

PROFESSIONAL SKILLS TRAINING



**The Soft Skills needed to be successful
as an IT-professional**



Global Knowledge®

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THE NEW TECH NIN CO





As an organisation you want to excel. You want to be better than the competition, make the difference with your customer or add value for stakeholders. This all comes down to achieving your goals as a team or organisation.

That's easier said than done. Being 'relevant' for the 'environment' is one thing, but being relevant to employees is just as important. You can't do without them: employees are the most important 'assets' of an organisation. Developing 'human capital' is therefore a must; without good employees, goals are just not realized. The strength of organisations lies in people with the right skills.

Because personal development is so important, Global Knowledge has developed a wide range of Professional Skills training courses. Qualified trainers with years of practical experience help you in taking your soft skills to the next level. That's how you become more effective. Think of communication, leadership and personal efficiency, for example.

We always strive for training courses to be of exceptional quality, fun and effective in a pleasant environment. By following a Professional Skills training course at Global Knowledge, you remain relevant: for the organisation, for your customers and above all, for yourself.

globalknowledge.be/professional-skills

PERSONAL EFFECTIVENESS

A man in a red and white striped shirt and glasses stands on the left, gesturing with his hands as he speaks to a group of four people seated around a white table. The group consists of a woman with curly hair, a man in a blue shirt, a woman, and a man in a tan jacket. They are in a modern office environment with a staircase railing in the background and a wooden table with chairs. The scene is brightly lit with a white lightbulb hanging from the ceiling.

The technological possibilities for collaboration and communication, including on an international scale, are ever expanding. As an IT professional you know this better than anyone.

Expectations are high and there is greater pressure from customers and management. How do you handle the increasing workloads? During the Personal Effectiveness training courses, you will learn how to increase your own productivity and that of your team, so the workloads are easier to manage.

Global Knowledge offers various personal effectiveness training courses for increasing the effectiveness of individuals and teams. You are guided in the acquisition of the knowledge and skills that are required for success, now and in the future. You can choose between courses in three different categories: Communication, Productivity and Sales & Services.



COMMUNICATION

Present clearly and persuasively

Presentation and communication skills are becoming more essential for the IT professional. Even if the implementation process, project plan or testing schedule has been well thought out, ultimately it's the client or your manager who decides whether it can be implemented. That's why it's important to be able to persuade others. For example, through engaging presentations, clear corporate emails or convincing sales calls. Good communication has become a more important factor for determining the success of IT projects. Your business partner needs to understand your aims and the customer needs to see the value of certain IT decisions for the business.

Want to be able to clearly bring your ideas across to customers, business partners and colleagues? Global Knowledge has many different courses that will teach you how to communicate clearly and present persuasively. You will learn skills such as: how to determine which form of communication is most appropriate, how to present an IT strategy or implementation plan to a client, and how to solve conflicts within your team, with clients or with business partners in a professional and smart way.

What impression do I make?

First impressions are everything. How do you ensure that you lay the right foundation during the first contact with a client to establish a long-term, successful collaboration? The skills required do not necessarily come naturally to everyone, but they can be learned.

You learn best by experiencing how you are perceived by others, what your pitfalls are and how you can improve. Through role playing exercises, you become aware of how you are communicating both verbally and non-verbally. You'll discover that you often only need to make a few small adjustments to make big improvements to your communication. Choose from our vast range of communication courses.



COMMUNICATION TRAINING COURSES

COMMUNICATING WITH CLARITY

In order to be successful as an IT professional, you need to be able to make connections: between technology and people, between different departments, and between you and your environment. Communication is an important aspect of this. During this training course, you will learn the basics: a model for clear communication that can be applied universally and will improve the effect of your communication.

Course Code: GCCE100
Days: 1
Price: € 570 (excl. VAT)

CUSTOMER SERVICE FOR IT PROFESSIONALS

No matter how hard you work, the quality of your service is ultimately determined by how your client perceives it. In this training course, you will learn how to make your client's perspective your priority. You will learn how to use customer-oriented communication and effective models to improve customer satisfaction, customer loyalty and customer service.

