

C A R L O S V A N O O S T E R Z E E

BetterSkills

Training and consulting
in personal and team skills

*Better communication, better leadership,
better emotional management,
better planning and organising,
better feelings at work
– a better human experience
in our admirable digital world.*

At BetterSkills we provide **training and consulting** in **soft skills**.

Soft Skills

Soft skills are the foundations for sustainable performance and are complemented by technical skills specific for each profession in order to make professional dedication more balanced and effective.

Soft skills provide more well-being and self-confidence to professionals and help improve their productivity. They make people more organized, more communicative. Better professionals means better projects and better organizations:

efficient, sustainable communication, emotional management, better work organisation, healthy leadership, willingness to motivate and collaborate.

Training-facilitating

BetterSkills training-facilitating offers knowledge and practice for team and organisational skills development in areas like:

- ✓ **Personal skills**
- ✓ **Social skills**
- ✓ **Leadership skills**
- ✓ **Conflict Resolution**
- ✓ **Team Cohesion**

What are soft skills and why is it worth to invest in them?

What is the difference between training and consulting?



Coaching-consulting

Coaching-consulting focuses on case studies and supports employees, teams and entrepreneurs to improve their situation and achieve goals. These are bespoke actions, fully adapted to particular needs, in areas such as:

- ✓ **Coaching for professional development**
- ✓ **Work organisation and productivity**
- ✓ **Project development**
- ✓ **Team cohesion**
- ✓ **Other particular areas**

Training

▶ **Work Positive**

Personal Skills 1

Stress management, mindfulness, emotional management and well-being at work

▶ **Everything Under Control!**

Personal Skills 2

Personal work organisation

▶ **We Are In Tune**

Social Skills 1

Emotional intelligence at the workplace

▶ **Better Mutual Understanding**

Social Skills 2

Professional communication skills

▶ **Successful Public Speaking**

Social Skills 3

Public speaking and presentations

Leadership Skills 1

▶ **Setting out on Leadership**

Introduction to people and project management

Leadership Skills 2

▶ **Growing as a Leader**

Improving and expanding leadership skills

Team Cohesion

▶ **People, goals and projects**

Facilitating team cohesion

Conflict Resolution

▶ **Beating Conflict**

Conflict management and resolution skills

Languages

▶ **Better Spanish**

Better communication in Spanish

Work positive

Stress management, mindfulness, emotional management and well-being at work

Duration: from 12 training hours

elements of improvement in stress management Is there **pressure, tension, stress** in the work environment? Does stress affect some teams' or workers' **productivity**? Is there a need to increase **employee engagement** and **well-being** at work?

Personal management of **emotions** is a key element for better **work development** and for one's own health. With this training, participants will be able to find **elements for improvement in stress management**, in their **attitude** and in their **productivity**.

GOALS

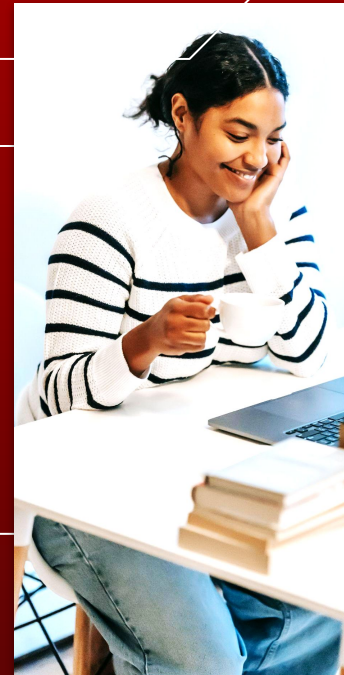
- ✓ learn factors and techniques for stress management
- ✓ adopt new approaches to well-being at work and productivity
- ✓ become familiar with and practice the different applications of mindfulness
- ✓ improve one's own emotional management

CONTENTS

- ✓ A matter of **attitude**
- ✓ **Personal and professional spheres**
- ✓ **Stressors** at work: busy vs stressed
- ✓ Techniques for **stress management**
- ✓ How to apply **mindfulness**
- ✓ **Spaces** for work and well-being
- ✓ How to cultivate **well-being**
- ✓ **Individual creativity** tools
- ✓ Healthy **interaction**
- ✓ **Emotional intelligence** for one's own emotions
- ✓ **Action plans** for stress management and well-being at work

WITH ACTIVITIES LIKE:

- 'More self-knowledge'
- 'My experience with stress'
- 'Attitudinal analysis'
- 'Mindfulness practice'
- 'Applied emotional intelligence'
- 'Your own well-being'
- 'Action plans'



Everything Under Control!

