



Cegos Group

# Learning Collection 2025



# Overview



**+50** countries  
covered worldwide



**20 000**  
corporate customers



**+1 million**  
learners yearly



**+ 100**  
programmes,  
**+4000** digital  
learning assets in up  
to **30** languages



The **Cegos Group Learning Collection** includes our best-of-breed offer, services, and solutions to train individuals and support organisations to meet the following development challenges:

1. **Personal Development**
2. **Working with Others**
3. **Management & Leadership**
4. **Business Transformation**
5. **Sales & Client Relationship**

Designed to meet today's organizational challenges and build tomorrow's workforce.

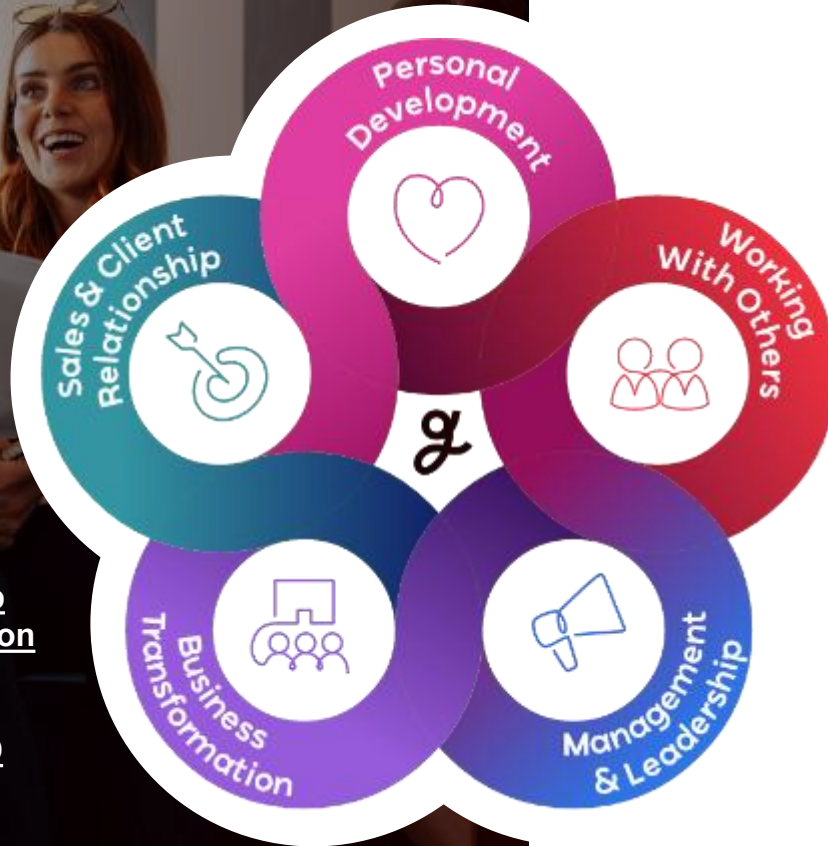


**Annex:**  
**More about our approach, formats  
and services**

**Digital solutions for self-directed  
learning**



# Why Cegos Group Learning Collection?



1. **Invest in your team, grow your business**
2. **Complete & essential Catalogue:** skill-based development
3. **World-class content :** Master **21 essential skills** with amazing content (Learner's rating > 4.36★)
4. **Globally relevant:** Localized in up to **30 languages**
5. **Tailored Flexibility:** Diverse delivery formats and digital learning interactions
6. **Extensive coverage: +100 course titles and +4000 digital assets,** ready-to-use, custom, and personalized learning.
7. **Plug-and-Play:** Cost-effective and scalable
8. **Results-driven:** 4REAL© approach with performance tracking
9. **Certified expertise:** Access local and global trainers
10. **Integrated services:** eLearning compatible with most LMS, evaluation tools, gamification and more



[The Cegos Group Learning Collection](#)



[Cegos, your international L&D partner](#)



[The human touch by Cegos, behind the scenes](#)

## Why these 5 capabilities?

# 21 Key Skills for today and tomorrow

Together, these five capabilities create a **comprehensive path for personal and organizational excellence.**

**Each capability builds upon the other** for a future-ready workforce.

### Personal Development

No matter your role, this is **where our development starts:**

#### Core Skills:

1. Assertiveness & Self-confidence
2. Time & Energy Management
3. Growth Mindset
4. Emotional Skills

### Working with Others

**Master collaboration** and teamwork to build strong relationships and **achieve more**

#### Core skills:

5. Teamwork & Conflict Management
6. Creative Thinking & Innovation
7. Oral & Written Communication

### Management & Leadership

**Lead and inspire** teams to success **for impactful results**

#### Core skills:

8. Core Management Skills
9. Change Management
10. Cross-Functional Management
11. Leadership
12. Project Management

### Business Transformation

**Drive sustainable transformation** from within, by developing people and processes

#### Core Skills:

13. Sustainability & Inclusion
14. AI, Digital & Data Skills
15. Procurement & Supply Chain
16. Talent Management
17. Training for Trainers

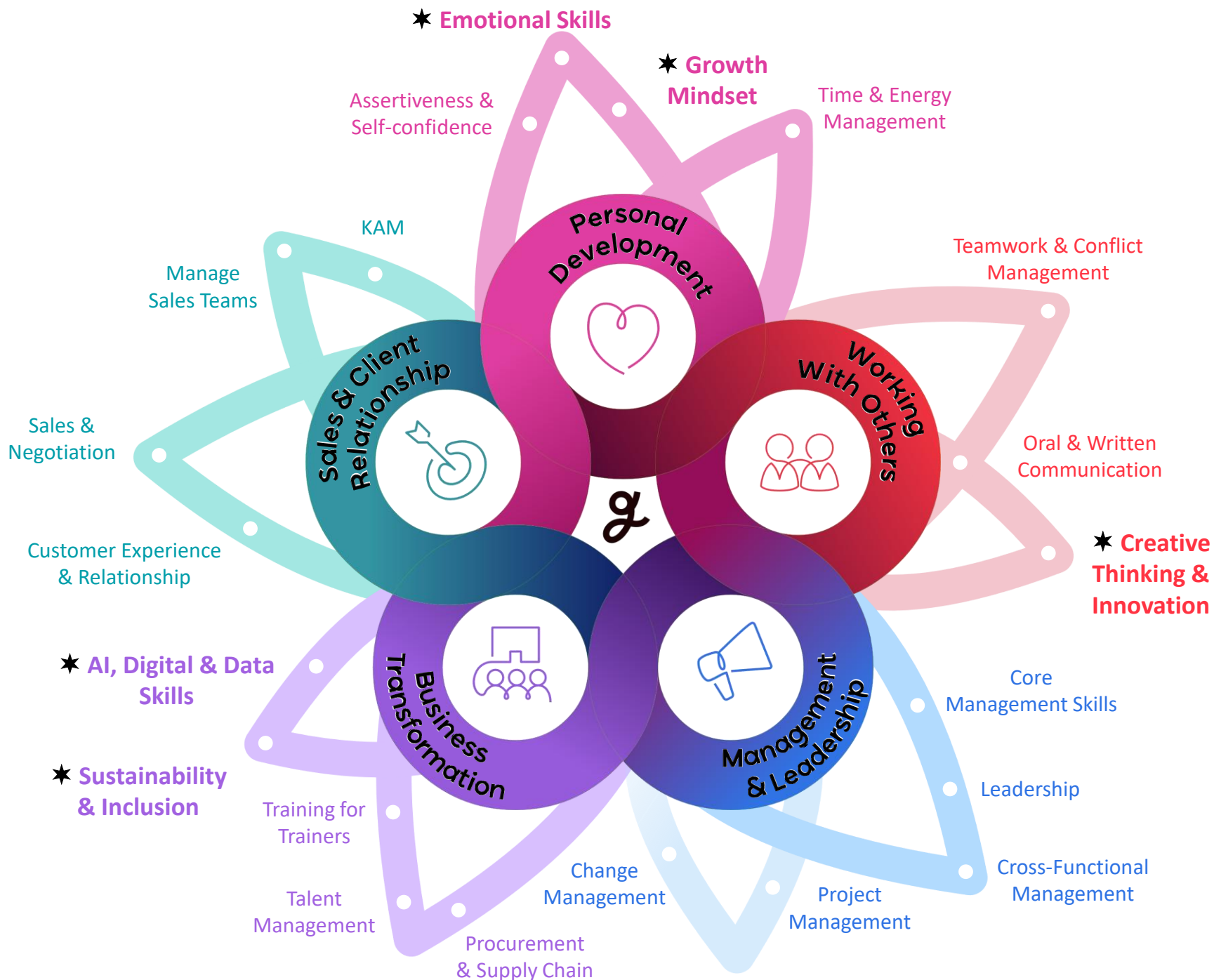
### Sales & Client Relationship

Build **strong** and mutually beneficial external relationships for driving **business growth** and profitability.

#### Core skills:

18. Customer Experience & Relationship
19. KAM
20. Manage Sales teams
21. Sales and Negotiation

# Cegos Skills framework



## ★ 5 Emerging skills:

Future-proof your team and empowering your organization with the critical skills for a sustainable, data-driven, and innovative future—where creativity, emotional intelligence, and growth mindset lead the way.

Tailored solutions  
for different profiles

# Matching key skills for key roles

Based on needs analysis, we design tailored development pathways for each profile, ensuring they build the key skills needed for success in their role.

		Assertiveness & Self-confidence	Time & Energy Management	Growth Mindset	Emotional Skills	Teamwork & Conflict Management	Creative Thinking & Innovation	Oral & Written Communication	Core Management Skills	Change Management	Cross-Functional Management	Project Management	Leadership	Sustainability & Inclusion	AI, Digital & Data Skills	Procurement & Supply Chain	Talent Management	Training for Trainers	Customer Experience & Relationship	KAM	Manage Sales teams	Sales and Negotiation
All professionals	.....	★	★	★	★	★	★	★						★	★							
Managerial business roles	.....								★	★	★	★	★				★				★	
Specific Operational roles	.....										★	★				★	★	★	★	★		★





# Our ready-to-use Courses

Multilingual, Live or Self-Directed, 4REAL programs that can also be customized for you.

[Displayed on cegos.com](https://cegos.com)



# Courses with the flexibility you need



**COURSES:** 2 consecutive days or 14h in blended format

1. **First-class content for ready-to-use F2F**, Blended or virtual delivery
2. **Skill-based** training, focusing on practice and **human interaction**
3. Available in **multiple languages**, for local and international deployment
4. Courses adapted to local culture, delivered by consultants experienced in intercultural projects
5. **Plug & Play**, simple and cost-effective solutions



**LIVE CLASSES:** ½ day and 1 day for virtual or face to face training

1. **Worldwide** content, carefully localised
2. **Flexible** and ready for being delivered virtually, or inside a blended learning path
3. Ideal to **scale up** and embed with our digital learning assets, for **custom learning experiences**
4. Content created by our **experts** based on business' best practices
5. **Rich pedagogy** to immerse learners in highly engaging, action-oriented experiences that maximize workplace transfer



**Skills PLAYLISTS:** 2h for self-directed learning

1. **Curated list of Cegos e-learning modules** covering trending topics and offering a flexible solution for supporting the development of a specific skill.
2. Includes **between 7 to 14 selected modules with higher evaluations (+4.3 in 5 stars)**
3. **Flexibility and Convenience:** 2h with short and engaging courses that fit seamlessly into busy schedules



# Personal Development

Our Personal Development training helps people become more self-aware, resilient, and focused. From time management to emotional intelligence, these programs boost their skills, well-being, and career satisfaction.

By investing in your employees' growth, you create a company culture of learning and adaptation. This helps your organization succeed in the long run.

\*Titles scheduled for release in 2025 may be subject to change



## Assertiveness & Self-confidence

- ✓ [2206](#): The 5 Personal Development Tools to Boost Professional Relationships
- ✓ [7111](#): Connecting With Others Using 4 Neuro-linguistic Programming (NLP) Tools
- ✓ [7114](#): Fostering Assertive Relationships in Your Workplace
- ✓ [Vc003](#) and [vc003-ext](#): Difficult Conversations
- ✓ [Vc024](#) and [vc024-ext](#): Assertiveness and Self-Confidence: Speaking Up, Speaking Out, and Knowing Your Worth
- ✓ [Vc026](#): Unlock Your Potential With Open Leadership

## Growth Mindset

- ✓ [8578](#): MyStory: Succeeding in Situations of Change
- ✓ [9635](#): 5 keys to Success **2025**
- ✓ [VC039-ext](#): Growth Mindset: Reinventing Yourself Professionally

## Time & Energy Management

- ✓ [6570](#): Anticipating and Responding to Daily Pressure
- ✓ [8040](#): Time Management Fundamentals
- ✓ [Vc018](#) and [vc018-ext](#): Time Management
- ✓ [Vc020](#) and [Vc020-ext](#) Self-Management in a Hybrid World **NEW**

## Emotional Skills

- ✓ [8449](#): Dealing With Your Emotions **2025**
- ✓ [Vc022](#) and [vc022-ext](#): Empathy Awareness In A Changing World
- ✓ [Vc043-ext](#): Emotional Intelligence **NEW**

[Click to see complete digital offer](#)



# Working with Others

Collaboration is key to success. Our training helps people work together better, resolve conflicts, and communicate effectively. This creates a positive work environment where everyone feels valued and respected.