Course Code: GSEE100
Days: 2
Price: € 1.140 (excl. VAT)

PRESENTATION SKILLS

Hook the audience with a good slide deck. And reel them in with an inspiring narrative. Learn how to give presentations in a structured, professional and passionate way and get the results you want.

Course Code: GPS100
Days: 2
Price: € 1.140 (excl. VAT)

INFLUENCE AND PERSUASION

Want to get results by enlisting others to work on your projects? Then this training course will give you the skills you need to do this. In this training course, you learn to use the right influencing techniques in the right situations. This course enables you to discover your own power of persuasion, and therefore learn how you can have a positive influence while still being yourself.

Course Code: IP100E
Days: 2
Price: € 1.140 (excl. VAT)

STRATEGIC INFLUENCING AND PERSUADING

These days, IT professionals are often confronted with people who have certain expectations of them or require their time in order to achieve certain goals. In an environment with important Agile or other projects, it's essential that you are able to stand your ground when interacting with stakeholders. During this training, you will learn to identify stakeholders and adapt your communication and persuasive approach so you can achieve your goals. This training course follows the Influencing and Persuading course.

Course Code: IP200E
Days: 2
Price: € 1.140 excl. VAT)

REPORT AND PROPOSAL WRITING

During the Text Strategies for Greater Effectiveness training course you will learn to think, work and write according to a practical method for text strategy: Three Thought Processes for Stronger Texts. This course teaches you how to think about a text before you start writing and the necessary writing skills.

Course Code: GRPWE100
Days: 2
Price: € 1.140 (excl. VAT)

ASSERTIVE COMMUNICATION SKILLS FOR IT PROFESSIONALS

Being cooperative is great. But setting boundaries, saying 'no' and standing up for yourself are just as important. This training course helps you to learn how to say 'no' in a way that's comfortable, confident and effective, without feeling guilty afterwards. You learn to distinguish between three basic positions: passive, assertive and aggressive.

Course Code: A-AC
Days: 1
Price: € 570 excl. VAT)

MANAGING TEAM CONFLICT

Conflicts can be destructive and can cause unwanted frustration. In this training course, you learn what a conflict really is: a manifestation of differing positions. The skills you learn in this training are aimed at enabling you to deal with conflicts in a way that is tailored to the situation, with the aim not only being to prevent conflicts but also to manage them effectively.

Course Code: CONF
Days: 1
Price: € 570 (excl. VAT)

GIVING AND RECEIVING GENUINE FEEDBACK

[EXPERIENCE TRAINING] Successful teams consist of people who reinforce each other. But how can you make sure this happens within your team? By discussing with each other about how you can improve. In this training course, you learn how to use feedback as a tool for continuous improvement, without negatively affecting relationships between team members.

Course Code: FEEDBACK
Days: 2
Price: € 1.140 (excl. VAT)

PERFORMANCE COACHING

In this training course, you learn the basics of a good coaching session. Whether you're coaching a co-worker, an employee in your team, an entire team or using agile coaching, the mindset, the steps in the 'engagement process' and the techniques used are all the same, and will be taught during this training course.

Course Code: 8623
Days: 1
Price: € 570 (excl. VAT)

SOFT SKILLS FOR AGILE WORKERS

In order to reap the benefits of Agile, Scrum and DevOps in your team, organisation or as an individual, knowing the methodology simply isn't enough. Personal skills, team building, the right leadership style and an agile culture are all critical factors for success. Discover the most 'agile' version of yourself during this training course by working on collaboration, autonomy and communication.

Course Code: SSA
Days: 5
Price: € 2.850 (excl. VAT)

MEDIA TRAINING

The boundaries between traditional media and social media are blurring. Everyone with a smartphone can now create and publish videos of you and your organisation. In this training course, you will learn how to keep your cool regardless of the media format (camera crew, radio interview, print media) and become aware of the dos and don'ts when dealing with different forms of media, including social media.