Personal work organisation

Duration: from 12 training hours

Does **chaos** absorb your energy? Do you need a **new, more organised approach** to your work? Is your inbox a **mess**? Do you need to **clarify and plan your work better**?

Personal work organisation is a solid foundation for **productivity and excellence**. With this training, participants will learn to set **more reliable goals and timings**, to **plan** from different perspectives, to **optimise their performance** and to **lead themselves** better.

GOALS

- ✓ analyse own work organisation
- ✓ learn techniques to improve planning and organisation
- ✓ optimise personal and work tools and resources
- ✓ develop an action plan to improve personal work organisation

CONTENTS

- ✓ Personal **qualities and improvements**
- ✓ Basic elements of work **organisation and planning**
- ✓ Setting **sustainable goals**
- ✓ Work organisation **techniques**
- ✓ **Workspace** organisation
- ✓ How to optimise work **tools**
- ✓ Better **time and resource** management
- ✓ **Self-leadership and self-motivation**
- ✓ Improving **communication**
- ✓ **Proactiveness and creativity**
- ✓ **Action plans** for work organisation

WITH ACTIVITIES LIKE:

- 'More self-knowledge'
- 'SMARTER Goals'
- 'Personal Visual Thinking'
- 'A little brainstorming'
- 'Tasks-time-resources'
- 'The magic of order'
- 'Action plans'



We Are In Tune

Emotional intelligence at the work environment

Duration: from 12 training hours

Would it be positive to **arrange emotions** in the organisation? Would **productivity** improve if **relationships** among collaborators improved? Would it be good to align **emotions and goals**?

Facilitation in **emotional intelligence** allows you to know and practice strategies to make **emotional self-management** and **interpersonal relationships** more fluid and positive. With this training, participants will increase their emotional intelligence and their **relationships** within the team.

GOALS

- ✓ become familiar with the advantages of emotional intelligence in the professional field
- ✓ practice and incorporate emotional intelligence strategies in professional relationships
- ✓ improve interaction and social relationships to achieve sustainable goals
- ✓ apply emotional intelligence for sustainable productivity improvement

CONTENTS

- ✓ What is **emotional intelligence**?
- ✓ Emotions in the **personal and professional spheres**: on task
- ✓ Identifying emotions and feelings: **labels and values**
- ✓ **Emotional self-analysis**: frequent and desired emotions
- ✓ **Self-motivation and motivation**
- ✓ **Own feeling and rapport** with others
- ✓ Emotional **self-regulation**
- ✓ **Rapport, empathy, assertiveness** and **non-verbal language**
- ✓ Aligning emotions with **goals**
- ✓ Emotional intelligence and **(self-)leadership**
- ✓ Emotional **sociogram**
- ✓ Other **social and communication skills**
- ✓ Keys to a **positive attitude**
- ✓ **Case study** focused on emotionality
- ✓ **Action plans** for emotional management

WITH ACTIVITIES LIKE:

- 'Emotions and values'
- 'My box of emotions'
- 'Emotional sociograms'
- 'Establishing rapport'
- 'Situational role-plays'
- 'Action plans'



Social Skills 2

Better Mutual Understanding

Professional communication skills

Duration: from 12 training hours

How does **personal communication** function within the team? Would it be appropriate to establish standards in **professional communication quality**? What is the **communicative image** that members of the organisation want to project?

Training in **professional communication skills** provides much more **depth, confidence and excellence** in personal communication. Since everything communicates, let's **empower** our communication. With this training, participants will add **quality, skills and a positive and productive strategy** to their personal communication.

