

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

www.carlosvanosterzee.com

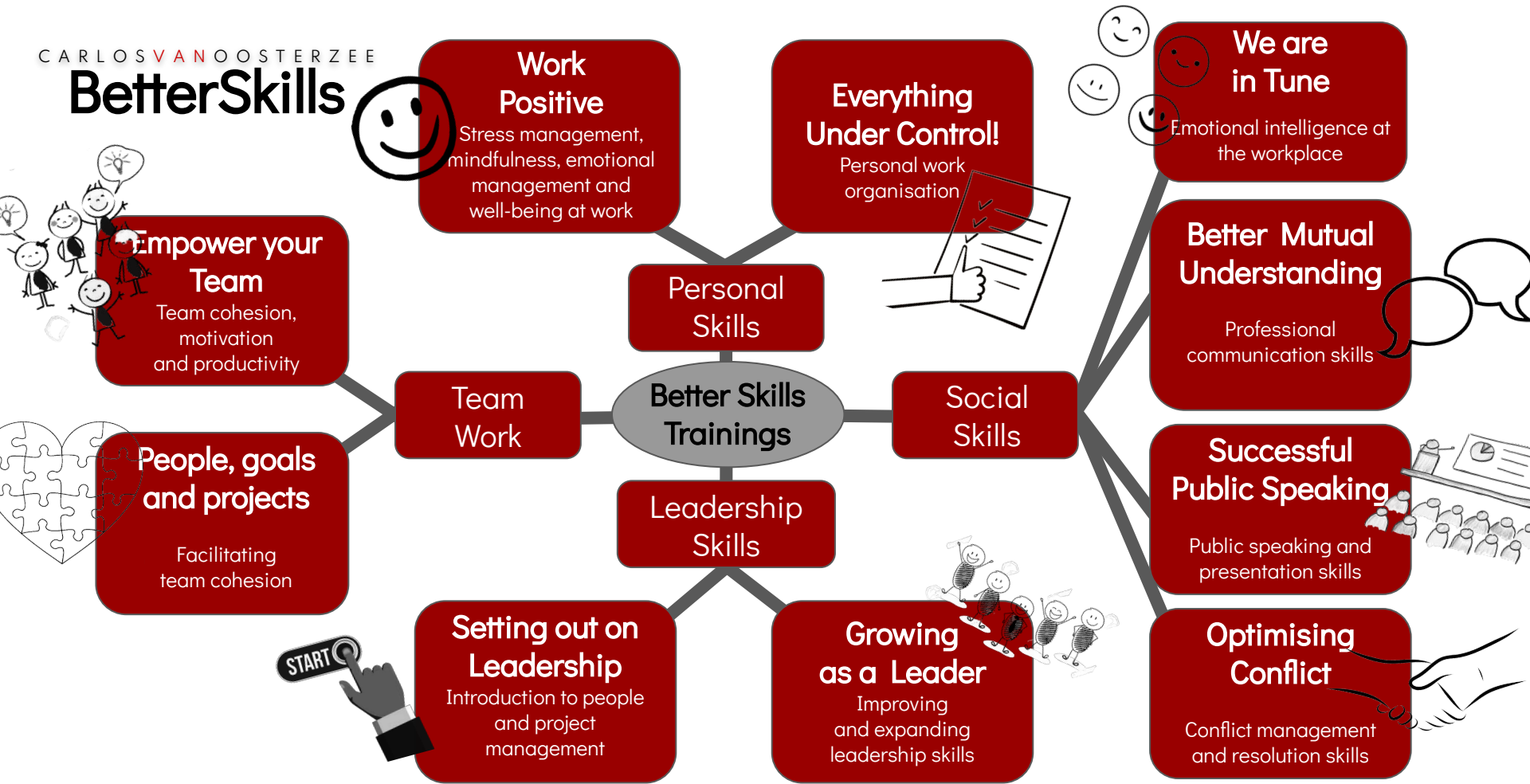
Soft Skills



- feel good ✓
- be more efficient ✓
- behave professionally ✓
- know-how ✓
- better performance ✓
- use personal resources ✓
- grow ✓



BetterSkills



Work Positive

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

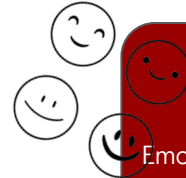
Everything Under Control!