Course Code: MT
Days: 2
Price: € 1.140 (excl. VAT)

THE PROFESSIONAL CONSULTANT: SELL YOURSELF

[EXPERIENCE TRAINING] As a professional, you only get one chance to make a good first impression. How do you ensure that you and your pitch stick in people's minds and lead to you being hired? In this training course, you will develop powerful skills and your own 'goodwill factor' to get the most out of intake meetings, interviews and other types of first meetings.

Course Code: CPRES
Days: 2
Price: € 1.140 (excl. VAT)

GENUINE CONTACT WITH CLIENTS AND COLLEAGUES

[EXPERIENCE TRAINING] For IT professionals, communication is an essential skill. You have increasing contact with clients and colleagues. Not only that, IT professionals are expected to be the unifying factor. In this interactive communication training course, you will receive custom training to enable you to communicate from the heart. Your communication will noticeably improve!

Course Code: ECHT
Days: 2
Price: € 1.140 (excl. VAT)

CONSULTING FUNDAMENTALS

Consulting is about more than just demonstrating your expertise. You need to be able to build a relationship so your advice is valued and accepted. This training course centers on the 'consulting lifecycle': a model that helps you to analyze, advise and implement.

Course Code: CF100E
Days: 2
Price: € 1.140 (excl. VAT)

TRUSTED ADVISOR (INCLUDING 2 INDIVIDUAL COACHING SESSIONS)

A Trusted Advisor knows their client's business inside out and adds value with their advice. The skills required to be a Trusted Advisor mostly involve having good interpersonal skills and using your expertise intelligently, so you're ultimately seen as a welcome guest, taken seriously and trusted by all levels of the organisation. This training is focused on your own path of development as a Trusted Advisor: therefore, in addition to two days of training, you will also receive two individual coaching sessions.

Course Code: TA
Days: 2
Price: € 1.995 (excl. VAT)

TRAIN THE TRAINER

Possessing knowledge is one thing, transferring knowledge is an entirely different skill altogether. In successful organisations, sharing knowledge is crucial. That is why Global Knowledge has developed a course that helps IT professionals to share knowledge didactically and facilitate interactive training.

Course Code: TTT
Days: 3
Price: € 1.710 (excl. VAT)



PRODUCTIVITY

Save time by working more efficiently

Companies need productive employees. They also need appropriate IT to provide them with optimal support, such as applications and data that are constantly accessible via the cloud. Preferably, they should be scalable, priced on a pay-per-use basis and have air-tight and updated security. You, the IT professional, are expected to make all this happen, which can result in a very heavy workload. By learning to structure your work, you will be better able to meet these expectations. You'll be more productive and will be able to help your clients and colleagues improve their own productivity.

By following a productivity training course at Global Knowledge, you will learn how to work efficiently, regardless of your position or experience. Whether you're a senior IT manager or a junior with potential, we have the right course for you. Take a course that teaches you how to set priorities and to convert them into effective action that results in the efficient realisation of project goals. Alternatively, one that helps you to improve the efficiency of your IT team, teaches you how to prevent miscommunication in virtual teams, or how to lead meetings and delegate.



PRODUCTIVITY TRAINING COURSES

MANAGING MULTIPLE PRIORITIES: WORK SMARTER, NOT HARDER

Are you always running out of time? You're not the only one. Workloads are increasing and that leads to more stress, errors and the feeling that you have no control over your work. In this training course, you learn about time wasting, using your time assertively, structuring your plans and gaining control over your time.

Course Code: MMP100E
Days: 1
Price: € 570 (excl. VAT)

BUSINESS SKILLS FOR IT PROFESSIONALS

For IT professionals, interpersonal skills are crucial for success. The successful professional is assertive, takes initiative, has professional insight, has a positive influence on their environment and uses professional and results-oriented communication. These are the subjects that will be discussed in this compact training course.

Course Code: BSITP100E
Days: 2
Price: € 1.140 (excl. VAT)

WORKING IN A VIRTUAL TEAM

These days, you are often required to collaborate with colleagues and clients who are located elsewhere and even in different time zones. Sometimes this can lead to language or cultural barriers. In this training, you will learn how to bridge the physical distance and cultural differences using good communication and learn how to create a tight, results-oriented virtual team.