When people work together well, they can achieve great things.



## Teamwork & Conflict Management

- ✓ [264](#): Lead Highly Effective Meetings
- ✓ [9283](#): Facilitation and Collective Intelligence Tools **NEW**
- ✓ [Vc006](#) and [vc006-ext](#): Influencing Without Authority
- ✓ [Vc007](#): Feedback
- ✓ [Vc011](#): Networking
- ✓ [Vc012](#): Effective Meetings
- ✓ Vc045-ext: Power Teams **2025**

## Oral & Written Communication

- ✓ [5933](#): Public Speaking Fundamentals **NEW**
- ✓ [8541-3LC](#): Communicating for Impact
- ✓ [Vc019](#): Effective Communication
- ✓ [Vc041](#): Storytelling **NEW**

## Creative Thinking & Innovation

- ✓ [6476](#): Problem Solving and Decision Making
- ✓ [8865](#): **Innovating with Design Thinking**
- ✓ [Vc009](#) and [vc009-ext](#): Creativity & Innovation
- ✓ [Vc014](#): Problem Solving
- ✓ [Vc029](#) and [vc029-ext](#): **Critical Thinking for Effective Problem Solving**
- ✓ [9620](#): Boost your creativity with AI **NEW**

[Click to see complete digital offer](#)



# Management & Leadership

Effective management and leadership is the cornerstone of organizational success, transcending hierarchies and roles.

There are key skills needed to foster a positive work culture, boosts employee engagement, empower individuals to inspire and guide their teams towards shared goals.



## Core Management Skills

- ✓ [8544](#) and [8544-3LC](#): MyStory: How to succeed as a new manager
- ✓ [255](#): Advanced Team Management Skills
- ✓ [259](#): Communication Skills for Managers: Across the Organisation **NEW**
- ✓ [5881](#): Management Fundamentals
- ✓ [5934](#): Delegation Skills for Managers **NEW**
- ✓ [6198](#): Conflict Management Skills for Managers
- ✓ [9536](#): Finance for non-financial managers
- ✓ [5930](#): Time Management for Managers
- ✓ [Vc001](#): Remote Management
- ✓ [Vc008](#) and [vc008-ext](#): Collaboration
- ✓ [Vc010](#): Delegation
- ✓ [Vc013](#): Motivation
- ✓ [Vc030](#): Data-driven Strategy: How to Enhance Team Performance
- ✓ [Vc036-ext](#): Artificial Intelligence Skills for Managers

## Cross –Functional Management

- ✓ [8550](#) and [8550-3LC](#): Cross-Functional Management

## Change Management

- ✓ [8547](#) and [8547-3LC](#): Managing teams through adversity
- ✓ [6686](#): The 4 Keys to Change Management **NEW**
- ✓ [Vc005](#) and [vc005-ext](#): Change Management

## Project Management

- ✓ [7743](#): Managing Multiple Projects
- ✓ [8545](#) and [8545-3LC](#): The Fundamentals of Project Management
- ✓ [9604](#): AI for Project Management **NEW**

## Leadership

- ✓ [8546](#) and [8546-3LC](#): **Leadership: Unleashing the power of diversity**
- ✓ [Vc015](#): Strategic Thinking
- ✓ [Vc016](#) and [vc016-ext](#): Coaching
- ✓ [Vc037-ext](#): Leadership: Creating Team Synergy and Trust
- ✓ A Leader and an Ally (WT) **2025**
- ✓ A Leader and a Mentor (WT) **2025**

[Click to see complete digital offer](#)





# Business Transformation

These programs are designed to equip everyone with the right skills and tools to navigate uncertainty, optimize talent management, facilitate effective training, promote sustainability and inclusion, and bolster digital and data skills, creating a unified force capable of adapting, innovating, and ultimately achieving the desired outcomes.

## AI, Digital & Data Skills

- ✓ [Vc034-ext](#): AI for Productivity and Effectiveness
- ✓ [9526](#): AI for Content Creation **NEW**
- ✓ [Vc035-ext](#): Next-Gen Training: AI-Driven Design, Facilitation, and Evaluation
- ✓ [Vc036-ext](#): Artificial Intelligence Skills for Managers
- ✓ [Vc038-ext](#): Boosting Sales Prospecting with AI
- ✓ [Vc044-ext](#): AI for HR **NEW**
- ✓ [9637](#): AI for Procurement **NEW**
- ✓ [9620](#): Boost Your Creativity with AI **NEW**
- ✓ [9604](#): AI for Project Management **NEW**

## Talent Management

- ✓ [Vc004](#): Mentoring
- ✓ [8543](#) and [8543-3LC](#): HR as a Business Partner (HRBP)
- ✓ [8548](#) and [8548-3LC](#): How to Attract and Retain Talent in The Experiential World
- ✓ [Vc021](#): Business Acumen for HR professionals
- ✓ [Vc023](#): Agile HR: new mindset in people management
- ✓ [Vc044-ext](#): AI for HR **NEW**
- ✓ [9619](#): Becoming a Mentor **2025**

## Sustainability & Inclusion

- ✓ [8579](#) and [8579-3LC](#): Navigating ESG
- ✓ [6442](#): CSR Strategy (WT) **2025**
- ✓ Teams for Allyship **2025**
- ✓ [Vc017](#): Cultural Awareness
- ✓ [Vc031](#): Navigating ESG: The Governance Pillar
- ✓ [Vc032](#): Navigating ESG: The Environmental Pillar
- ✓ [Vc033](#): Navigating ESG: The Social Pillar

## Procurement & Supply Chain

- ✓ [178](#): Purchase Negotiation I (WT) **2025**
- ✓ [773](#): Purchase Negotiation II (WT) **2025**
- ✓ [7297](#): Responsible Procurement (WT) **2025**
- ✓ [9637](#): AI for Procurement **NEW**

## Training for Trainers

- ✓ [8511](#) and [8511-3LC](#): Train the Trainer: Deliver effective digital and F2F training
- ✓ [Vc035-ext](#): Next-Gen Training: AI-Driven Design, Facilitation, and Evaluation

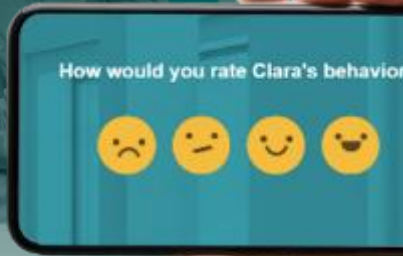
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# Sales & Client Relationship

Our training solutions equip individuals with the skills and strategies to build rapport, understand client needs, and drive customer satisfaction and loyalty.

They empower professionals to deliver exceptional customer experiences, navigate challenging situations effectively, ultimately driving growth and profitability.



likes

#msasacommercial #cegos  
knowledge

## Customer Experience & Relationship

- ✓ [Vc025](#): Hybrid Customer Journey Demystified
- ✓ [Vc028](#): Best Practices on Client Management

## Sales and Negotiation

- ✓ [8576](#) and [8576-3LC](#): MyStory: Succeeding as a Senior Salesperson
- ✓ [8542](#) and [8542-3LC](#): Remote Selling
- ✓ [Vc027](#) and [vc027-ext](#): Commercial Negotiation
- ✓ [Vc040-ext](#): Data-driven Sales **NEW**
- ✓ [Vc038-ext](#): Boosting Sales Prospecting with AI **NEW**

## KAM

- ✓ [8577](#): Key Account Management (KAM)

## Manage Sales Teams

- ✓ [8549](#) and [8549-3LC](#): Elevate Your Sales Team's Performance

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# Flexible and tailored solutions for every team and organization

The Cegos Group Learning Collection includes flexible solutions, with **ready-to-use and standalone e-learning modules**, available in **up to 30 languages**, that can be used and deployed in **3 different scenarios**:



**Ready-to-use offer**, available to be deployed in **face-to-face, virtual, hybrid or blended training**, with different durations adapted to your needs:

- 2 days (14 h)
- 1 day (7 h)
- ½ day (3.5 h)
- Playlists (2h)



**Custom learning path**, based on existing solutions, that are customized to your needs:

- Custom content
- Custom methodology and pedagogy
- Custom delivery mode



**Tailored learning path**, that can leverage on our customized ready-to-use content, combined with your specific bespoke content and preferred delivered approach, for an **adapted learning experience**.



[Find more about our User-Centred Design](#)



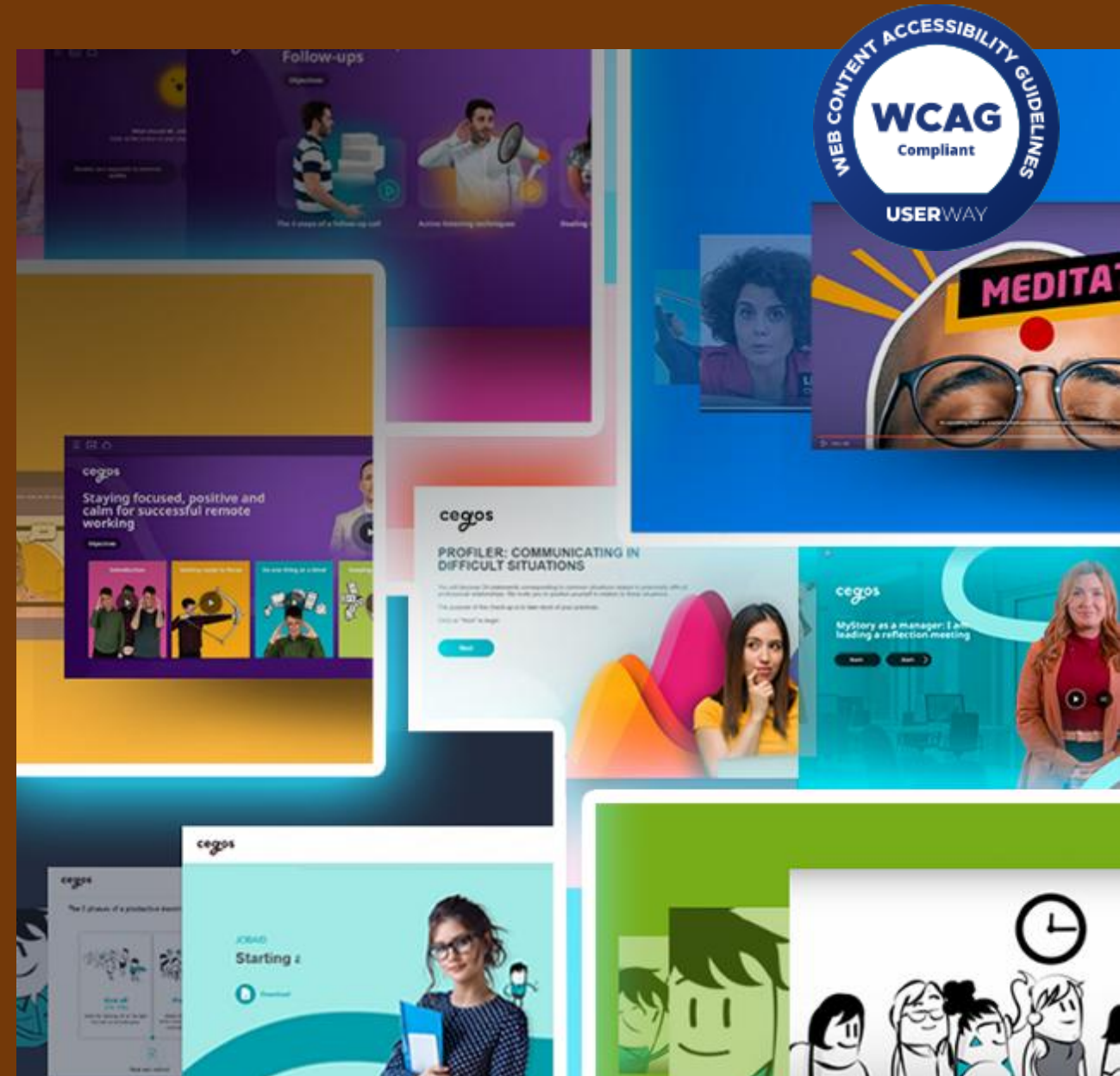
# Annex 1

**More about our Approach,  
Formats and Services**



# Digital learning assets & bundles

A variety of formats and ready-to-use digital bundles, to support each step of the learning experience.

