

# Cegos Group Learning Collection

cegos  
Beyond  
knowledge



Digital Offer for  
Self-Directed Learning



# About the Cegos Group

## A presence in Europe, Asia and Latin America

France, Germany, Italy, Portugal, Spain, Switzerland, United Kingdom, China, Asia-Pacific, Brazil, Chile, Mexico



Operating in more than

**50**

countries through our international network

**250,000**

people trained each year worldwide

**1,500**

employees

**256 M€**

global turnover

**+3,000**

partners consultants

**20,000**

corporate customers

**+1,970**

Stand-alone Learning modules

**2.5 M**

Connected learners

**23**

languages

A multi-awarded expertise worldwide



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Beyond knowledge

# From Skills to Performance

## Why the Cegos Group Digital Learning Collection?

- State-of-the-art L&D expertise
- Skill-based portfolio in 5 capability areas
- Variety of formats for rich and effective learning experiences
- Multilanguage offer, available in up to 23 languages
- WCAG Compliant



# Localisation

our content is culturally adapted

US English and French,  
UK English, Spanish, German,  
Italian, Dutch, Portuguese,  
Slovak, Hungarian,  
Latin American Spanish,  
Brazilian Portuguese, French  
Canadian, Chinese (simplified and  
traditional), Japanese, Arabic,  
Vietnamese, Bahasa Malay,  
Indonesian, Korean, Thai



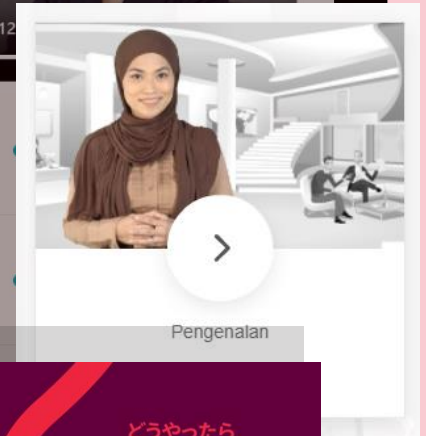
الخطوة 1: أظهر دوافعك



الخطوة 2: انتبه قبل أن تتصرف



تعرف عليهم





# Off-the-shelf Modules, and Playlists for self-directed learning

In 5 Capability Areas, to  
develop the Core Skills  
for the Future

## Skills F1rst Playlists

In the next pages you'll find our offer organized by skill, but we are launching, in a weekly basis, new modules and new languages.

For the updated list, please visit our portal:  
<https://portal.cegosdigitalstudio.com/login>

If you want to know more about our pipeline  
and what is coming next, [click here](#).



# Managing & Leading Others

Effective management and leadership fosters a positive work culture, boosts employee engagement, and ensures organizational success in an ever-evolving and competitive business landscape.

These playlists are for managers and leaders who need to gain the skills to lead with confidence, become a transformative and adaptive leader, capable of guiding their team and organization through challenges, uncertainties, to drive business success.

## Our Skills Playlists

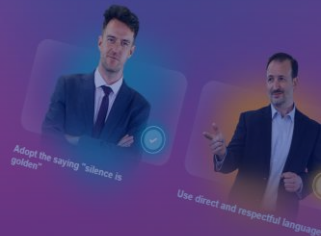


### **For Core Management & Leadership skills:**

- MyStory as a Manager
- New Manager's Power Play: Emotional Intelligence and Feedback Strategies
- Self-management for Managers
- The Manager's Communication Toolkit
- The Manager Toolkit: Empower and Lead

### **For Leadership Skills:**

- Leadership Dynamics: Driving Team Growth



# Managing & Leading Others



## Core Management Skills

### MyStory as a Manager

- MS001 I am building relationships with each team member
- MS002 I am running my first team meeting
- MS003 I am clarifying my most important priorities
- MS004 I am sharing my vision with the team
- MS005 I am assigning a task to a team member
- MS006 I am giving feedback
- MS007 I hold my team member accountable
- MS008 I am dealing with an expert team member
- MS009 I am keeping my team member motivated
- MS010 I am encouraging autonomy
- MS011 I am setting objectives and key results to be achieved
- MS012 I am conducting one-on-ones
- MS013 I am leading a reflection meeting