Course Code: WVT100E
Days: 1
Price: € 570 (excl. VAT)

MANAGING MEETINGS

Meetings are not always productive and can be long-winded and dull. In this training, you learn to only hold meetings if the goal requires it and to use effective tools that keep meetings short, results-oriented and productive. This course is suitable for both meeting participants and organisers.

Course Code: MM100
Days: 1
Price: € 570 (excl. VAT)

DELEGATE FOR RESULTS

This training is all about 'task ownership' and the skills required to delegate tasks efficiently. You can delegate all directions: to a subordinate, to a co-worker or to a leader. By utilising someone else's talents to execute your responsibilities, you can improve collaboration, optimise the quality of your work and keep your workload under control.

Course Code: 8621
Days: 1
Price: € 570 (excl. VAT)

INSPIRING AND MOTIVATING

A modern leader is someone who creates optimal conditions that allow the team to excel. A leader is no longer just a boss; leaders are now expected to be inspiring visionaries. This training course teaches you how to inspire and motivate professionals from the heart in order to achieve results.

Course Code: 8619
Days: 1
Price: € 570 (excl. VAT)

NLP (NEURO-LINGUISTIC PROGRAMMING) BASIC

NLP is about behaviour and communication: revealing the patterns that keep us stuck. During this training course, you will learn to recognize and overcome your own patterns, in particular with regard to effective communication.

Course Code: NLP-B
Days: 2
Price: € 1.140 (excl. VAT)

NLP (NEURO-LINGUISTIC PROGRAMMING) ADVANCED

If you have followed the NLP introduction training or you are already familiar with NLP, then this training is a 'must' to further increase your personal effectiveness. In this in-depth training you learn to 'communicate with impact' by getting even more out of (non-) verbal communication, applying question techniques and principles of coaching and motivation skills.

Course Code: NLP-G
Days: 3
Price: € 1.710 (excl. VAT)

BRAIN TRAINING: USING MIND MAPS MORE QUICKLY AND EFFECTIVELY AND SPEED READING

We read a huge amount of words per day. Either on paper, or more often nowadays, on a screen. You can save time by learning to read faster. You can also become more effective by visualising your creative ideas in a systematic way: through mind mapping. Learn both skills (mind mapping and speed reading) in just one day and increase your productivity!

Course Code: BT
Days: 1
Price: € 570 (excl. VAT)

MINDFULNESS FOR IT-PROFESSIONALS

If you feel like time is slipping through your fingers and that you have lost control over your work-life balance, energy levels and thoughts, it's time to turn your attention to what's really important to you. Mindfulness means being present in the here and now, without passing judgment. This non-judgmental attitude towards your own experiences increase your ability to deal with life's challenges. This will allow you to function better at work and at home.

Course Code: MF
Days: 2
Price: € 1.140 (excl. VAT)



SALES AND SERVICES

Improve customer satisfaction

IT management on location with the client, troubleshooting or a sales meeting – as an IT worker, you're often in contact with existing or potential customers. And rightly so, because they are the ones who will ultimately be using your IT services and products. Nowadays, every IT worker should be able to provide good customer service. Whether you're the delivery manager who is drafting an RFP or a 1st line support technician that is solving a technical problem: you're always dealing with customers, providing them with a service and ensuring their continued cooperation with you. However, how do you keep your customers satisfied without losing time?

A successful customer-oriented approach requires the right attitude and skills. In the Sales & Services training courses, you learn how to create loyal and satisfied customers in any situation. You receive tips and tricks regarding negotiation, sales calls, sales management and building strategic partnerships. We also offer training courses that provide you with the right knowledge and skills to improve customer satisfaction on a structural level, make your IT department more customer-friendly and profitable, improve sales skills and turn yourself into an indispensable service expert at your IT organisation.