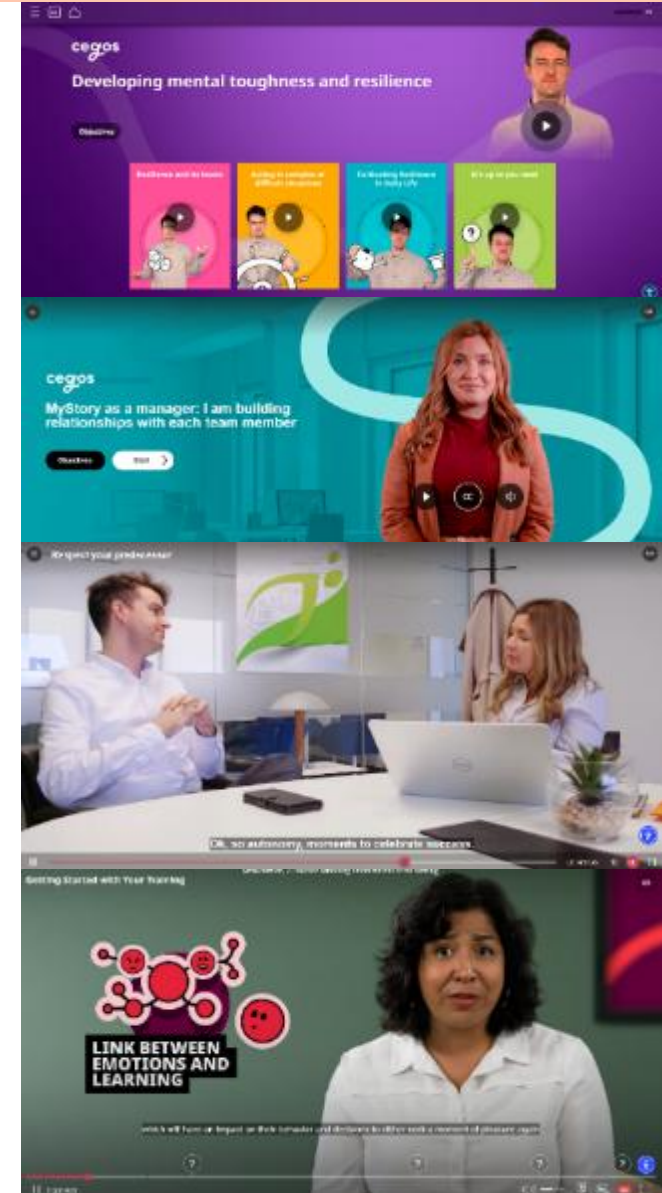


# Benefits of our collection for digital learning



Since 2007 we've been continuously investing to provide our clients with the most engaging and effective online learning experience:

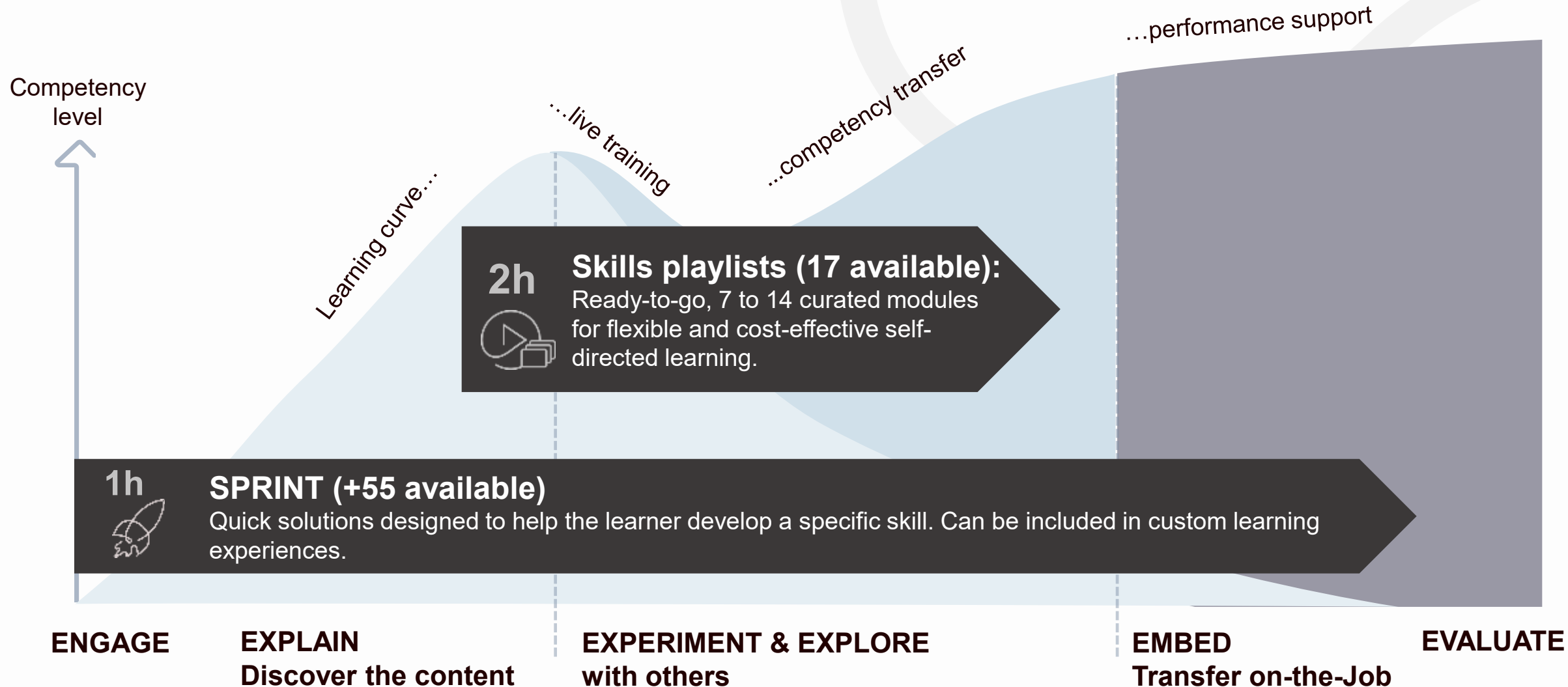
- State-of-the-art L&D and pedagogical expertise, for online self-directed learning
- Skill-based portfolio in **5 capability areas**
- Multilanguage offer, in **up to 30 languages**
- Different learning goals and durations for delivering at the point of need
- Variety of formats, because there's no single way to learn
- **Ready-to-use digital bundles** with curated assets
- With **+1M learners** connected per year
- Compatible with different learning environments & LMS
- **WCAG Compliant**





## 2 Express Digital Bundles

Solutions for self-directed learning and to enrich a custom blended learning path



# Digital Skills Playlists for self-directed learning

We've looked inside our digital learning library to **curate a premium collection of digital playlists**, around our core **key skills**. Here are **7 reasons for choosing this solution**:

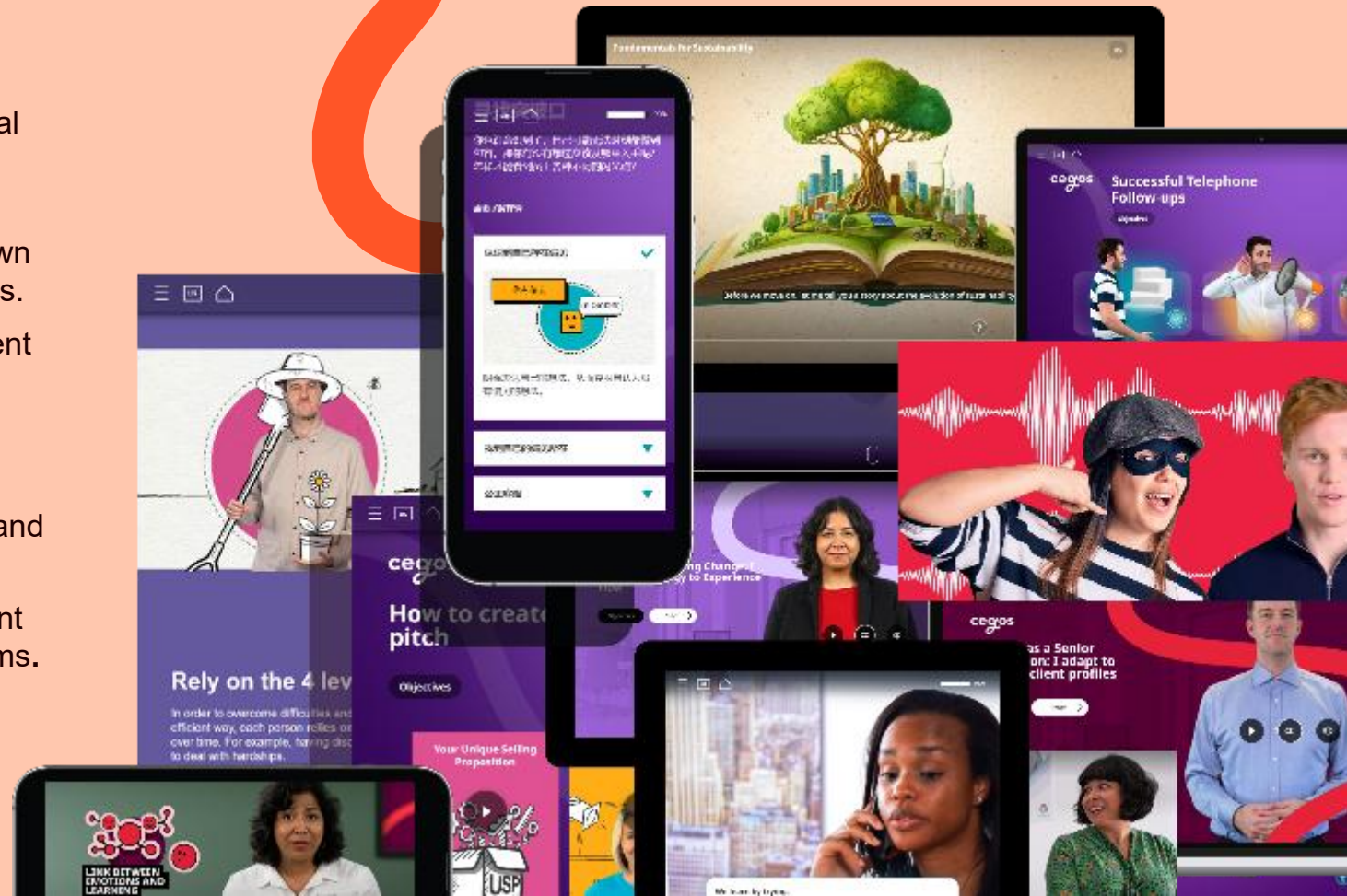
1. **Efficiency & Relevance:** Ready-to-go playlists cover essential skills and allow teams to dive into development within just 2 hours.
2. **Flexibility & Convenience:** Learners can progress at their own pace, integrating learning seamlessly into their busy schedules.
3. **Engaging & Interactive:** Varied formats maximize engagement and make learning more interactive and enjoyable.
4. **Personalized & Customizable:** Tailor content to specific job roles or organizational needs, ensuring relevance.
5. **Measurable Results:** Track progress, monitor engagement, and measure ROI for impactful training outcomes.
6. **Cost-Effective & Multilingual:** High-quality, affordable content available in 7+ languages, making it accessible for global teams.
7. **Versatility:** Suitable for self-study, formal training, or blended learning journeys.



# 17

## Skills Playlists already available

Curate lists of the Cegos best modules around a specific skill. Each playlist include between 7 to 14 modules with a maximum duration of 2h.