### Self-management for Managers

- MH138 A/B Using emotions to build trust
- MH156 A/B Handling emotions within your team
- MH251 Creative problem solving
- MH252 Tools for effective decision-making process
- MHD270 Design Thinking
- MH256 Personality styles: Deepen the understanding of yourself and others
- MHD248 Developing mental toughness and resilience

### The Manager Toolkit: Empower and Lead

NEW

- MH142 Fostering and maintaining motivation
- MH151 A/B Guiding team and individual actions
- MH152 A/B Becoming a coaching manager
- MH262 Prepare your teams for times of uncertainty and transform fear into power
- MHD283 Open Leadership - Everyone can be a Leader
- MFD040 Effective delegation: Empowering your team
- MFD043 Managing conflict in your team: Strategies for organizational growth
- MFH029 GROW to empower your team members

### The Manager's Communication Toolkit

- MHD057 Preparing yourself to get on stage
- MHD259 Techniques to engage your virtual audience
- MFH022 Remote Management: Effective ways to communicate with team members
- MHD274 Master Cross-Functional Management: Communicate to engage
- MFH002 Managers: How to give positive and constructive feedback
- ME024 Giving feedback with SBI Method

### New Manager's Power Play: Emotional Intelligence and Feedback Strategies

- MH140 A/B Making your new management position successful
- MH141 The management styles
- MH143 The situational skills of the manager
- MH144 A/B The relational skills of the manager
- MH145 The emotional skills of the manager
- MH156 A/B Handling emotions within your team
- MHD255 Understanding unconscious bias and how to deal with it
- MFH002 Managers: How to give positive and constructive feedback
- MFH001 Conducting team meetings
- ME024 Giving feedback with SBI Method
- ME016 Welcome well-formulated or awkward criticism
- ME010 Giving positive and constructive feedback

## Leadership Skills

### Leadership Dynamics: Driving Team Growth

- MH152 A/B Becoming a coaching manager
- MFD043 Managing conflict in your team: Strategies for organizational growth
- MH262 Prepare your teams for times of uncertainty and transform fear into power
- MFH023 Remote Management: Handle poor performing employees
- MHD254 Intercultural awareness: Promoting diversity, inclusion and belonging inside my team
- MHD266 Exponential Leadership
- MHD285 Leading with data
- MFD044 Leading resilience inside sales team

NEW

# Organization & Business Transformation

Change is a collective endeavour, and its success hinges on the active participation of every individual inside the organization.

These playlists 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.



## Our Skills Playlists

### Supporting Change:

- Leading through Change: Thriving in Uncertainty
- Talent Management:
- HR Dynamics: Talent Management

### Training for Trainers:

- Trainers' Toolkit for a successful training
- Trainer's Toolkit for on-the-job training

### Sustainability & Inclusion

- Sustainability 4 All
- DEI: Building a Diverse and Inclusive Future

### Digital & Data Skills

- Digital Skills 4 All



## Skill: Training for Trainers

### Trainers' Toolkit for a successful training

- NEW** GVID001 Designing a Training Course
- NEW** GVID002 Getting Started with your Training
- NEW** GVID003 Training Methods and Techniques
- NEW** GVID004 Handling Difficult Situations
- NEW** GVID005 Foster a Learning Community
- ME022 Practicing active listening in training
- MH245 6 Keys to successful digital training

### Trainer's Toolkit for on-the-job training

- MH243 On-the-job training: Building and making the course come alive
- MH244 On-the-job training: How to support learners in the workplace
- ME025 On-the-job training: Using mistakes to learn
- ME021 Training on the job: The 7 main pitfalls to avoid