SALES AND SERVICES TRAINING COURSES

BUILDING STRATEGIC PARTNERSHIPS

The world economy, increasing competition and well-informed customers have changed the role of the salesperson. It's important that salespeople have a comprehensive knowledge of the features and benefits of the products and services they are offering. This training course provides product salespeople with advanced concepts, tools and skills to turn them into service providers and strategic partners, which means they are better able to deal with customers and achieve good results.

Course Code: GBSPE100
Days: 3
Price: € 1.710 (excl. VAT)

IMPROVING SALES SKILLS

The sales profession is undergoing rapid changes. Customers have more knowledge and competition is growing. This two-day sales training is based on the Sales E.D.G.E. method and provides salespeople with the basic skills required to achieve and surpass their sales targets.

Course Code: GSAE100
Days: 2
Price: € 1.140 (excl. VAT)

SELLING A TOTAL SOLUTION

This is a two-day workshop in which salespeople acquire the knowledge and skills to allow them to sell solutions successfully. There is a clear difference between selling products or services, and selling solutions. It's not only important to sell the benefits to the company; salespeople also need to have a good understanding of the client's business model and decision-making process. In this course, you learn advanced techniques you can use to influence decision makers and keep them engaged.

Course Code: RSS100E
Days: 2
Price: € 1.140 (excl. VAT)

CUSTOMER SERVICE FOR IT PROFESSIONALS

Fact: a service is only as good as the customer thinks it is. In these two days, you will learn the basics and techniques of adopting a customer and service-oriented approach in your IT department. This training course provides product salespeople with service desk workers. IT professionals with models with concepts, tools and skills to allow internal and external communication to run more smoothly, enabling them to achieve a higher level of customer service, customer satisfaction and customer loyalty.

Course Code: GSEE100
Days: 2
Price: € 1.140 (excl. VAT)

NEGOTIATION SKILLS

Whether you're asking for resources, negotiating with a customer or find yourself in the middle of a conflict, if you are skilled at negotiation, you will be able to navigate these situations successfully. In this active and interactive training course, you will practice negotiation techniques and receive direct feedback. This will improve your negotiation skills and allow you to discover your personal style and how you can adapt it to various situations.

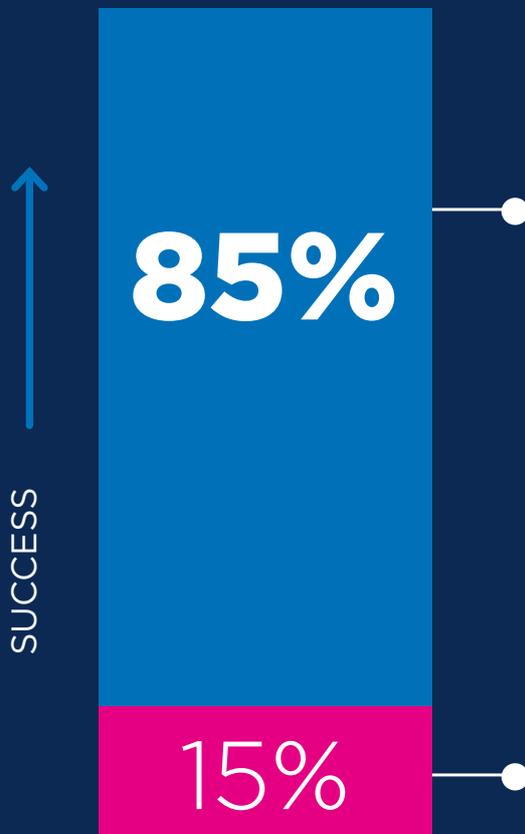
Course Code: GNS100E
Days: 2
Price: € 1.140 (excl. VAT)

GENUINE SALES: THE PREMIUM EXPERIENCE

[EXPERIENCE TRAINING] In this training course, the participant learns to provide the customer with the wow factor that brands want to evoke, in every phase of the sales process, from beginning to end, regardless of the product. Whether it's a luxury item such as a watch or car, corporate products such as insurance policies or lease contracts, or IT products such as servers or licenses: this training course is for anyone who wants to communicate a premium brand experience. This is an Experience Training and is based on the FACT TRAINING method® (First impression, Attitude, Contact, Time). This means there will be lots of practice, feedback and fun. And more importantly: impactful and memorable training.