# Cegos Learning Sprints Format

Short learning cycle for specific skills development

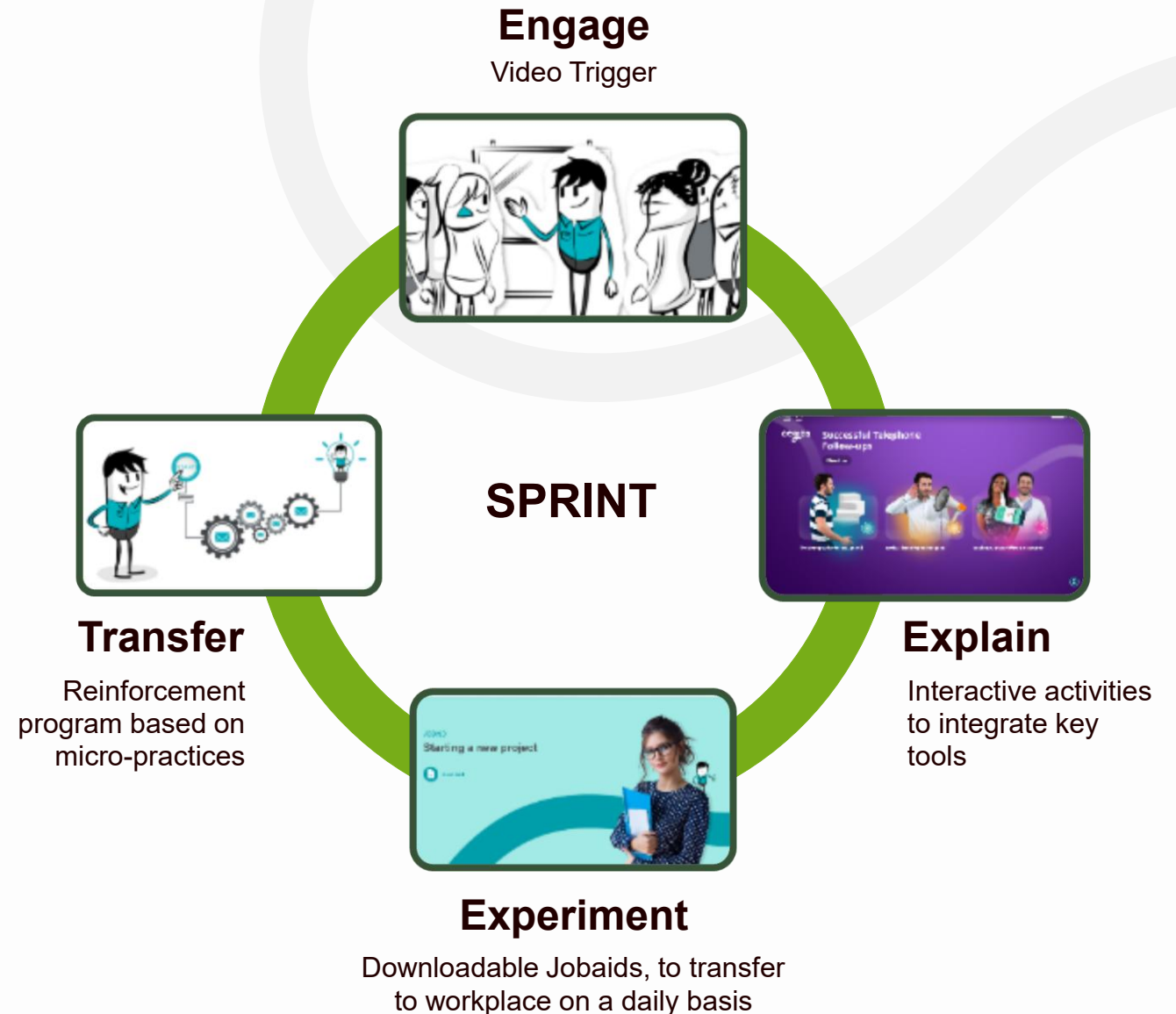
Every sprint includes different formats with a specific objective:

- **Engage** the learner: a short situational video that helps become aware of the problem.
- Help the learner **Explore** the subject: interactive e-learning modules to understand the subject.
- Let the learner **Experiment** with the topic: infographics to practice new skills based on various business situations.
- Accompany the learner in **Transferring** the learning “on the job”: micro-challenges to make learning stick through practice.

**Cegos has +55 Sprints available in 7 languages**



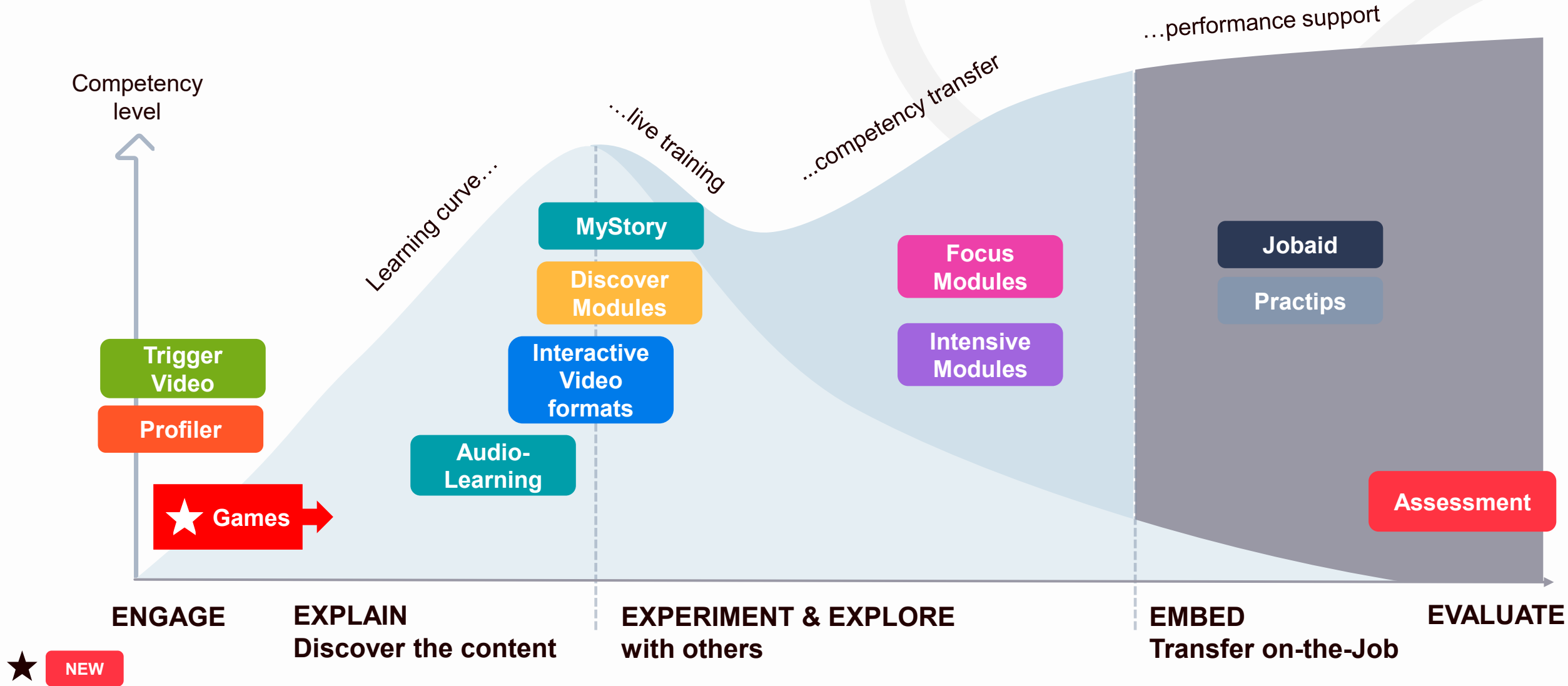
[What is a sprint?](#)





# Multiple digital formats

Different solutions to support each step of the learning experience (5E approach)



# Digital Formats to engage

**Cegos digital modules come in different formats to address different learning needs.**  
**Engaging** the learner is the 1st step for any successful learning journey.  
Cegos designed these 2 formats to trigger motivation, provide context for the learner starting point.

★ **NEW** We've improved and grown our **game solutions** to enrich our learning experiences



▶ [Our Profilers](#)

**Objective:** Help the learner gain self-awareness of their practices and skills they need to develop or work on.

**Solution:** Self-assessment tool that includes 15 to 60 questions to be answered by the learner



▶ [Trigger video demo](#)

**Objective:** Trigger a change of point of view from the learner.

**Solution:** 1' motion design.



▶ [Audio-Learning presentation](#)

**Objective:** Trigger reflection and inspire action. Leverages the power of audio storytelling to anchor concepts and skills.

**Solution:** 7min engaging audio stories



▶ [Gamification](#)

**Objective:** make learning fun and stimulating.

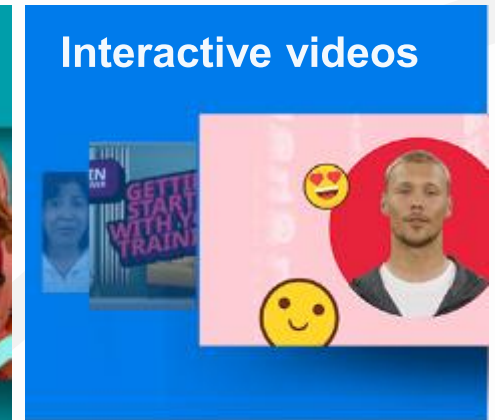
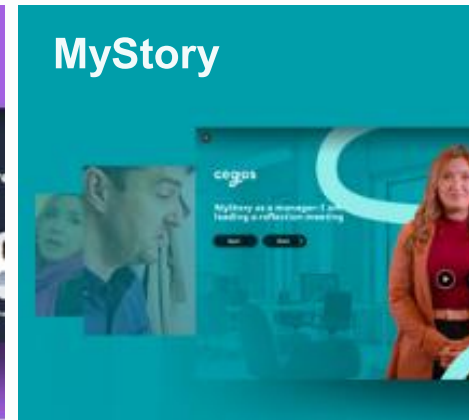
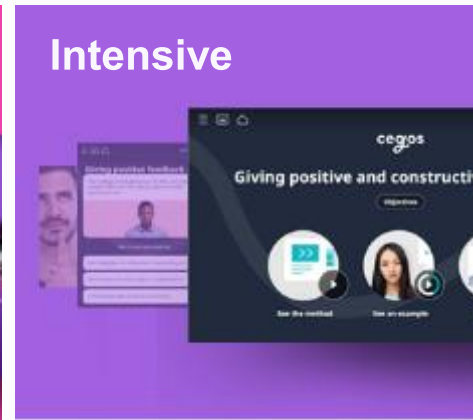
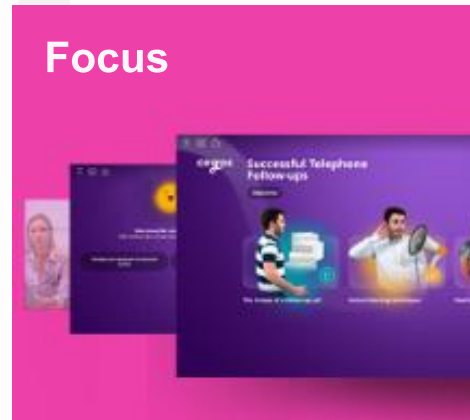
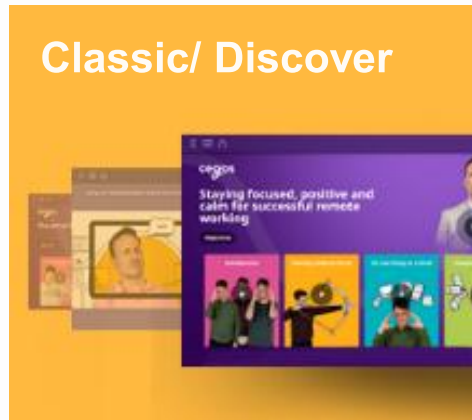
**Solutions:**

**Escape game:** online platform for delivering escape room-style experiences.

**QUAZ:** simple-to-use application for trainers to create and host interactive quiz games.

# Digital Formats to explain, experiment and explore

Our portfolio includes a **variety of interactive learning formats** to develop skills and provide practice: videos based on real life examples, simulations, quizzes and more.



## [Our Discover modules](#)

**Objective:** Discover and explore specific content, from the point of view of the “hero”.

**Solution:** 15 minutes engaging, user friendly and interactive experience on a key business skills set

## [Our Focus modules](#)

**Objective:** experiment and practice to master a specific behaviour from common situations that learners are likely to encounter in the workplace.

**Solution:** 10 minutes real-life interactive scenarios to make learning stick through practice

## [Intensive module demo](#)

**Objective:** Practice and trigger a change of point of view from the learner.

**Solution:** 7 minutes short mobile modules to practice new skills based on various business situations

## [MyStory demo](#)

**Objective:** Follow a person on a daily basis in their new professional role, get feedback on what goes right and wrong. Identify good practice and attention points for specific situations.

**Solution:** 10 minutes full screen interactive videos that present real life professional situations using a diary approach

## [Our micro-videos](#)

**Objective:** Provide the learner with essential information on the subject with an engaging visual format.

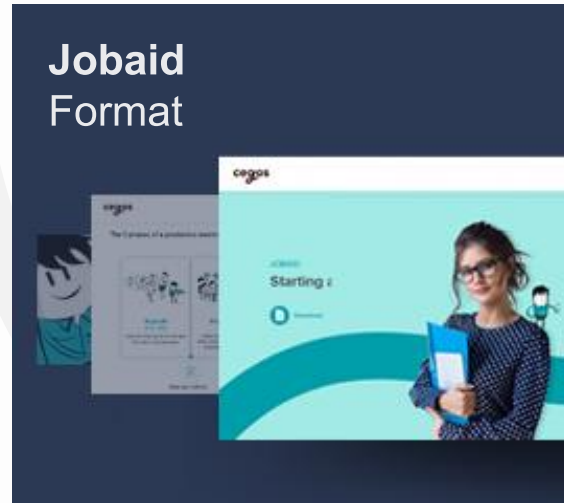
**Solutions:**  
**Micro-videos** with around 3 min;  
**Interactive videos** between 5 to 15 minutes with animation and interactions

# Digital Formats to increase performance

Cegos believes that human interaction and well-spaced learning are key for on-the-job transfer and increased performance.