GOALS

- ✓ become familiar with the possibilities of personal communication
- ✓ understand your own communication style and that of the people you interact with
- ✓ develop one's own communication skills
- ✓ establish action plans to improve personal communication

CONTENTS

- ✓ The **power of communication skills**
- ✓ **Oral and written** communication
- ✓ Communicative **registers** and **levels**
- ✓ Communicative **self-analysis**
- ✓ Key concepts: **active listening, empathy and assertiveness**
- ✓ **Verbal and non-verbal** language
- ✓ Language and **values** - positive language
- ✓ Giving and receiving **feedback**
- ✓ Establishing **rapport**
- ✓ Communication **style** and **networking**
- ✓ **Negotiation** techniques
- ✓ Personal **branding** and **storytelling** + elevator pitch
- ✓ The different communication **formats and environments** (meetings, interviews, emails...)
- ✓ Other **social and communication** skills
- ✓ Applying communication to **clients and teams**
- ✓ Communication for **specific goals**
- ✓ **Personal** communication goals
- ✓ **Action plans** for professional communication

WITH ACTIVITIES LIKE:

- 'Communicative self-analysis'
- 'Image dictation'
- 'Transmitting goals'
- 'NLP VAK'
- 'Communicative sociograms'
- 'Role-plays and situation analysis'
- 'Action plans'



Social Skills 3

Successful Public Speaking

Public speaking and presentations

Duration: from 12 training hours

Are there few volunteers when it's time to **speak in public**? Can team **presentations** be improved? Could **innovation** in oral presentations provide a **new communicative image** to the organisation?

Training in **public speaking and presentation skills** provides experiences and tools to make public speeches much more **pleasant** for those who perform them and those who attend them. Participants will enjoy testing themselves to **improve their ability to convey messages, persuade and motivate** their audience, while learning multiple **tips to assess and innovate in public presentations**.

GOALS

- ✓ gain self-confidence in public speaking
- ✓ become familiar with and apply tools for public presentations
- ✓ practice and analyse public speaking skills
- ✓ acquire the ability to innovate in public communication

CONTENTS

- ✓ Overcoming the **fear of speaking in public**
- ✓ Communicative **self-analysis**
- ✓ **Goals** for public speeches
- ✓ **What** to talk about?
- ✓ Public communication **formats**
- ✓ Considering **your audience**
- ✓ **Structures** for public speeches
- ✓ The importance of **verbal language**
- ✓ Resources to empower your voice
- ✓ The great importance of **non-verbal language**
- ✓ **Visual supports**
- ✓ Other impact **resources**
- ✓ Managing **questions**
- ✓ Receiving **feedback** about your presentations
- ✓ **Storytelling, persuasion and improvisation** techniques
- ✓ **Connecting** with your audience
- ✓ How to deliver an **effective and impactful** presentation
- ✓ Public communication **practice**

WITH ACTIVITIES LIKE:

- 'Presentation + feedback'
- 'Self-confidence and presence'
- 'Wordless communication'
- 'Presentation project'
- 'Storytelling'
- 'Action plan'



Setting out on leadership

Introduction to people and project management

Duration: from 12 training hours

Are **managers prepared** to manage people? Is there no **leadership training** in the organisation? Do **team leads** need some leadership **guidance and guidelines**?

This **introduction to leadership skills** lays the foundations for **managing people, teams and projects** to achieve goals and facilitate **employee satisfaction**. With this training, participants will be able to **begin their leadership roles** with **new approaches** focused on **emotional intelligence** and **positive strategy** in people and project management.

GOALS

- ✓ become familiar with the basics of leadership: goals, typologies, styles, models
- ✓ analyze one's own leadership style
- ✓ reinforce team approach
- ✓ adapt communication to leadership style

CONTENTS

- ✓ Leadership **fundamentals**
- ✓ Leadership **typologies, styles and models**
- ✓ **Personal and professional** aspects of leadership
- ✓ **Self-leadership**: self-knowledge, self-organization, self-motivation, transparency, assertiveness
- ✓ Leadership in the **organisation: mission, vision, values and goal alignment**
- ✓ **Teams**: individuals who collaborate to achieve goals
- ✓ **Diversity management**: typologies of behavior, individuals, cultures, values, flexibility and talent promotion
- ✓ **Communication skills** for people management: giving and receiving **feedback**
- ✓ **Emotional intelligence** and leadership
- ✓ **Goal setting and action plans**
- ✓ **Case study**

WITH ACTIVITIES LIKE:

- 'More self-knowledge'
- 'My leading style'
- 'SMARTER goals'
- 'Sociograms and Visual Thinking'
- 'Appreciative feedback'
- 'Case study'
- 'Action plans'



Leadership Skills 2

Growing as a Leader

Improving and expanding leadership skills

Duration: from 12 training hours

Does leadership in the organisation or in the team need an **update** and an **upgrade**? Is there **training for leadership development** in the company? Are there **aspects to improve in management skills**?