Course Code: PREMIUM
Days: 3
Price: € 1.710 (excl. VAT)

WHY ARE SOFT SKILLS THAT IMPORTANT?



RESEARCH BY HARVARD AND STANFORD UNIVERSITY CONCLUDES:

85% of success in careers comes by having highly developed Soft Skills, Management Skills and Personal Skills.

Only **15%** of success comes from having Technical Skills and Hard Skills.

(National Soft Skills Association™, 2016)

OUR



JOSIEN VAN BOMMEL

COMMUNICATION TRAINER AT GLOBAL KNOWLEDGE

Development has been a common theme throughout my life. I grew up in a family of teachers as both my father and mother taught in schools. Personally, I've always enjoyed teaching others and helping them progress. I find it extremely gratifying. Communication and presentation are two wonderful subjects, and I believe that every professional can improve their skills in these areas. By experiencing and becoming aware of the impression you make on others (verbally and non-verbally), you gain valuable information that helps you grow as a person. Development, enjoyment, action and experience are always my first concerns!



PETER WEERTMAN

TRAINER AT GLOBAL KNOWLEDGE

I have a motivational approach and believe that people make the difference. I develop an understanding of the experience, aims and needs of the trainee and motivate them to develop the right attitude and behaviour. With the courses I instruct, I enable people to grow in a personal and professional capacity, and stimulate entrepreneurship. If employees become a strong team with enjoyment, engagement and professionalism at the core, this creates positive results for the entire organisation.



What happens when we invest in our coworkers and they leave?

What happens if we don't invest and they stay?



TRAINERS



SVEN POLAK
TRAINER AT GLOBAL KNOWLEDGE

Making communication simpler: that's the aim of my training sessions. Communication is essentially all about sending and receiving, but we humans are quite complex. We're often unaware of everything we're communicating in addition to the core message and that's often where the problem lies. Through our training methods, we first allow people to experience what impression they are making. They then become more aware of their own communication and often discover that they only need to make a few small adjustments to enable the message to be transmitted as they intended it to be.



DANIËLLE CLEMENS
CO-TRAINER

What's great about my work as a co-trainer is that through the one-on-one conversations we have, participants come to realise the effect their behaviour has on others. The participant therefore gains an insight into what works and what doesn't. Using feedback and tips we look at the ways in which the participant can change the behaviour that isn't working. This is then immediately put into practice in a second conversation with the co-trainer in which the participant can directly experience the positive effects of the new behaviour. The focus on experience and the opportunity to experiment with behaviour in a safe environment leads to effective training in which every participant comes to their own personal insights.



Good leadership from managers is an important factor for ensuring a productive work environment, greater staff engagement and good employee retention rates. Good leadership also motivates employees.

Global Knowledge offers a wide range of training courses for leaders. These training courses help supervisors, managers and future leaders to stimulate, coach and motivate employees. This allows them to effectively put the organisation's strategy into action and contribute towards the operating results.

These training courses are instructed by experienced professionals who will help you find the right management strategy.

MANAGEMENT AND ORGANISATION

Leadership Training



LEADERSHIP TRAINING COURSES

MASTERING MANAGEMENT SKILLS

IT leadership, IT management skills and a focus on you and your talents form the foundation of this nine-day IT management course. The aim of this training is to provide IT managers in an organisation with the knowledge and skills they need to lead their people more efficiently and effectively. During the program, IT managers learn to see human potential in a progressive, new way, which results in improved effectiveness and productivity.

Course Code: A-MSP1
Days: 9
Price: € 4.560 (excl. VAT)

PRACTISE LEADERSHIP IN AN AGILE ENVIRONMENT

The greatest challenge for modern organisations is to develop the leadership that the organisation needs to be successful in a dynamic and ever-changing environment. Gone are the days when leaders could determine their leadership without outside input. The modern age calls for leaders that are able to create a work setting that stimulates and challenges their employees, both individually and as a team. They need to ensure that employees care about the fate of the organisation and use their competencies and energy to implement the activities of the organisation in an atmosphere of collaboration. Leaders are required to have well-developed empathy and personal power to get people invested in their vision. We call this type of leadership service-oriented leadership.

