-learning parts of the Cultural Navigator®, the coaching sessions have made a significant contribution toward improving intercultural skills, such that it will be a lot easier to deal with any future challenges. We’re looking forward to many more years of collaboration!”

Vanessa Kirberg
HR Manager
Calzedonia Germany GmbH

CALZEDONIA

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COI® Individual Debrief

Analyze and interpret your COI® profile. Would you like to explore your cultural influences and examine your own cultural profile in depth? Then you should make use of our Cultural Orientations Indicator (COI®) in combination with an individual debrief. This is a 60-minute moderated coaching session in which your personal COI® profile is analyzed and interpreted. It's an opportunity to work with your coach to increase self-awareness and build intercultural competence that you can apply in your working life. Because only when you understand your behavioral preferences – and how they are shaped by your cultural background – can you encounter other patterns of behavior with an open mind and interpret them objectively.

Preparation

Completion of the COI® assessment and the “Introduction to the Cultural Indicator” learning path on our Cultural Navigator® online learning platform.

Content

- Input on the validity and core aspects of the tool
- Discussion of experiences while completing the assessment and the first look at the resulting profile
- Guided analysis and interpretation of your profile and how to apply it in your workplace
- Working together to identify potential areas of conflict and strategies for dealing with them
- As needed: comparisons of your profile with the cultural orientations of a different culture, including recommendations for your professional environment
- Summary and individual action plan



Target group

- Professionals, managers
- Project managers, subproject managers
- Employees at all levels



Benefits

- Guided analysis and interpretation of your COI® profile
- Helpful hints for intercultural collaboration
- Increasing your self-awareness in an intercultural context

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
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COI® Group Debrief

Understand each other better. In a 90-minute virtual session, the personal COI® profiles of a group are compared in an aggregate report (graphical representation of the individual preferences within the group). This takes place under the guidance of one of our Berlitz experts using a selection of cultural orientations relevant to collaborating in teams and work groups. The goal is to arrive at some initial steps for alternative approaches aimed at improving teamwork. In this respect, the group debrief serves as a starting point and catalyst for further and more intensive discussion and dialog.

Preparation

Completion of the COI® assessment and the “Introduction to the Cultural Indicator” learning path on our Cultural Navigator® online learning platform.

Content

- Input on the validity and core aspects of the tool
- Guided analysis and interpretation of the aggregate report and how to apply it in the group’s work environment
- Summary and action plan



Target group

- Groups that would like to explore the Cultural Navigator® and COI® as tools for improving team collaboration.



Benefits

- Get to know the COI® and comparative aggregate report as a tool for teams
- Obtain insights into how teamwork can be improved by including different cultural orientations
- Gain new perspectives on the diversity of your team

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Cultural Orientations Approach™

Your certification as a Cultural Orientations Practitioner®

Are you just as excited as we are about our approach to bringing people from different cultures together in order to improve global collaboration? Would you like to teach Berlitz ideas about culture and intercultural cooperation in your own training courses or in your company? Then get trained and certified as a Cultural Orientations Practitioner®!

Training as a Cultural Orientations Practitioner® is based on our proven Cultural Orientations Approach™ (COA™). Participants enjoy an exciting intercultural learning experience with the goal of becoming experts in the Cultural Orientations Indicator® (COI®) analysis. They improve their own and others' skills so that they can meet the challenges of the global business world. The certification course can be held online or face-to-face.

In a group of learners under the guidance of highly experienced intercultural trainers, you will learn how to apply cultural skills in the workplace and gain an understanding of how cultural norms and values influence the way we work together.

Objectives:

- You will learn to compare aspects of human behavior, different ways of coming across to others, and values from different cultures.
- You will become familiar with the structure of the Berlitz Cultural Orientations Model™ and master the four cultural key competencies for bridging cultural differences.
- You will be able to interpret the COI® and, based on this, conduct individual as well as group COI® coaching sessions.
- You will learn to conduct a diagnosis of teams and organizations in the form of a COI® group report and know appropriate intervention strategies for improving collaboration across groups.

Are you interested in becoming a certified Cultural Orientations Practitioner®? Please contact us.

