

TRACK^{“BUFFET”}

I'M DEVELOPING

BECOMING FULLY AWARE OF WHO I AM

- The keys to self-confidence
- How to gain self-confidence
- Draw up your WOOP action plan

PREPARING FOR THE LEADERSHIP OF THE FUTURE

- Discover the qualities of tomorrow's leader
- Discover the keys to authentic leadership
- Be a positive leader

MY DEBUT AS A MANAGER

- Create a unifying vision
- Prepare to speak
- Facilitate captivating meetings

KNOWING YOURSELF MEANS MOVING FORWARD

- Encourage feedback using the Johari window
- Manage your binding messages
- Draw up your Woop action plan

DON'T BE AFRAID OF STRESS

- Understanding the mechanisms of stress
- Increase individual resistance to stress
- Muscle up your optimism

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I'M DEVELOPING

HOW TO OVERCOME DOUBTS

- The WOOP action plan
- How to gain self-confidence
- Build your optimism

BOUNCING BACK FROM PERSONAL FAILURE

- The foundations of self-confidence
- Increasing individual resistance to stress
- Build your optimism

MANAGING YOUR EMOTIONS OPTIMALLY

- Increase individual stress resistance
- Developing emotional intelligence
- Non-violent communication

REMAINING IN CONTROL IN ALL CIRCUMSTANCES

- How to manage interruptions
- How to manage your boss
- How to manage resistance to change

BECOMING A MASTER OF TIME

- How to organise yourself effectively
- How to manage priorities
- How to deal with interruptions

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I'M DEVELOPING

WORKING REMOTELY

- Managing a remote team
- Managing remote meetings
- Giving feedback remotely

BECOMING THE LEADER OF TOMORROW

- The leader of tomorrow
- Be a positive leader
- Develop your ability to bounce back

MAJOR CHANGES IN THE 21ST CENTURY

- Recruitment in the 21st century
- Teleworking culture
- Generation Z from A to Z

CULTIVATE YOUR EMOTIONAL INTELLIGENCE

- What is emotional intelligence?
- Developing your emotional intelligence
- Develop benevolent sincerity

KNOW YOURSELF

- Discover the MBTI (awareness)
- Encourage feedback with the Johari window
- Draw up your Woop action plan

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I'M DEVELOPING

DEVELOP YOUR CUSTOMER EXPERIENCE

- How to move from service to customer experience
- Dealing with customer objections
- Preparing for a remote interview