Our **Jobaids** and **Practips** guide and support the learner with strategies to apply what they learned in their daily routines.

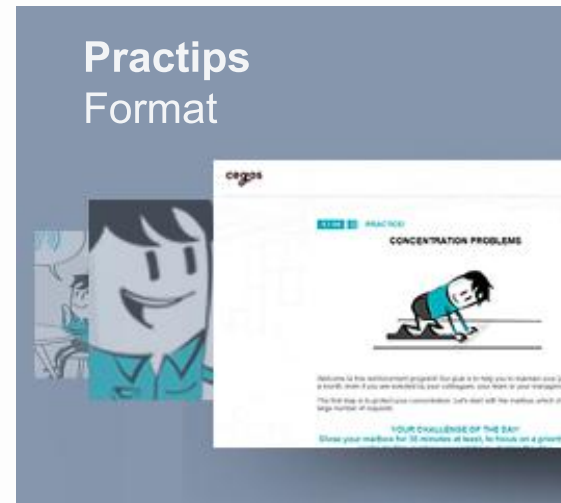
Our **assessments** can be developed in different formats and used at different steps of the learning experience.



[Jobaid demo](#)

**Objective:** Enable knowledge transfer on-the-job.

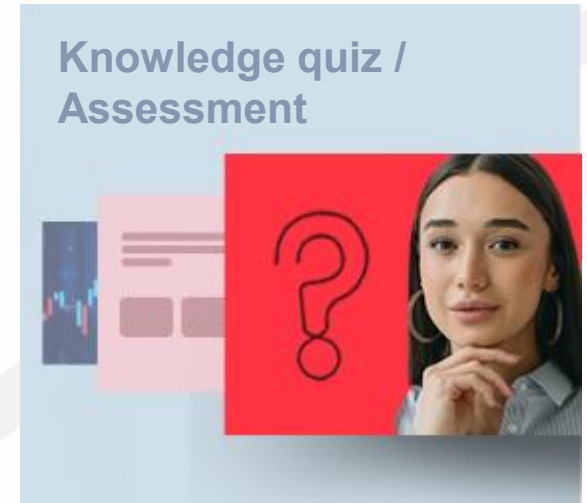
**Solution:** PDF file that can be downloaded by the learner, integrating the insight on the method, a real-life example and a template for on-the-job transfer.



[Practip demo](#)

**Objective:** Reinforcement, to make sure that new habits stick!

**Solution:** Day-to-day notifications reinforcement/micro-practicing program, that can span over several weeks. Delivered by Learninghub@Cegos (could also be delivered via customer's LMS, but would require set up).



**Objective:** assess understanding, provide feedback, and allow learners to monitor their progress and reinforce key concepts, ensuring practical application and retention of knowledge.

**Solution:** MCQ library for quizzes and evaluations



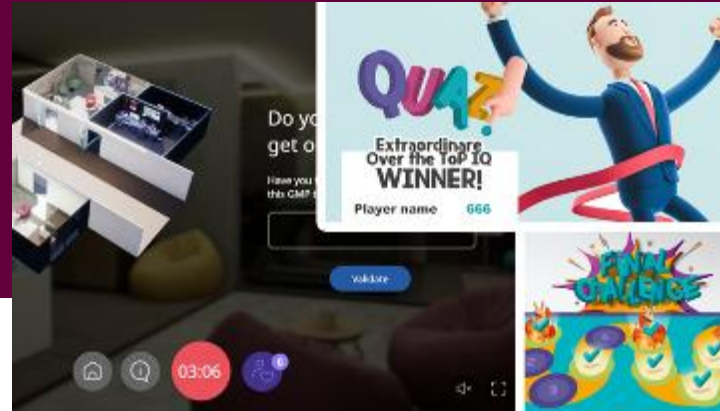
# Gamification strategies

Gamification is a powerful strategy to support your learning goals and enhance engagement. Here's how we implement it at different levels:



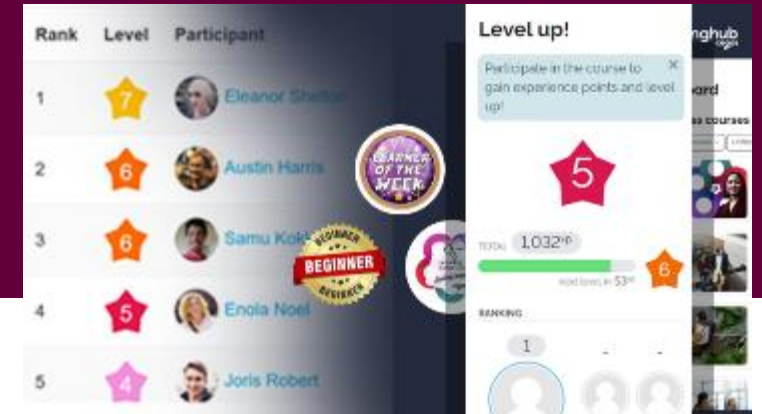
## Content Gamification:

- We incorporate game-like elements within the learning content itself to make learning fun, engaging interactive and stimulating
- This can involve scenarios where learners make decisions and receive immediate feedback, **points**, or **rewards**.
- Interactive layers such as **badges**, **levels**, and unlockable content help to keep learners motivated while completing activities



## Gamified Learning path:

- **Gamified pedagogy supported by the LMS** features to sustain learner motivation and fostering collaboration.
- We incorporating tools such as **quizzes**, **escape games**, and other interactive formats.
- These activities enhance creativity, encourage problem-solving, and keep learners engaged by integrating fun, challenge, and teamwork



## Learning transfer Gamification:

- Increase training impact by **rewarding learners for applying their knowledge** to solve challenges and achieve business goals.
- Measure impact through KPIs, performance analytics, and social recognition support gamification techniques, such as **leaderboards**, **badges**, and **reward** the demonstration of mastery and engagement.

## Annex 2

# Digital solutions for self-directed learning

# Personal Development

## 1: Assertiveness & Self-Confidence

### Playlist:

- [Play007](#): Assertiveness Toolkit: Communicating with Confidence

### Digital Sprints:

- [Sp023](#): Behave in an assertive way in relationships
- [Sp024](#): Dealing with passive, aggressive or manipulative behaviours in others

### Stand-alone e-Learning

- Mh007a/b: Adapting to other people to communicate more effectively. Part A/ Part B
- Mh011a/b: Assertiveness: know your profile. Part A/ Part B
- Mh015a/b: Knowing yourself better to communicate better. Part A/Part B
- mhd283: Open Leadership - Everyone Can Be a Leader
- mhd284: Assertive Communication Toolkit
- mhd287: Communicate Effectively With NLP **NEW**
- gvid019: Boost Your Potential With Neuroscience
- me005: Develop your assertiveness - Level 1
- me013: Develop your assertiveness - Level 2
- me014: Develop your assertiveness - Level 3

## 2: Time & Energy management

### Playlist:

- [Play010](#): Time management and productivity
- [Play011](#): Well-being and Stress Management

### Digital Sprints:

- [Sp005](#): Planning your week to focus on your key priorities
- [Sp006](#): Managing solicitations while preserving your priorities
- [Sp007](#): Curing work overload
- [Sp008](#): Effortlessly produce high value-added work

### Stand-alone e-Learning

- gvid018: Develop Your Optimism
- me009: Curing work overload
- mfd011: Time Management: Dealing with Urgent Requests
- mh231: Plan and keep to your priorities of the week
- mh232: Effortlessly produce high value-added files
- mh263: Remote work : 10 minutes to Unplug and Recharge
- mhd249: Staying focused, positive and calm for successful remote working
- mhd250: Well-being in remote working
- mhd267: Manage your Energy for High Performance
- And much more...

### Games

- Gesc003: Self-Management

[Back to ready-to-use solutions](#)





# Personal Development



## 3: Growth Mindset

### Playlist:

- ✓ [Play009](#): MyStory Embracing Change
- ✓ **Digital Sprints:**
- ✓ [Sp055](#): Learnability

### Stand-alone e-Learning

- ✓ mhd248: Developing mental toughness and resilience
- ✓ mhd281: Develop your Ability to Learn
- ✓ gvid020: Develop Your Growth Mindset

### Playlists: MyStory Embracing Change ([trailer video](#)):

- I Face a New Challenge
- I Become Aware of My Strengths
- I Surround Myself With People Who Can Help Me Progress
- I Set Up Rituals to Maintain My Energy
- I Focus My Energy to Experience Flow
- I Manage Conflicts Using Emotional Intelligence
- I Develop Agility and Adaptability to Deal with the Unexpected
- I Solve a Complex Problem with Collective Intelligence
- I Nurture Openness and Self-awareness to Grow
- I Adopt a Growth Mindset

## NEW Audio-learning Collection

- AUD001: The Voice of Optimism
- AUD002: Neuroscience Frequencies
- AUD003: Waves of Flow
- AUD004: Emotional Intelligence Echoes
- AUD005: Speak Your Mind

## 4: Emotional Skills

### Playlists:

- [Play008](#): Emotional Intelligence at Work

### Stand-alone e-Learning

- mh013: The three pillars of interpersonal excellence
- Mh190a/b: Impact of emotions in the workplace. Part A/Part B
- Mh191a/b: Developing your emotional conscience. Part A/Part B
- Mh192a/b: Understanding emotional dysfunction. Part A/Part B
- mh193: Understanding and expressing your anger positively
- mh194: Controlling your emotions
- mh256: Personality styles: deepen the understanding of yourself and others
- mvid024: The Power of Meditation
- md017: Profiler: my emotional skills

[Back to ready-to-use solutions](#)





## 5. Teamwork & Conflict Management

### Playlists:

- [Play014](#): Creating a Collaborative Team Environment

### Digital Sprints:

- [Sp009](#): Giving positive and constructive feedback
- [Sp012](#): Preparing for negotiation
- [Sp014](#): Managing tough negotiation situations
- [Sp015](#): Handling objections
- [Sp025](#): Facilitate effective meetings
- [Sp026](#): How to succeed at remote work
- [Sp027](#): Collaborate for results
- [Sp028](#): Effective questioning and listening
- [Sp052](#): The Art of Empathetic Communication
- [Sp053](#): Conflict Management

### Stand-alone e-Learning

- mh014: Developing an interpersonal communication strategy
- mh016: Three routes to good communication
- mh017: Three levers for building winning cooperation
- mh234: How to succeed at remote work
- mh242: 8 tools for more collaborative meetings
- mh253: Succeeding in your new role
- mhd277: The art of Empathy

- mhd280: How to Handle Conflict : From Conflict to Personal Growth
- mfh027: Facilitate effective meetings
- me001/012/015: Managing objections – Level 1, 2 and 3
- Me002/006/007: Conducting the negotiation process – Level 1, 2 and 3
- me008: Obtaining the support of your stakeholders
- me010: Giving positive and constructive feedback
- me011: Asking for feedback
- me016: Welcome well-formulated or awkward criticism
- me017: Learn how to practice active listening
- me026: 3 Milestones to Say Yes to Delegation
- me028: A step-by-step approach to managing conflict
- mvid022: Overcoming Barriers to Give More Feedback
- mvid023: Giving Feedback with SBI Method



## 6. Creative Thinking & Innovation

### Playlists:

- [Play015](#): Innovative Thinking & Problem-Solving Toolbox
- **Digital Sprints:**
- [Sp016](#): Solving a problem in 3 steps
- [Sp018](#): Facilitating a brainstorming session
- [Sp019](#): Effective decision making

### Stand-alone e-Learning

- mh251: Creative problem solving
- mh252: Tools for effective decision-making process
- mhd269: Business Model Canvas
- mhd270: Design Thinking
- mhd286: Critical Thinking for Effective Decision-Making
- mhd289: Boost Your Creative Thinking



## 7. Oral & Written Communication

### Playlist:

- [Play016](#): Mastering the Art of Public Speaking

### Digital Sprints:

- [Sp034](#): Creating compelling visuals for a successful presentation
- [Sp035](#): Preparing and adapting your message for a successful presentation
- [Sp036](#): Preparing yourself to get on stage
- [Sp037](#): Handling difficult questions in meetings

### Stand-alone e-Learning

- mh056: Writing techniques: how to build persuasive arguments
- mh057: Preparing yourself to get on stage
- mh211: Identify your communication styles
- mh212: Successfully adapting your message
- mh214: Evade trick questions at meetings
- mh238: Creating compelling visuals for a successful presentation
- mhd259: Techniques to engage your virtual audience
- mhd260: Delivering engaging and confident online presentations
- mfh028: Public Speaking: Managing the Q&A
- mvid026: Designing Powerful Visuals Aids