## Digital & Data Skills

### Digital Skills 4 All

- 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?
- NEW** MVID011 How to Present Data Effectively
- NEW** MVID012 AI Prompting: How to Ask the Right Questions

## Skill: Supporting Change

### Leading Through Change: Thriving in Uncertainty

- MFH031 Building and sharing a strong vision
- MH084 Triggering the dynamics for change
- MH262 Prepare your teams for times of uncertainty and transform fear into power
- ME023 Digital Transformation: Overcoming resistance
- NEW** MFH030 Managing transformations with Test and Learn Approach

## Skill: Talent Management

### HR Dynamics: Talent Management

- MHD268 HR from Outside In
- MHD278 How to recruit talent using social networks
- MHD279 Onboarding in a hybrid world
- MH245 6 keys to successful digital training
- MHD264 5 Dimensions of Employee Experience
- MH210 A/B Preparing and structuring the annual performance review





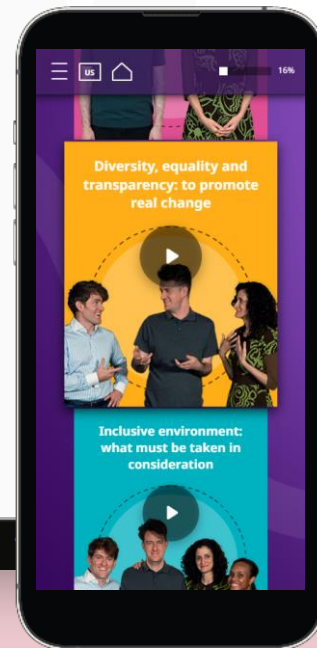
# Skill: Sustainability & Inclusion

## Sustainability 4 All **COMING SOON**

- MVID013 Fundamentals for Sustainability
- MVID014 Take Action for Sustainability
- MVID015 HR for Sustainability
- MVID016 Finance for Sustainability
- MVID017 Procurement for Sustainability
- MVID018 R&D/Innovation for Sustainability
- MVID019 Facility Management for Sustainability
- NEW** GVID008 Unveiling Sustainability: Building a Balanced Future
- MVID003 How to Make Digital Work More Sustainable ?

## DEI: Building a Diverse and Inclusive Future

- MHD254 Intercultural awareness: Promoting diversity, inclusion and belonging inside my team
- MHD255 Understanding unconscious bias and How to deal with it
- MVID007 How to Foster Diversity, Equity, and Inclusion in Digital Collaboration ?
- GVID008 Unveiling Sustainability: Building a Balanced Future





# Personal Development

Playlists to empower individuals to navigate the complexities of work and life. From assertiveness and effective communication to emotional intelligence, time and energy management, well-being, and a growth mindset, they foster confidence, resilience, and adaptability, ultimately leading to personal and professional success.

## Our Skills Playlists

### **Assertiveness & Self-confidence:**

- Assertiveness Toolkit: Communicating with Confidence
- Effective Communication in the Workplace

### **Emotional Skills**

- Emotional Intelligence at Work: Nurturing Team Dynamics

### **Time & Energy Management**

- Time Mastery: Productivity in a Rapid World
- Strategic Time Mastery: Priorities and Focus
- Well-being and Energy Management
- Remote Collaboration and Well-being

### **Growth Mindset**

- MyStory : Embracing Change
- Growth Mindset: Learning and Resilience



## Skill: Assertiveness & Self-Confidence

### Assertiveness Toolkit: Communicating with Confidence

- MH007 A/B Adapting to other people to communicate more effectively
- MH011 A/B Assertiveness: Know your profile
- MH012 A/B Assertiveness: Toolkit
- MHD284 Assertive Communication Toolkit
- ME005 Develop your assertiveness - Level 1
- ME013 Develop your assertiveness - Level 2
- ME014 Develop your assertiveness - Level 3