Improving and expanding leadership skills facilitates **development** and **evolution** in people and project management and allows for **high-performance teams**. With this training, participants will **deepen** their leadership action to become **better models** and implement **transformational leadership**.

GOALS

- ✓ detect elements of improvement in leadership action
- ✓ expand knowledge and practices for team and talent management
- ✓ develop communication skills to achieve goals
- ✓ create action plans for leadership innovation and improvement

CONTENTS

- ✓ Self-analysis of leadership **style and results**
- ✓ **Talent management**: energise, motivate, empower, prioritise, recognize and celebrate
- ✓ **Coaching skills** for leadership
- ✓ **Transformational leadership**
- ✓ **Appreciative feedback**
- ✓ **360 feedback**
- ✓ **Negotiation skills**
- ✓ **Systemic approach, sociograms and visual thinking**
- ✓ **Conflict management**
- ✓ **Problem solving**
- ✓ Leadership across **teams / departments**
- ✓ **Public speaking**
- ✓ **Meetings**
- ✓ **Change management and innovation**
- ✓ New perspectives and **creative strategies**
- ✓ **Team cohesion** experiences - team building
- ✓ **Case study**

WITH ACTIVITIES LIKE:

- 'Strengths & improvements'
- '360 Feedback'
- 'Individual coaching'
- 'Communication role-plays'
- 'Managing conflict'
- 'Case study'
- 'Action plans'



Team Cohesion

People, goals and projects

Facilitating team cohesion

Duration: from 12 training hours

Does the team need to strengthen **interpersonal relationships**? Would **productivity** improve if **communication** between collaborators improved? Would it be positive to align **people and goals**?

Facilitation in team cohesion techniques allows professionals to learn and practice strategies so that **communication and relationships** are more fluid and positive. With this training, participants will increase their **emotional bond** and their communication with the team.

GOALS

- ✓ learn and practice strategies to improve communication within the team
- ✓ expand the emotional and professional bond between team members
- ✓ develop communication skills to achieve goals
- ✓ create action plans for team cohesion

CONTENTS

- ✓ From the **individual** to the **team**
- ✓ **Strengths and improvements**
- ✓ Valuing **diversity**
- ✓ **Social and communication skills**
- ✓ **Appreciative feedback**
- ✓ Systemic approach - **sociograms**
- ✓ **Attitudes** towards the team (roles)
- ✓ Team **Storytelling**
- ✓ **Mindfulness** and **positive language**
- ✓ **Recognitions and celebrations**
- ✓ Other team cohesion experiences - **team building**
- ✓ **Action plans** for team cohesion

WITH ACTIVITIES LIKE:

- 'Strengths and improvements'
- 'Personality test'
- 'Sociograms'
- 'Finding uniqueness'
- 'What I like most about you'
- 'Communication role-plays'
- 'Action plans'



Conflict Resolution

Beating Conflict

Conflict management and resolution skills

Duration: from 12 training hours

Conflict is **necessary** as a preliminary step to reaching **agreements**. Applying **techniques to resolve conflicts** from an impartial and professional perspective ensures positive **conflict management**.

Facilitation in **conflict management and resolution skills** offers new **approaches, techniques and strategies** for understanding, managing and resolving conflicts in teams and organizations. Participants will learn to **reevaluate conflict** in order to appreciate it from the perspective of its **resolution** and the **improvements** it implies.

GOALS

- ✓ understand and value the appearance of conflict as a possibility for improvement
- ✓ learn to analyze conflict productively
- ✓ apply techniques for conflict resolution
- ✓ develop action plans for conflict resolution

CONTENTS

- ✓ Defining, analysing and assessing **conflict**
- ✓ The **nature and symptoms** of conflict
- ✓ **Formats and areas** of conflict
- ✓ **Values** towards conflict
- ✓ Conflict, **role and identity**
- ✓ **Attitudes** towards conflict
- ✓ Conflict, **emotions and people**
- ✓ **Communication styles** and adaptation to situations
- ✓ **Communication strategies**
- ✓ Applied **emotional intelligence**
- ✓ Conflict **management styles**
- ✓ **Goals** for conflict management and resolution
- ✓ Managing conflict through **collaboration**
- ✓ **Sustainable negotiation** techniques
- ✓ **Leadership and mediation**
- ✓ Resolution **tracking**
- ✓ **Action plan** for conflict resolution

WITH ACTIVITIES LIKE:

- 'Exposure to conflict'
- 'The Four Horsemen'
- 'Sociograms'
- 'Identifying emotions'
- 'Communicative situations'
- 'Action plan'



Languages

Better Spanish

Better communication in Spanish

25 to 30-hour modules

Spanish is a **relevant international language** for professional relationships. Communicating effectively in Spanish allows you to **understand and adapt to Spanish-speaking cultures and businesses**.