## 8. Core Management Skills

### **Play002: Playlist: MyStory As Manager trailer video):**

- I am building relationships with each team member
- I am running my first team meeting
- I am clarifying my most important priorities
- I am sharing my vision with the team
- I am assigning a task to a team member
- I am giving feedback
- I hold my team member accountable
- I am dealing with an expert team member
- I am keeping my team member motivated
- I am encouraging autonomy
- I am setting objectives and key results to be achieved
- I am conducting one-on-ones
- I am leading a reflection meeting

### **Digital Sprints:**

- [Sp029](#): Setting up and managing a remote team
- [Sp030](#): Running effective virtual meetings
- [Sp031](#): Building virtual relationships for team success
- [Sp033](#): Communicating effectively with a remote team
- [Sp038](#): Analyze and reinforce 4 key coaching manager skills
- [Sp039](#): Give a feedback as a manager
- [Sp041](#): Remote management: handling poor performing employees

### **Stand-alone e-Learning**

- Mh230: Keys to set up a remote team
- Mh262: Prepare your teams for times of uncertainty and transform fear into power

- Mfd040: Effective delegation: empowering your team
- Mfd043: Managing Conflict in Your Team: Strategies for Organizational Growth
- Mvid021: OKR: Goal-Setting Success
- Gvid022: 7 Tips to Conduct Performance Reviews
- Mfd047: Practice: Conducting Constructive Performance Reviews
- *and many other titles*

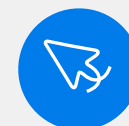
## 9. Change management

### **Digital Sprints:**

- [Sp011](#): Influencing & persuading : getting people on your side
- [Sp020](#): Dealing with the different emotions caused by change
- [Sp021](#): Building and sharing a strong vision
- [Sp022](#): Manage transformation with Test and Learn approach
- [Sp050](#): Prepare your teams for times of uncertainty and transform fear into power

### **Stand-alone e-Learning**

- Mh084: Triggering the dynamics for change
- Mfh030: Managing transformations with Test and Learn approach
- Me023: Digital transformation: overcoming resistance
- Playlist: Change Management **2025**





# Managing & Leading Others

## 10. Cross-Functional Management

### Stand-alone e-Learning

- Mhd273: Master Cross-Functional Management: 6 Coordination Mechanisms
- Mhd274: Master Cross-Functional Management : Communicate to Engage
- Mvid025: What Makes Cross-functional Management Unique **2025**

## 11. Leadership

### Playlist:

- [Play001](#): Leadership Dynamics: Driving Team Growth

### Digital Sprints:

- [Sp040](#): GROW to empower your team members
- [Sp051](#): Unleashing the Power of Diversity, Equity, and Inclusion

### Stand-alone e-Learning

- Mfh029: GROW to empower your team members
- Mfh031: Building and sharing a strong vision

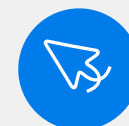
- Mh077a: Strategic vision and activity management. Part A
- Mh077b: Strategic vision and activity management. Part B
- Mh156a: Handling emotions within your team. Part A
- Mh156b: Handling emotions within your team. Part B
- Mhd266: Exponential Leadership
- Mhd285: Leading with data



### Leader of the Future

#### In-house program, 4 to 5 days:

Immersive leadership training to develop leaders fit for the shifting future, tailored to your organization's unique needs. We provide the flexibility to deliver our program in either English or your local language.





# Managing & Leading Others



## 12. Project Management

### Playlists

- [Play017](#): Project Management: From Planning to Implementation

### Digital Sprints:

- [sp001](#): Starting a new project
- [sp002](#): Organising the tasks and responsibilities of a project
- [sp003](#): Planning your project with agility
- [sp004](#): Preparing project steering committee meeting
- [sp010](#): Facilitate project team meetings
- [sp017](#): Creating and managing an effective action plan
- [sp032](#): Manage your project risks
- [sp046](#): The key tools for adopting an agile approach in project management
- [sp047](#): Managing your project with a hybrid approach
- [sp048](#): Develop the autonomy of the project team
- [sp049](#): Building long-term client engagement

### Stand-alone e-Learning

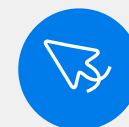
- Mfd016: Project Management: Mobilizing Your Team for Success
- Mfh021: Lead meetings remotely
- Mfh022: Remote Management : effective ways to communicate with team members

- Mfh023: Remote Management : handle poor performing employees
- Mfh024: Facilitating a project steering committee meeting
- mfh025: Facilitating a brainstorming session
- Mfh026: Develop and implement an action plan
- Mfh037: Agile projects: how to make processes work for your team
- Mfh038: Building agile relationships with clients
- Mh092a/b: Project planning. Part A/ Part B
- Mh093a/b: Drawing up a project budget. Part A
- Mh094a/b: Anticipating project risks. Part A
- Mh095a/b: From needs to project. Part A
- Mh239: The key tools for adopting an agile approach in project management
- Mh240: Managing your project with a hybrid approach
- Mh246: The keys to getting your project off to a flying start
- Mh247: Organizing tasks and responsibilities in a project
- Mhd265: Online Project Management

### Games

- Gesc001: Project Characteristics
- Gesc002: Introduction to Key Agile Concepts
- Gquaz003/4/5/6

[Back to ready-to-use solutions](#)





## Organization & Business Transformation

# 13. Sustainability & Inclusion

## Playlists

- DEI 4 All (WT) **2025**
- Action for the Planet **2025**

### **Play005: Playlist: Sustainability 4 All (trailer)**

- mhd254: Intercultural awareness: promoting diversity, inclusion and belonging inside my team
- mhd255: Understanding unconscious bias and how to deal with it
- gvid008: Unveiling Sustainability: Building a Balanced Future
- mvid013: Fundamentals for Sustainability
- mvid014: Ambassadors for Sustainability
- mvid015: HR for Sustainability
- mvid016: Finance for Sustainability
- mvid017: Procurement for Sustainability
- mvid018: Innovation for Sustainability
- mvid019: Facility Management for Sustainability
- mvid020: Leadership for Sustainability

**Online CSR  
maturity test**



**Online AI  
maturity test**



# 14. AI, Digital & Data Skills

## • Stand-alone e-Learning

- gvid023: GenAI Interactions with DIALOG Method
- Md078 Profiler: AI Maturity Level of My Company **NEW**

## Games

- Gesc004: Decoding AI // Gquaz001: AI Jargon

### **Play003: Playlist: Digital Skills 4 All (trailer)**

- mvid001: How to Use Data For a Persuasive Storytelling?
- mvid002: How to Determine If the Data is Relevant and Reliable to Make Decision ?
- mvid003: How to Make Digital Work More Sustainable ?
- mvid004: How to Spot the Real From the Fake Online?
- mvid005: How to Overcome Digital Addiction ?
- mvid006: How to Optimize Digital Collaboration With SaaS Tools?
- mvid007: How to Foster Diversity, Equity, and Inclusion in Digital Collaboration ?
- mvid008: How to Share and Co-edit a File with Others ?
- mvid009: How to Escape Phishing Attacks ?
- mvid010: How to Deal with Information Overload?
- mvid011: How to Present Data Effectively?
- mvid012: How to Master the Art of AI Prompting?



## 15. Procurement & Supply Chain

### Stand-alone e-Learning

- Sustainable Procurement (WT) **2025**

## 16. Talent Management

### Playlist

- [Play004](#): HR Dynamics: Talent management

### Digital Sprints:

- [Sp056](#): Attracting and Engaging Talent

### Stand-alone e-Learning

- mhd264: 5 dimensions of Employee Experience
- mhd268: HR from Outside In
- mhd278: How to recruit talent using social networks
- mhd279: Onboarding in a hybrid world



## 17. Training for Trainers

### Playlist

- [Play006](#): Trainers' Toolkit for a Success

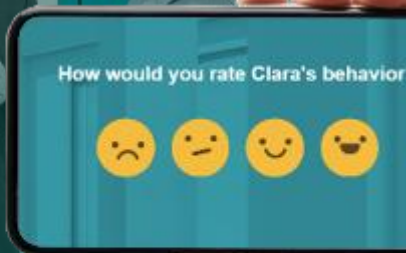
### Other stand-alone e-Learning

- gvid024: Leverage Your Training with AI
- md052: Profiler: my practices as a trainer

### **[Play006](#): Playlist: Trainers' toolkit for a successful training ([trailer](#))**

- mh243: On the job training: building and making the course come alive
- mh244: On-the-job training: how to support learners in the workplace
- mh245: 6 keys to successful digital training
- gvid001: Designing A Training Course
- gvid002: Getting Started With Your Training
- gvid003: Training Methods and Techniques
- gvid004: Handling Difficult Situations
- gvid005: Foster A Learning Community
- me021: Training on the job: the 7 main pitfalls to avoid
- me022: Practicing active listening in training
- me025: On-the-job training: using mistakes to learn





## Sales & Client Relationship



## 18. Customer Experience & Relationship

### Playlist:

- [Play012](#): Elevating Customer Experience

### Digital Sprints:

- [Sp042](#): Giving bad news in a positive way
- [Sp043](#): Handling angry customers
- [Sp044](#): Managing customer incivility
- [Sp045](#): Managing urgent client requests

### Stand-alone e-Learning

- Mh003a/b: The keys to phone communication. Part A/Part B
- mh004: Providing Sales Support by Phone
- mh100: The challenges of customer relations
- mh101: Customer relationship: building trust
- mh102: Customer relationship: practicing active listening
- mh103: Customer relationship: creating commitment
- mh104: Developing loyalty through customer relationships
- mh235: Managing clients requests using chat
- mh241: How to map your customer journey
- mhd282: Hybrid customer journey and experience
- mhd288: Emotional Intelligence in Client Relationship

**NEW**

- mfd042: Successful Telephone Follow-Ups
- mfh034: Giving bad news in a positive way
- mfh035: Handling angry customers
- mfh036: Managing customer incivility
- me020: Managing urgent client requests

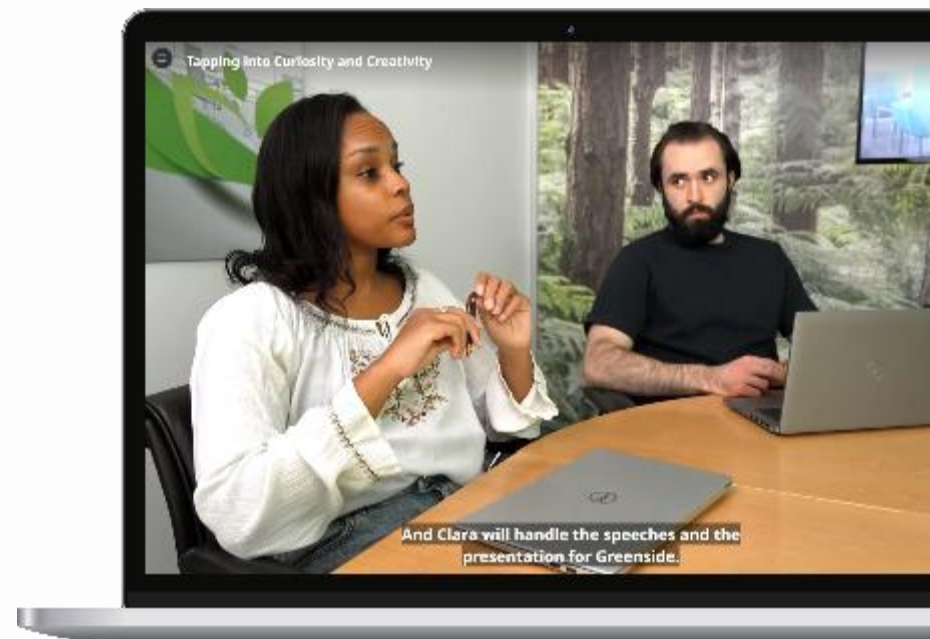
## 19: KAM

- Audio learning collection **2025**

## 20. Manage Sales teams

### Stand-alone e-Learning

- Mfd044: Leading Resilience Inside Sales Teams
- Md063: Profiler: My Competences as a Head of Sales





## 21. Sales & Negotiation

### Digital Sprints:

- [Sp013](#): Getting the best out of negotiation

### Stand-alone e-Learning

- me018 Ask the right questions to sell
- me019 Argue according to the customer profile
- me029 The Key Steps To Mastering Commercial Negotiation
- mfd012 Purchasing negotiations: playing the credibility card
- mfh033 Conduct a commercial negotiation
- mfh039 Delivering a powerful and winning online sales pitch
- mh130 Creating a Win-Win sales approach
- mh134 Establishing the right sales commitments
- Mh135a: The art of persuading through listening. Part A
- Mh135b: The art of persuading through listening. Part B
- Mh136: Convincing customers with a winning offer
- Mh233: Prepare for a win-win negotiation
- Mh236: Keys to BtoC sales cycle
- Mh237: Keys to BtoB sales cycle
- Mhd257: How to create a persuasive sales pitch
- Mhd258: Using social media for prospecting and selling

### [Play013](#): MyStory as a Senior Salesperson (Trailer)

- ms014: I target and prepare my prospecting by mobilizing my networks
- ms015: I mobilize my resources and involve my colleagues
- ms016: I manage the first moments of a meeting
- ms017: I bring out and qualify the client need
- ms018: I am a sales consultant; I help clients see new perspectives
- ms019: I reinforce the value of my proposal during my pitch
- ms020: I create impact during my presentations
- ms021: I adapt to different client profiles
- ms022: I prepare to answer objections from my client
- ms023: I keep my promises and consolidate the relationship with my client



# Learning trends & pedagogical approach





# Cegos L&D thought leadership

White paper

## Impacts of Generative AI on Learning & Development

[Link](#)

White paper

## **NEW** Getting to grips with AI: training for ethical and effective use

[Link](#)

International Survey

## Transformations, Skills & Learning

[Link](#)

Blog article

## The 7 most popular learning approaches

[Link](#)

Blog article

## The road to true learner engagement

[Link](#)

Blog article

## The 4 UX Trends Shaping the Learning Industry

[Link](#)

Blog article

## 8 keys to successfully roll out an international training programme

[Link](#)

# Global Workforce Trends



## Digital Transformation

Accelerated digitalization of businesses, speed up of automation, AI adoption.