Course details



Certification

Cultural Orientations Practitioner® certificate



Course duration

- 2 days (face-to-face instruction)
- 4 x 2 hours (virtual instruction)
- Preparation and follow-up: around 3 to 5 hours



Module contents

- Introduction to the Cultural Orientations Approach™ (COA™)
- The COA™ and the Cultural Orientations Model™ (COM™)
- Applying and teaching the COM™



Target group

Anyone who is experienced in and interested in working with other cultures and wishes to teach intercultural competence to others.

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
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E-learning on more than 80 topics in the Berlitz Oncademy

As a perfect supplement to our instructor-led seminars or as a stand-alone solution

Video-based e-learning programs have become an established part of modern corporate learning strategies. Berlitz offers you this winning learning format for more than 80 topics – interactive and with multimedia.

These short video lessons have a lasting impact on the learning process. Plus the educational videos are fun, flexible, and convenient to use on any mobile device. With our video lectures, you can learn new skills or brush up on your knowledge whenever you like.

These learning nuggets are high-quality educational productions that you can take immediate advantage of, offering you flexible, self-guided learning at your own pace. In-demand content is continuously developed and made available.

Structure and methods of our e-learning

- Acted scenes provide a connection to your everyday working life
- Presenters and renowned experts lead you through the video lecture, delivering important information and sharing valuable expertise
- Animated instructional films illustrate academically grounded models, theories, or contexts in an easy-to-understand way
- Fun exercises and transfer activities help you apply what you've learned and make learning a pleasure
- In-depth lessons provide important additional information and summaries
- Progress check and certificate

Main areas of focus

Leadership skills, New Work, self-management and mental health, workplace basics, problem-solving, teamwork, meetings and presentations



What else is important?

The e-learning lessons can be booked as a package, flat rate, or corporate solution. It is also possible to integrate them into your LMS using Scorm. Users have access to the content for 12 months, which means they can repeat lessons as needed. After successfully completing an e-learning program, participants simply download their certificate.

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Berlitz Blended Seminars

For maximum flexibility

Our virtual solution is particularly flexible and intensive, while still maintaining a high level of focus and engagement through the use of well-structured learning modules. In the Berlitz Blended Seminars, we combine our virtual seminars with short, interactive video lectures. Our modules are efficient, flexible, quickly available learning nuggets that are particularly easy to integrate into your daily work routine.

A kick-off session during the first virtual seminar provides guidance and familiarizes participants with the topic. The virtual seminars led by qualified Berlitz instructors take place on scheduled dates with a virtual group; the accompanying video lectures provided by Berlitz Oncademy can be completed independently to boost learning retention. Four weeks after the last virtual seminar is held, there is a 90-minute final module in which the participants conclude the program with a moderated group coaching session.

The result

A modern, flexible continuing education module that is integrated into your corporate learning strategy and unites all the advantages of micro-learning within a high-quality, holistic solution

Facts at a glance

- Kick-off session during first virtual seminar
- 3 virtual seminars (3 hours each) and 3 e-learning modules (1 to 2.5 hours, depending on topic)
- Final module (1.5 hours) with group coaching four weeks after the last virtual seminar
- Total study time approx. 15 hours
- Program duration: 9 weeks
- Fixed learning groups with max. 12 participants
- Languages: English
- Certificate of completion

➤ [Our open-enrollment Berlitz Blended seminars on the following pages](#)



What else is important?

Are you looking for a hybrid seminar on a certain topic that is tailored to the specific needs of your employees? Then we will be happy to work with you to put together a suitable blended learning program comprising virtual seminars and e-learning.

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
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NEW! New Leadership

The new world of work also means new challenges for leadership. Extending over nine weeks, our learning modules give you valuable insights into the future skills needed by leaders and how you can apply them successfully in your working day with an eye to the future.

Program duration	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 9
Virtual Seminar with Instructor	Leading Virtual Teams		Emotional Intelligence		Coaching Tools for Leaders		
E-learning Module as Self-Study		Unconscious Bias		Leading with Empathy		Leadership in Times of Crisis	
Final Module with Instructor							Course Retrospective

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
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Positive Workplace Mindset

In our nine-week learning program, you will discover the potential long-term effects of pressure and stress on the body and mind – and how you can equip yourself to better meet the stresses and challenges of the working day by performing simple exercises.