### Effective Communication in the Workplace

- MH015 A/B Knowing yourself better to communicate better
- MH016 Three routes to good communication
- MH056 Writing techniques: How to build persuasive arguments
- MH211 Identify your communication styles
- MH212 Successfully adapting your message
- MH238 Creating compelling visuals for a successful presentation
- NEW** MHD284 Assertive Communication Toolkit

## Emotional Skills

### Emotional Intelligence at Work: Nurturing Team Dynamics

- MH190 A/B Impact of emotions in the workplace
- MH191 A/B Developing your emotional conscience
- MH192 A/B Understanding emotional dysfunction
- MH256 Personality styles: Deepen the understanding of yourself and others

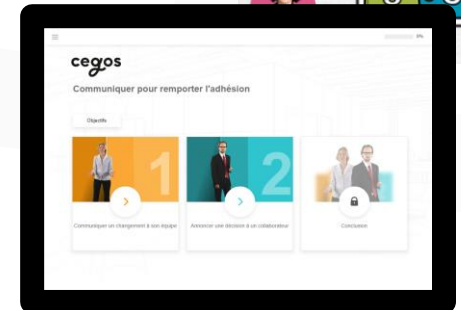
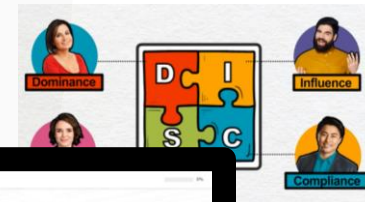
## Skill: Growth Mindset

### MyStory : Embracing Change **NEW**

- MS024 I face a new challenge
- MS025 I become aware of my strengths
- MS026 I surround myself with people who can help me progress
- MS027 I set up rituals to maintain my energy
- MS028 I focus my energy to experience flow
- MS029 I manage conflicts using emotional intelligence
- MS030 I develop agility and adaptability to deal with the unexpected
- MS031 I solve a complex problem with collective intelligence
- MS032 I nurture openness and self-awareness to grow
- MS033 I adopt a growth mindset

### Growth Mindset: Learning and Resilience

- MH009 Understand how you deal with stress
- MH010 Handling stress
- MHD248 Developing mental toughness and resilience
- MHD280 How to handle conflict: From conflict to personal growth
- NEW** MHD281 Develop your Ability to Learn
- NEW** MHD286 Critical Thinking for Effective Decision-Making





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Successful Telephone  
Follow-ups

Register

This is steps of a follow-up call

Active listening techniques

Staying focused, positive and  
calm for successful remote  
working

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PROFILER: COMMUN  
DIFFICULT SITUATIO

The purpose of this challenge is to help you identify  
your own strengths in a new and different  
context.