## Leaders and Managers need a new approach

Authentic, empathetic, adaptive leaders, the human-centric leaders.



## Flexibility is here to stay

“Remote” is being replaced by “Hybrid”. Flexibility of working mode is expected.



## Humans, Machines and Algorithms

New technology calls for developing critical thinking and confronting bias.



## Soft/Power Skills are ruling

Human skills are high in demand and becoming more critical to succeed in the workplace.



## Diversity, Equity and Inclusion

More pressure than ever on companies to diversify their ranks.



## Transition to a green economy

Broader application of ESG standards. Sustainability jobs are ones of the fastest-growing careers, especially in Europe.



## Disruption of skills

44% of worker's core skills would be disrupted in the following five years.



# Learning and Development Trends



## Upskilling, Reskilling and... Right-Skilling

Addressing skills gap created by change, employee turnover, technology adoption and disruption. AI, big data, leadership and social influences.



## AI in Learning Technology

To anticipate learning needs, AI drive content library, create more engaging learning experiences etc.



## Microlearning

This type of content is easier to consume, refresh and repurpose.



## Data-driven L&D and Learning

Using data to track L&D progress and contribution to the business performance as well as the learner experience.



## Gamification and Interactive Content

To make training more engaging and effective.



## Personalized Learning Experiences

Delivery of on-demand and personalized learning paths.



## Lifelong Sustainable Learning

Corporate training fitting the corporate strategy and the learner's own personal goals.



## Skills-based learning

Skills are becoming more important than degrees when it comes to hiring.

# 4REAL

## A 360° approach to learning

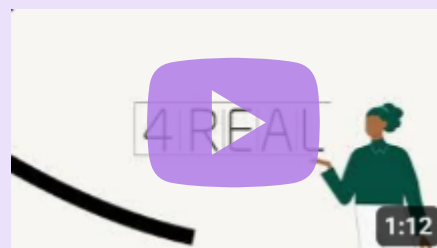


## The proven method for performance and results



### Benefits of 4REAL programs:

- ✓ **Direct Skill Use:** visible work improvements.
- ✓ **Performance Boost:** efficiency & quality gains.
- ✓ **Enhanced Engagement:** job satisfaction & retention.
- ✓ **Business Impact:** goal contribution & adaptability.
- ✓ **Growth Focused:** real, impactful results.



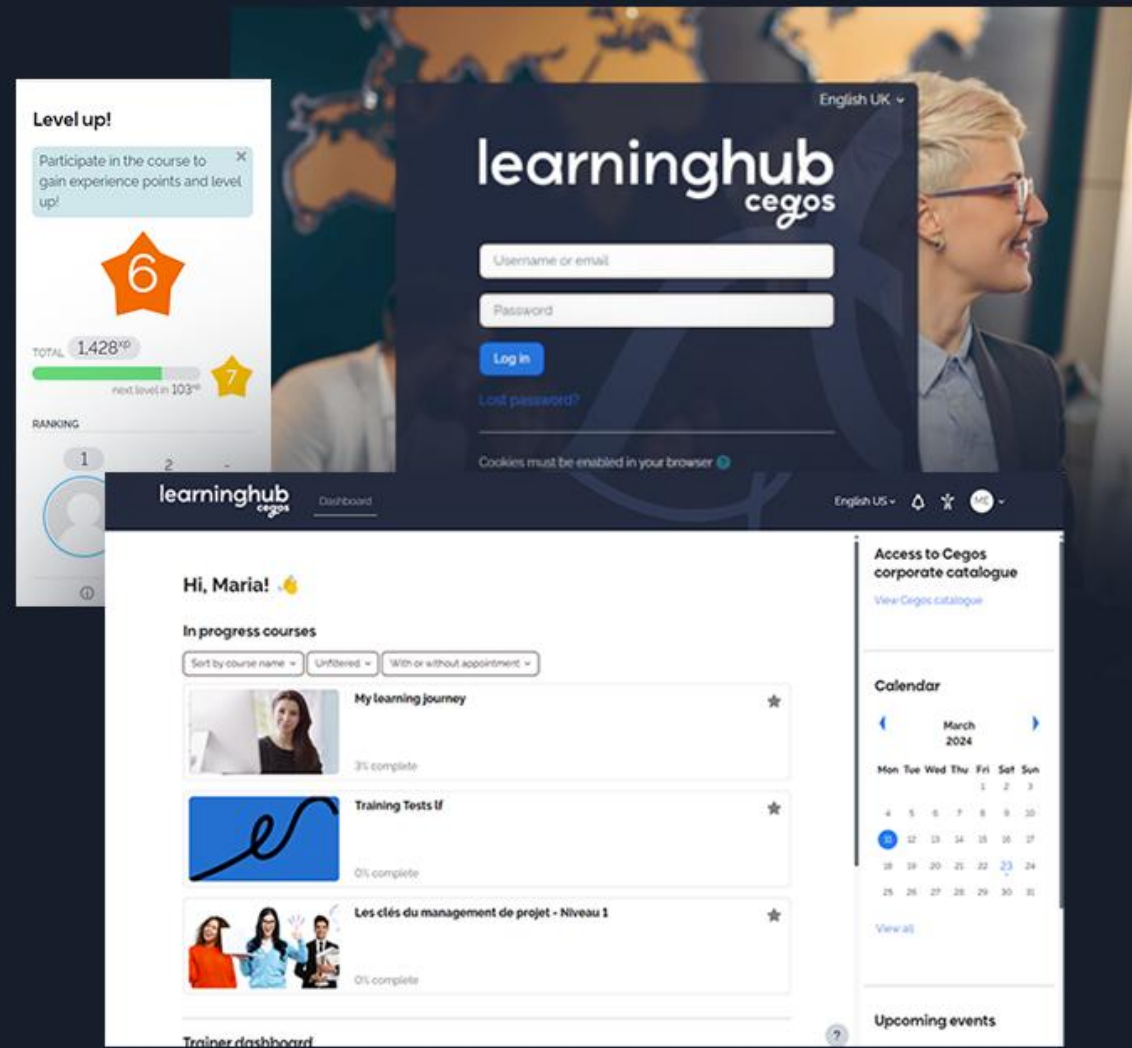
← VIDEO

**4REAL pedagogical approach is a proven method by Cegos, that engages the participant in an experience before, during and after the training.**



# My LearningHub @Cegos

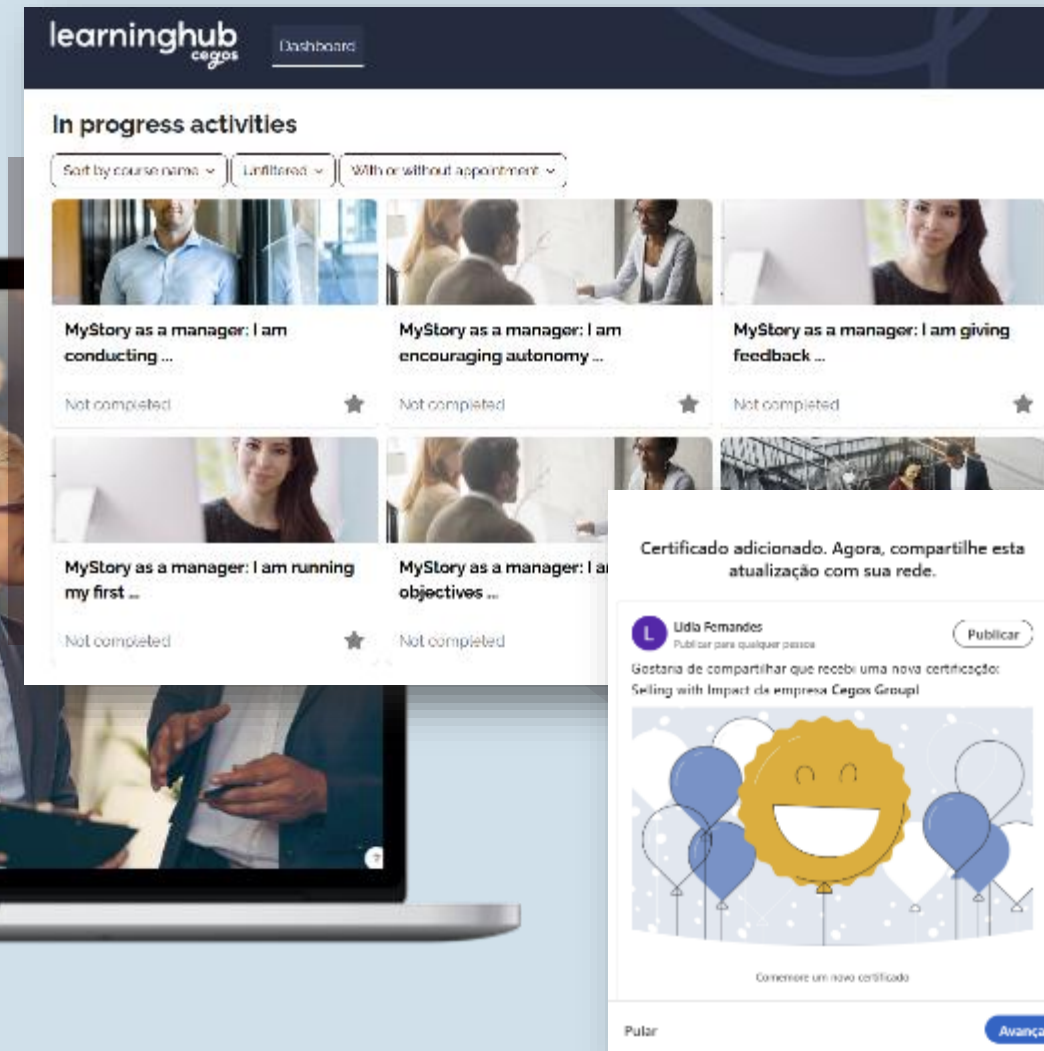
Seamless learning experience platform  
keeping learners engaged and connected.



# My LearningHub@Cegos

## Key features:

- Modern, customisable interface
- Accessible on multiple devices
- Multiple languages available
- Single point of entry for the participants and the trainer
- Easy to track the progress
- Performance dashboards
- More interactions and autonomy
- Exciting experience: Personalisation, notifications, surveys, Forum, Badges, Certification, Gamification, etc...
- Integration with Enterprise Systems:
- GDPR and WCAG compliant



[Our LearningHub](#)

**+125,000** new users  
per year





# Measuring Performance & Engagement

Framework, solutions and tools for performance measurement to ensure continuous improvement and business impact.

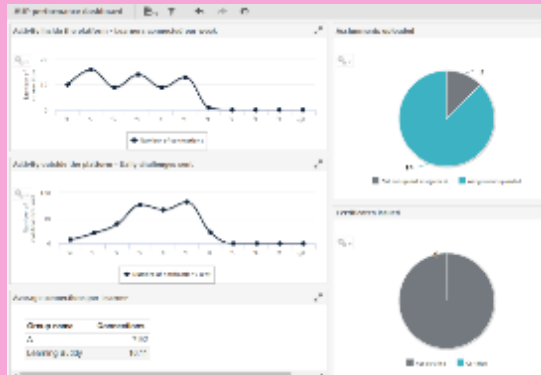


# Learner Engagement

*How do our Learning Analytics solutions boost learner's engagement?*



How to keep Learners engaged?