Personal work organisation



We are in Tune

Emotional intelligence at the workplace



Better Mutual Understanding

Professional communication skills



Successful Public Speaking

Public speaking and presentation skills



Optimising Conflict

Conflict management and resolution skills



Personal Skills

Better Skills Trainings

Social Skills

Leadership Skills



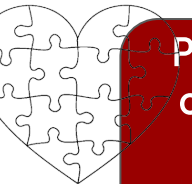
Empower your Team

Team cohesion, motivation and productivity



People, goals and projects

Facilitating team cohesion



Setting out on Leadership

Introduction to people and project management



Growing as a Leader

Improving and expanding leadership skills

Work Positive

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

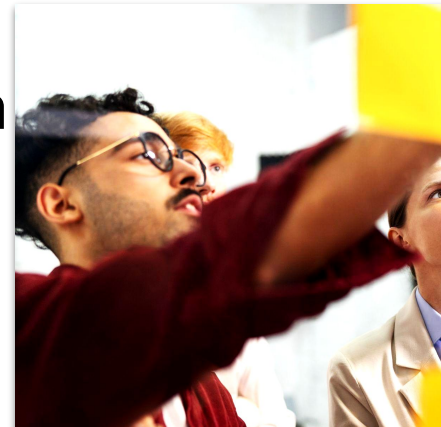
- ✓ Personal skill
- ✓ Personal attitude
- ✓ Professional attitude
- ✓ Stress
- ✓ Mindfulness
- ✓ Developing **well-being**



Everything Under Control!

Personal work organisation

- ✓ Personal skill
- ✓ Strengths & improvements
- ✓ Organisation & planning
- ✓ Sustainable goals
- ✓ Managing time & resources
- ✓ Self-leadership & self-motivation



We are in Tune

Emotional intelligence
at the workplace

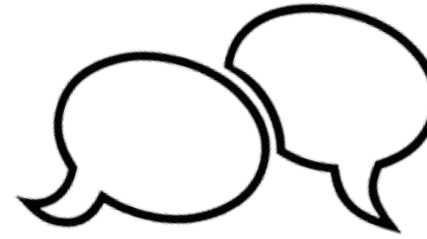
- ✓ **Social skill**
- ✓ **Emotional Intelligence**
- ✓ **Tuning-in** with others
- ✓ Emotional **Sociogram**
- ✓ Emotions and **goals**

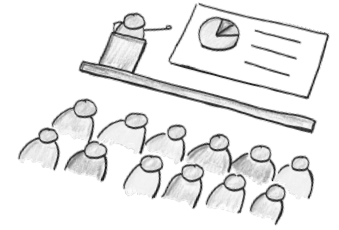


Better Mutual Understanding

Professional communication skills

- ✓ Social skill
- ✓ Communication skills
- ✓ Client communication
- ✓ Positive language
- ✓ Feedback
- ✓ Networking
- ✓ Negotiations
- ✓ Branding, storytelling, elevator pitch
- ✓ Formats and settings
- ✓ Communication and **goals**





Successful Public Speaking

Public speaking and presentation skills

- ✓ **Social skill**
- ✓ **Overcoming fears**
- ✓ **Structure, contents and audience**
- ✓ **Verbal and non verbal language**
- ✓ **Public communication practice**
- ✓ **Visual supports**
- ✓ **Storytelling, persuading, improvising**
- ✓ **Connecting with audience**
- ✓ **Impact**



Optimising Conflict

Conflict management and
resolution skills

- ✓ **Social skill**
- ✓ **Understanding conflict**
- ✓ **Values and attitudes** to tackle conflict
- ✓ **Emotions and people**
- ✓ **Non-violent communication**
- ✓ **Collaboration**
- ✓ **Leadership and mediation**



Setting out on Leadership

Introduction to people
and project management

- ✓ Leadership skill
- ✓ Basics of leadership
- ✓ Typologies, styles and models
- ✓ Self-leadership
- ✓ Goals and teams
- ✓ Emotional intelligence & leadership



Growing as a Leader

Improving
and expanding
leadership skills

- ✓ **Leadership** skill
- ✓ **Managing talent**
- ✓ **Leadership coaching**
- ✓ **Transformational** leadership
- ✓ **360-feedback**
- ✓ **Change** management
- ✓ **Projection** as a leader



Empower your Team

Team cohesion,
motivation
and productivity

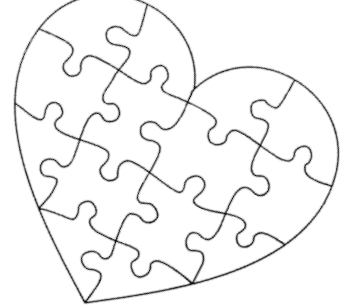
- ✓ Leadership skill
- ✓ Understanding the team
- ✓ Managing emotions
- ✓ Positive communication
- ✓ Coaching for teams
- ✓ Motivating
- ✓ Conflict management