Better Spanish training provides all the **tools and skills** to **consolidate and improve** the use of Spanish in the professional environment.

At Better Spanish we cover the following **levels**, in modules of 25-30 hours:

Level A1 - beginner

Level A2 - pre-intermediate

Level B1 - intermediate

Level B2 - upper intermediate

Level C1 - advanced

GOALS

- ✓ improve communicative interaction in Spanish
- ✓ gain confidence in Spanish expression
- ✓ apply the language to professional needs
- ✓ practice the language in a realistic way

CONTENTS

- ✓ Features of **professional Spanish**
- ✓ Spanish-speaking **cultures**
- ✓ Elements of **grammar** - the structure of the language
- ✓ **Pronunciation** and accents
- ✓ Different **levels of interaction**
- ✓ **Vocabulary** specific to the profession
- ✓ Most common **expressions and phrases**
- ✓ **Socializing** in Spanish - small talk
- ✓ **Areas** of expression in Spanish - from personal to professional
- ✓ Most common **doubts and errors**
- ✓ **Spoken and written** practice in different formats

WITH ACTIVITIES LIKE:

- 'Introducing myself'
- 'Delivering a speech'
- 'Small talk and conversation topics'
- 'Language Sudoku'
- 'International interaction'
- 'How can I help?'



Coaching-consulting

Coaching-consulting for employees

Many of us believe in lifelong learning as a way to **getting updated and grow** (upskilling and reskilling) in the **professional field**.

Coaching-consulting for employees consists of **personalised** actions for **improving particular personal and professional skills and competencies**. These actions increase **self-confidence, motivation, professional well-being and productivity**.

Coaching-consulting for entrepreneurs

All companies (and their entrepreneurs) need to **start, redirect or improve** a professional project at some point: from finding inspiration for momentum to rethinking marketing actions.

Coaching-consulting for entrepreneurs are **personalized** actions aimed at **entrepreneurs, freelance professionals or start-ups** for improving **personal and corporate branding**, applying **new strategies** and strengthening the project.

Coaching-consulting for teams

Work teams are based on the **collaboration of people to achieve goals**. **External support** is often necessary at the different stages of teams: **forming, storming, norming, performing, and adjourning**. Teams are constantly facing **challenges** both at an individual and at a collective level.

Most organizations invest in their teams to increase **productivity**, and many also invest in **improving performance and relationships within and outside the team**. Becoming a **High-Performance Team** leads to higher **personal and professional satisfaction** and increases **benefits** for the organisation.

Coaching-consulting for teams consists of actions **100% adapted** to the needs and interests of specific teams to **improve their functioning**.



Method

How do we do it?

Training method

Through initial **needs analysis**, we create a training programme **fully adapted** to the interests of the organisation.

Most trainings are tailor-made, adapting **contents** and **duration**.

We offer the possibility of performing **assessment and monitoring** of each training action.

All trainings can have an **online and in-person** format.

Trainings are based on **personalised, active, participative** methodologies, through **learning-by-doing and hands-on, experiential** learning, with a **reflective and analytical** component.

Coaching-consulting method

Setting **goals** is the initial step to carry out an effective consulting-coaching process.

Coaching-consulting processes consist of **communication sessions and personal/group work**.

All coaching-consulting processes can have an **online and in-person** format.

Consulting-coaching actions are always **100% adapted** to the specific needs of individuals and/or teams.

We offer **intensive and extensive** options

Assessment and monitoring of each consultancy is always performed.

Carlos van Oosterzee

Carlos van Oosterzee is a **soft skills trainer, facilitator, consultant and coach**, M.A. in Language and Communication + Personal and Professional Development.

He collaborates with international organisations and professionals to improve **personal and team skills**.

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