- 1. We gather data from user interactions**  
*Every user input generates data that tells us something useful*
- 2. The learning journey is personalised and stimulating**  
*We use that data to create gamification, regular updates, and immediate results*
- 3. The trainer monitors performance to guide and encourage learners**  
*An overview of results helps trainers provide timely assistance*
- 4. Feedback helps us deliver a first-class learning experience**  
*We see exactly where engagement increases and falls, and make adjustments*
- 5. The learner feels motivated and engaged, leading to better performance**  
*Skills are learned effectively and transferred to the workplace*



## Result?

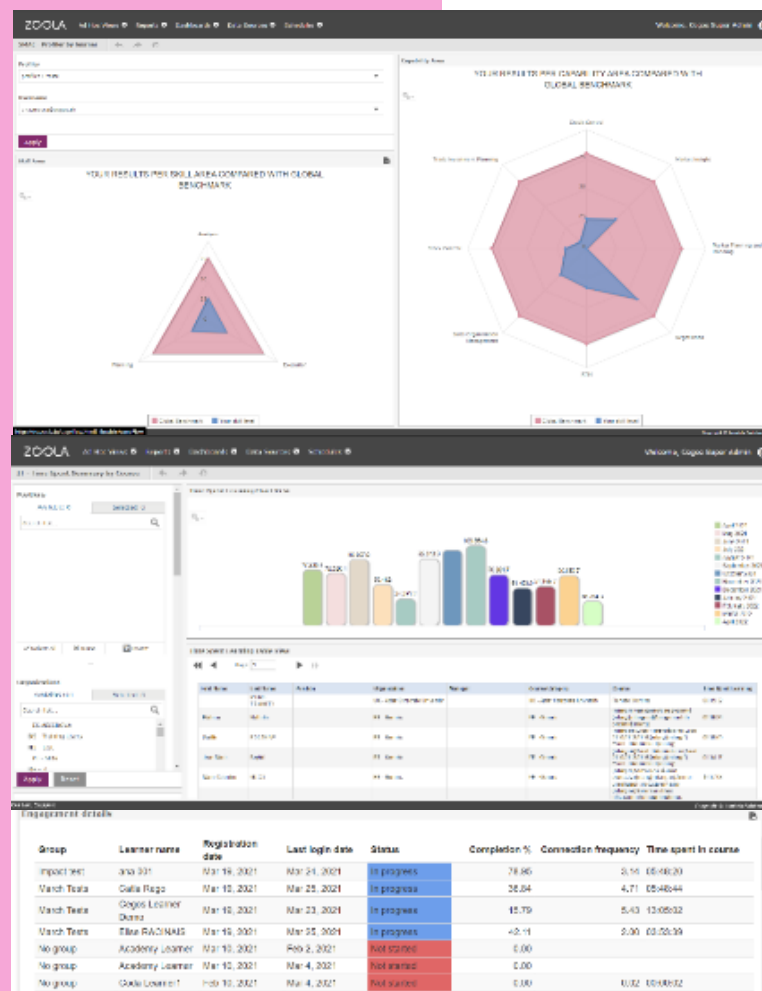
**Learners get bigger and better Results. Your organisation gets value for money!**

# Performance in the centre of your project

*How Learning Analytics helps track performance*



How to measure Learning and Track Performance?



## KPI

Based on the project KPIs, Cegos is able to create visual custom report and dashboards with the selected data, like:

- Course Progress Reports
- Course Engagement Reports
- Time Spent Learning
- Quality Survey reports
- Frequency of connections
- Quiz score Results
- User Activity Reports
- Forum Activity
- Feedback Results
- Certificate Reports
- Assignment Reports
- ... etc...



## Result?

**Learners get bigger and better Results. Your organisation gets value for money!**





# Innovation Process at Cegos

Continues innovation processes to develop unique learning experiences that will help to bring out the potential of every learner.





# Innovation process inside our Cegos Group Learning Collection

## How we support new business challenges?

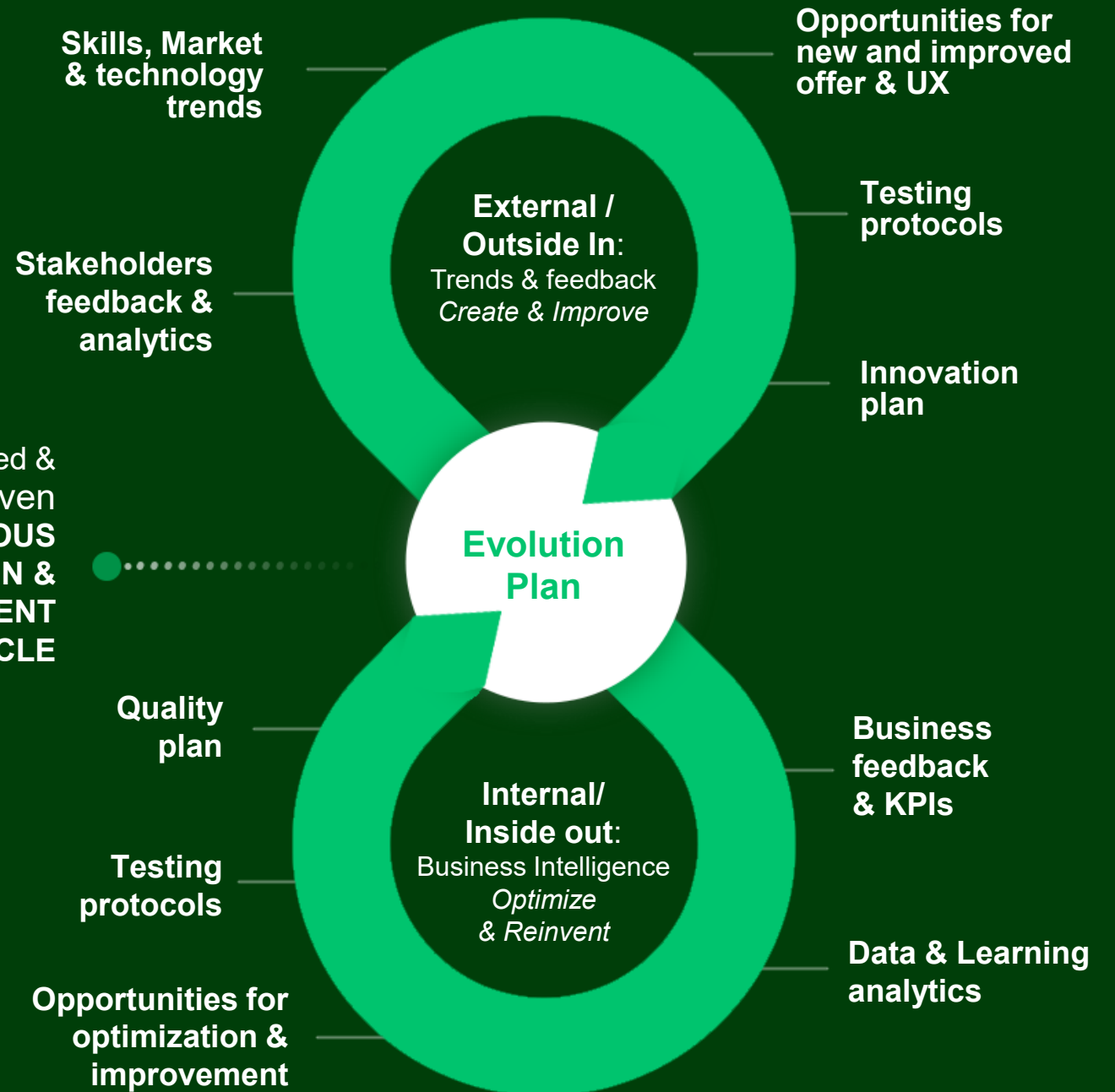
### Our driver for Innovation:

Keep increasing learning effectiveness to maximise workplace transfer and boost performance.

**1.5M€ invested in R&D** to keep our Learning Collection aligned with your business demands and our learners needs.

Here's our framework for sustainable innovation

Problem-Focused &  
Opportunity driven  
**CONTINUOUS  
INNOVATION &  
IMPROVEMENT  
CYCLE**



Find more about our **6 Steps of  
User-Centred Design Process**

# Production & Localization Process

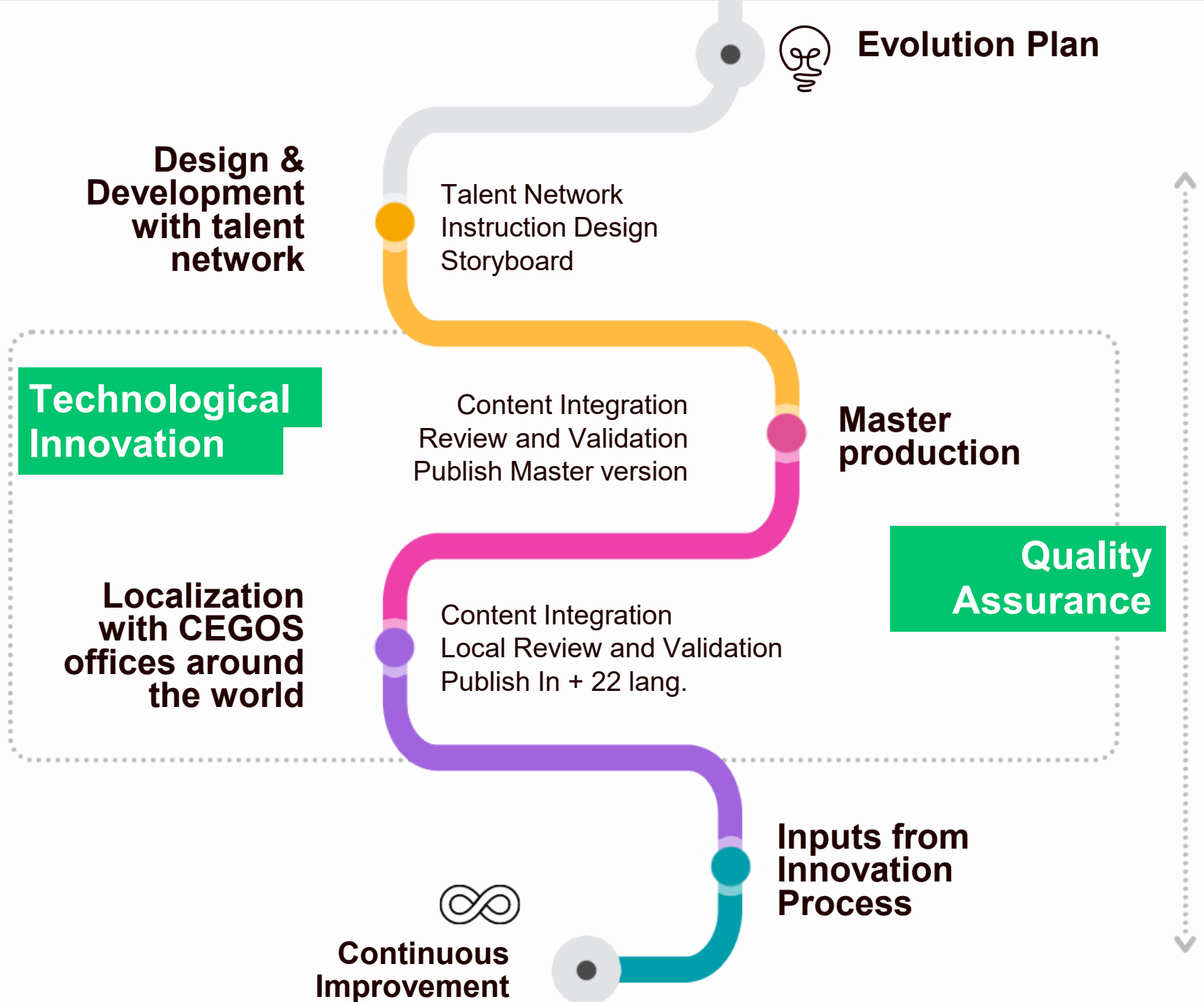
Our **innovation pipeline** ensures that learning solutions evolve alongside your business, incorporating cutting-edge technologies and strategies for continuous improvement at different levels:

**Content** > new offer

**Format** > new pedagogical approaches

**Technological** > new features and capabilities

Our **Digital Studio** follows a specific process to ensure the quality of the deliverables in the different languages.



# Innovation as a core and transversal activity

Some examples of our most recent and innovative solutions



## Content

- Training solutions for skills needed to work and cope with Artificial Intelligence, including a proprietary method to DIALOG with AI.
- Data-Driven Sales Excellence.
- New skill on procurement & supply chain



## Learning Design & Formats

- Skill-based collection with a new self-assessment
- Immersive audio-learning collection
- New games



## Technology

- Website with integrated international offer
- API integration for content and metadata delivery
- AI in design, development and production

# A multi-awarded expertise worldwide



since 2011



since 2015  
\*Training Outsourcing



since 2016



2024 Fosway 9-Grid™:  
Strategic leader  
In digital learning



2024 HREC Human  
Resources Supplier  
Value Award



2024 Best HR  
Suppliers in "Training,  
Coaching & Professional  
Development"



2023 Human  
Resources Award  
in "Training Service  
Provision"



2023 Top  
Learning &  
Development  
Solution Provider



2022 Top  
Learning  
& Development  
Provider





## Our websites



## Social Media