Course Code: A-MSP2
Days: 4
Price: € 2.280 (excl. VAT)

LEADERSHIP FOUNDATIONS

The transition from being a team member to being a manager brings with it wonderful opportunities and sizable challenges. In this training course, you learn what your new responsibilities entail and what is expected of you. You learn new skills and processes that will help you to find a good balance between setting priorities, breaking through barriers, earning respect and building credit.

Course Code: 8624
Days: 1
Price: € 570 (excl. VAT)

ACTIVE LEADERSHIP FOR IT PROFESSIONALS

Within organisations, collaboration more frequently occurs between multidisciplinary teams. Employees are no longer interested in traditional career paths and communicate in different ways. In this course, you learn how to coach, develop and retain technical and highly-educated employees. The program Active Leadership for IT professionals helps you to overcome challenges and coach, empower and lead people to new heights.

Course Code: GALECIT100
Days: 3
Price: € 1.710 (excl. VAT)

BUSINESS-IT ALIGNMENT: MASTERCLASS FOR IT (MANAGEMENT) PROFESSIONALS

Business-IT alignment is high on the agenda for many companies. In essence, it means that the information supply and underlying technology are aligned with what the business is capable of and wants to achieve. This not only involves technical aspects but also organisational, cultural and political factors. This masterclass in aligning IT with the organisational strategy was developed for IT managers who are responsible for unifying and implementing the IT and business strategy. The program consists of four days spread over one month.

Course Code: BITA-MNR
Days: 4
Price: € 2.280 (excl. VAT)

LEADING VIRTUAL TEAMS

Project teams no longer necessarily work at a fixed location or at a certain organisation, and are now often virtual instead. Virtual teams may be formed on a temporary or permanent basis and the members may be located anywhere in the world. Working in virtual teams results in significant challenges with regard to management and communication skills. It requires skills that managers lack experience in. This two-day workshop teaches people managers and project managers, in all levels of the organisation, how virtual teams can work effectively.

Course Code: LVT100E
Days: 2
Price: € 1.140 (excl. VAT)

MANAGEMENT STRATEGY FOR LEADERS - THINK1™

These days, all organisations have to deal with change. Technology, competition, shareholder's interests, mergers, takeovers, and consumer and market demands can all result in change. Change Management – Leading Change was developed for people who lead others during change. This training course for leaders combines the latest knowledge, models, tools and learning techniques for adults in one, powerful study package for companies.

Course Code: GLTE100
Days: 2
Price: € 1.140 (excl. VAT)

PERFORMANCE MANAGEMENT

People and organisations are constantly under pressure to achieve higher levels of performance. Effective management consists of three steps: planning, coaching and evaluating. In this course, you learn to clarify and understand objectives, in accordance with individual objectives and the strategy of the organisation. You learn to coach and to manage the process correctly in order to achieve results. You also learn to evaluate, assess and provide feedback.

Course Code: GPME100
Days: 1
Price: € 570 (excl. VAT)

Experience training at Global Knowledge guides ORTEC Benelux team to success

ORTEC is a successful company that operates worldwide and is specialised in optimisation software and analysis solutions. ORTEC develops solutions that help organisations to achieve process optimisation, efficiency, effectiveness and innovation, simplify operations and make decision making more rational.

According to Vincent Lemmens, Director of ORTEC Benelux, the continuous development of employees is an important part of their success. They set up Development Centers to assist employees in their advancement. At these Development Centers, employees are tested on a voluntary basis. Through this testing, they gain insights into their strength and the areas that need improvement.

The insights acquired through the Development Centers allowed them to gain a greater understanding of the DNA of ORTEC Belgium. "As well as strengths, we discovered issues within our DNA that we wanted to improve as a team. We are analytical people who like to solve puzzles and find solutions. On the other hand, we need to make sure that we are not merely blindly following instructions. Instead, we need to be able to argue for alternative solutions. In some cases, this can provide better results for the customer and the relationship in the long term," says Lemmens. The skills that are required for this are: "Asking more questions, daring to say 'no', and having the confidence to give advice and act as a consultant."