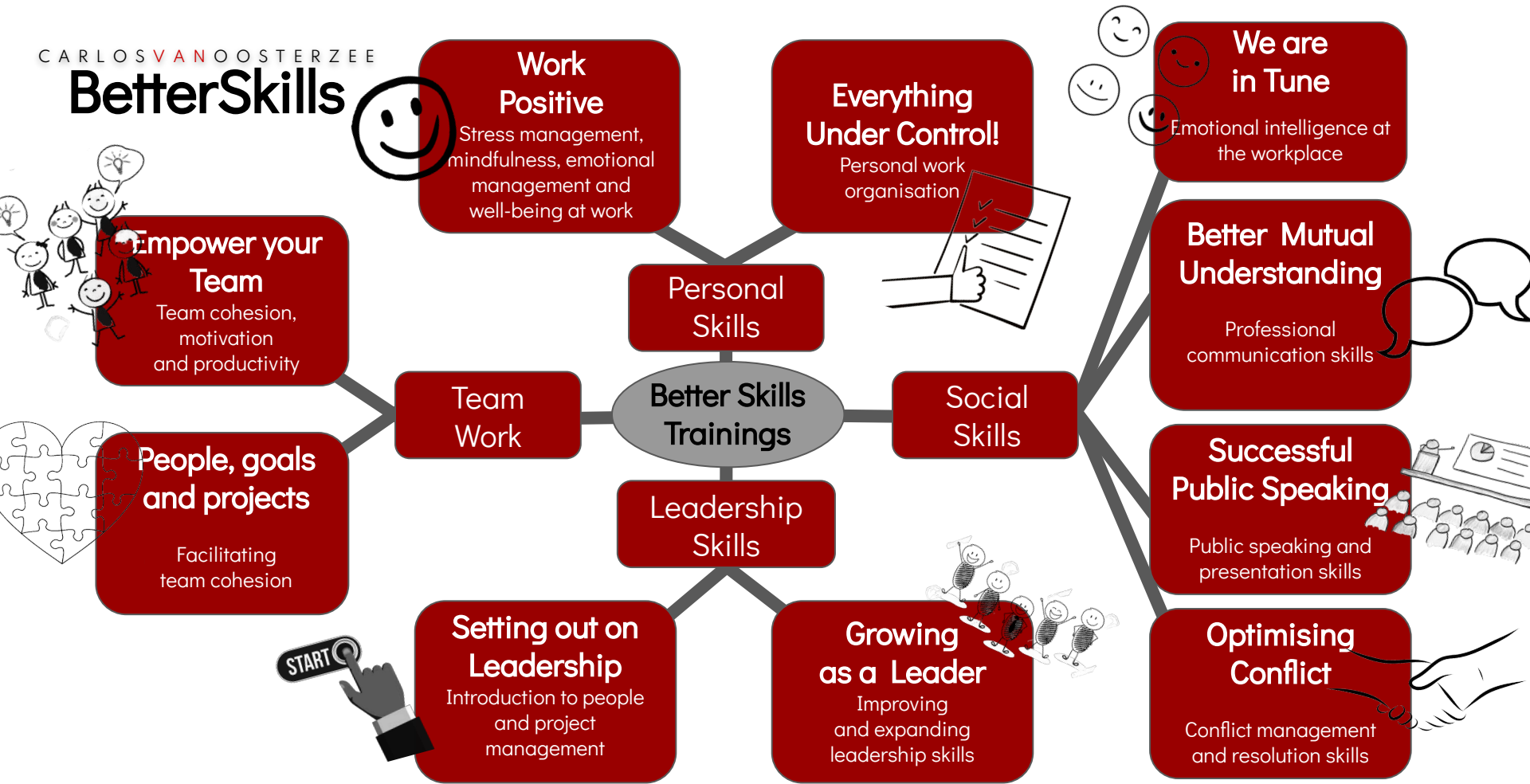
People, goals and projects

Facilitating
team cohesion

- ✓ **Teamwork** skill
- ✓ **Individuals** forming a **team**
- ✓ **Diversity**
- ✓ **Appreciative communication**
- ✓ **Acknowledging and celebrating**
- ✓ **Team building**



BetterSkills





Methodology

- ✓ customisable contents
- ✓ adaptable duration
- ✓ participative
- ✓ personalised
- ✓ experiential
- ✓ reflexive
- ✓ analytical
- ✓ face-to-face / virtual



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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