Program duration	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 9
Virtual Seminar with Instructor	Stress Management		Resilience at Work		Mindfulness		
E-learning Module as Self-Study		Smart Stress Management		Becoming More Productive and Satisfied at Work		More Energy, More Productivity, More Success	
Final Module with Instructor							Course Retrospective

→ General → Global Collaboration → Basics in Daily Work → Leadership Skills → Solution-Finding → New Work → Self-Guidance and Mental Health
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Working Agile in the Future

Over the nine weeks of our learning program, you will learn about the organizational form of the future as well as the appropriate tools and methods for successful work in agile structures.

Program duration	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 9
Virtual Seminar with Instructor	Basics of Agile Working		Collaboration in Agile Teams		Establishing No-Blame Culture		
E-learning Module as Self-Study		Kanban – The Method		Design Thinking		Scrum – The Overview	
Final Module with Instructor							Course Retrospective

Useful Information



Advisory Services at all levels

Close to our customers – in person, by telephone, or online

Good training starts with... good advice! As a professional corporate training partner, we know this from our own experience. Our team of advisors is made up of specialists who not only know the Berlitz portfolio inside and out, but also have a sound grasp of your concerns and requirements.

Decide how you would like to get in touch with us!



Virtual consultations

Meet us face-to-face, regardless of location. Anything is possible thanks to video calls! We will also be happy to give you a live demonstration of our products and show you what sets Berlitz apart from the rest.



In-person consultation at your company or a Berlitz Center

Our corporate customer advisors will visit you on site at your company for an in-person meeting. Or you can make an appointment with our center teams and come to our center.



Phone consultations

The fastest way to get in touch with us. Our team will be happy to handle your request expertly over the phone – from a no-strings-attached initial conversation to preparations for a face-to-face meeting and detailed guidance on training.

You can also use our online contact form to get in touch



What our customers say about Berlitz

“As a leading independent technology partner to large enterprises and public sector clients, Computacenter has operations worldwide. We rely on Berlitz’s language training and blended learning solutions to communicate with confidence in this global business environment. Whether it’s in English or German, whether it’s face-to-face lessons or a virtual classroom, the new language skills our people have acquired support them in their everyday work. The English and German courses offered by Berlitz in different locations have been particularly beneficial because teams collaborating with colleagues in different countries and cities is part of everyday life at Computacenter. We also appreciate how uncomplicated, well versed, and constructive it was, working not just with our account handler but also with the overall team at Berlitz.”

Computacenter AG & Co. OHG



“When selecting a partner to work with, we pay attention to top quality – we rely on strong partners. And we found such a strong partner in Berlitz: our collaboration has been marked by a high degree of professionalism, flexibility in terms of learning formats, and solution-oriented advice and coordination. In the Virtual Classroom, we are using a modern and attractive learning format and are keeping our finger on the pulse of the times – for the benefit of our employees.”

Pfeifer & Langen GmbH & Co. KG



What Our Customers Say About Berlitz

“From the moment we first got in touch, to discussing the offer, the running of the courses, and of course the support during the whole process – we’re more than satisfied with Berlitz. Everything about the communication is fast, professional, and impeccable. Our employees are thrilled about the selection of courses, the coaches, and the course content.”

Matthias Proft, People Management/HR Officer, Brose Sitech GmbH



“3defacto is very satisfied with the way the continuing education course was managed. We were well looked after during the needs assessment, individual placement tests, and throughout the instruction process. The course was a success and everyone involved had a lot of fun.”

Peter Ahlmer, Managing Director, 3defacto GmbH



“We are grateful to Berlitz for our excellent partnership. The flexible German lessons offered by Berlitz are an important building block in the direct integration of our new, often non-German players into daily life here in Flensburg – and not just in the realm of sports. In addition, Berlitz helps some of the SG Flensburg-Handewitt’s talented youth players quickly learn a language so they can take the leap into their new athletic futures abroad. Shortly after the players sign their contracts, they can start lessons with Berlitz Connect. That is amazing.”

Dierk Schmäschke, Managing Director, SG Flensburg-Handewitt Handball-Bundesliga GmbH & Co. KG



Some of Our Clients



Let's shape the future – together.



Berlitz[®]