ORTEC





“Asking more questions, daring to say ‘no’, and having the confidence to give advice and act as a consultant.”

Vincent Lemmens, Director ORTEC Benelux

These insights motivated Lemmens to search for a partner that could help them develop these skills. They selected Global Knowledge as their training partner. Lemmens applauds Global Knowledge's approach: “They understood exactly what we needed and were responsive and flexible.” The first impressions and the proposal made by Global Knowledge led ORTEC to decide to work with Global Knowledge.

The training proposed consisted of an ‘Experience Training’, which consists of a high-energy, fun, tailored approach, a practical orientation and assistance from co-trainers and corporate training actors. This method allows the participants to make great strides, since they can immediately experience the benefits of new types of behaviour and apply their knowledge in practice. To create a safe environment where people are free to develop themselves was an important prerequisite for ORTEC. Global Knowledge was able to create this safe environment: “The trainer had already broken the ice before the training had even begun,” says Lemmens.

Lemmens also states that the practical approach of the training has proven very beneficial to ORTEC. After all, you can't learn practical skills with theory. This approach has allowed ORTEC Belgium to take an important step in the right direction. Lemmens adds: “I deem the training a success when I witness changes in behaviour.” Since change doesn't happen overnight, the Global Knowledge approach incorporates follow-up days. During the follow-up days, participants reflect on blocks they have experienced. They have the opportunity to practice once again and help each other to move past these blocks.



FLEXIBLE AND BLENDED LEARNING AT GLOBAL KNOWLEDGE

At Global Knowledge you have various options in which to acquire knowledge. You can choose where, when and how you want to receive your training. Choose from classroom or online, public or private, synchronous or asynchronous learning or a combination; we have a course that suits your needs and preferences.

Classroom training

The benefit of classroom training is that you interact with the trainer and fellow students. You learn with each other and from each other. In addition, you work with the latest equipment in a learning-friendly environment. In Belgium, classroom training courses are offered in Mechelen, Brussels and Ghent. In the Netherlands is Global Knowledge located in Nieuwegein, Amsterdam, Apeldoorn, Drachten, Eindhoven, Groningen, Maastricht, Rotterdam, Zoetermeer and Zwolle.

Virtual Class Room Live

Receive the same quality classroom training online. You will be able to interact with the trainer and delegates, at a location that suits you. You can participate in assignments and work together with fellow students via personal and group chats. You also get access to recordings of the training class in order to see what you missed or what you want to see again.

On-Demand

With On-Demand training, you decide when you want to take the training course and at your own speed. You get online access to authorised course material, training videos and hands-on activities in a learning environment that has been designed in such a way that it holds your attention. In addition, you get free 24/7 support from experts with all the training courses.

Customisation

Do you want to have a team, department or entire organisation trained? You can choose where, when and how you want learn. Select training at your own location, online, at our location or at a different location. The contents of the training classes and training materials can even be adjusted to your goals and requirements.

Blended Learning

Blended Learning offers you the option to follow a combined learning program. The program consists of a mixed form of online studying and classroom training. You can specify the combination and decide what mix works the best for you.



ABOUT GLOBAL KNOWLEDGE

Global Knowledge is a worldwide market leader in training courses for IT-professionals. You learn from certified and experienced trainers and you always work with up-to-date authorised course material. In addition, we develop supplementary online learning materials and new training courses based on current trends and the needs of our clients.

EXAMS

When you want to obtain certification, then you can also take your exam(s) at Global Knowledge. You take exams in a comfortable space, with all facilities available. After all, we are an authorised test center for leaders in the testing industry such as Pearson Vue, Exin, APMG, PSI and PeopleCert.

NEED ADVICE?

If you have questions regarding a training course you are interested in, please call our toll free number 0800 84 009 or send an email to info@globalknowledge.be.





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