Start

**Personal  
Development**



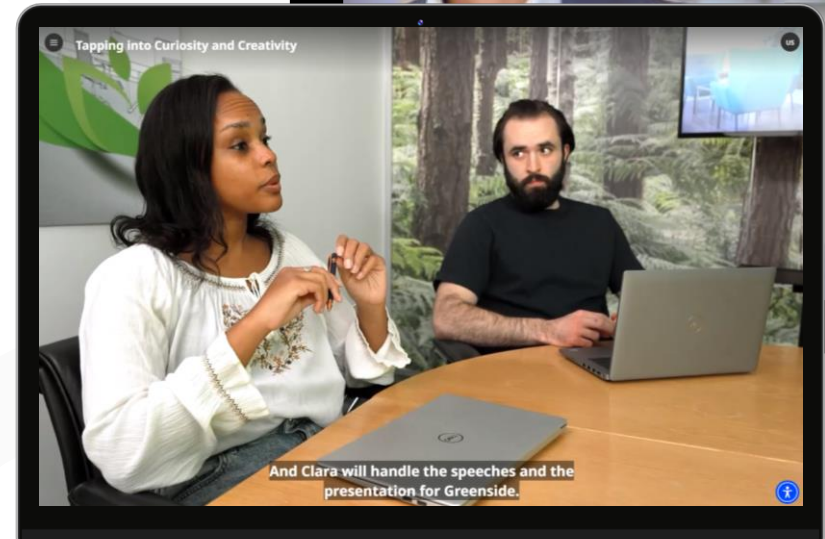
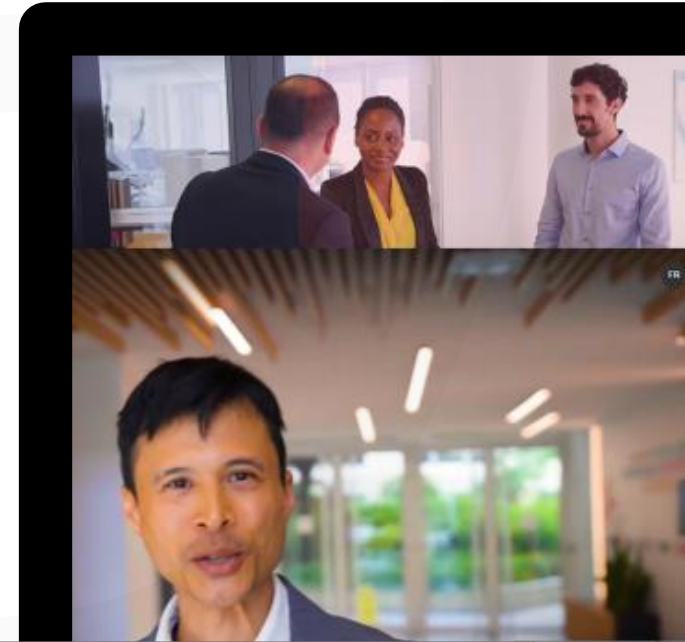
## Skill: Time & Energy Management

### Well-being and Energy Management

- MH009 Understand how you deal with stress
- MH010 Handling stress
- 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

### Remote Collaboration and Well-being

- MH234 How to succeed at remote work
- MH242 8 Tools for more collaborative meetings
- 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





# Working with Others

From project management and teamwork, to stakeholder engagement and creative thinking, these playlists equip individuals to excel in collaborative environments. Negotiation and conflict resolution, along with effective communication, foster harmonious relationships, ensuring successful teamwork and innovation within organizations.



## Our Skills Playlists

### **Project Management:**

- Project Mastery Blueprint: From Planning to Implementation
- Agile Project Management
- Remote Team Setup and Management

### **Teamwork**

- Creating a Collaborative Team Environment
- Stakeholder Engagement: Building Support Networks
- Mastering Effective Interactions

### **Creative Thinking & Innovation**

- Innovative Thinking & Problem-Solving Toolbox
- Negotiation & Conflict Resolution
- Mastering the Art of Public Speaking

### **Oral & Written Communication**

- Mastering the Art of Public Speaking

# Working with Others

## Skill: Project Management

### Project Mastery Blueprint: From Planning to Implementation

- MH246 The keys to getting your project off to a flying start
- MH247 Organizing tasks and responsibilities in a project
- MHD265 Online Project Management
- MFH016 Project Management: Mobilizing team members
- MFD016 Project Management: Mobilizing Your Team for Success
- MFH021 Lead meetings remotely
- MFH023 Remote Management : Handle poor performing employees
- MFH024 Facilitating a project steering committee meeting
- MFH026 Develop and implement an action plan

### Agile Project Management

- MH239 The key tools for adopting an agile approach in project management
- MH240 Managing your project with a hybrid approach
- MFH037 Agile projects: How to make processes work for your team
- MFH038 Building agile relationships with clients

### Remote Team Setup and Management

- MHD265 Online Project Management
- MH230 Keys to set up a remote team
- MFH021 Lead meetings remotely
- MFH022 Remote Management: Effective ways to communicate with team members
- MFH023 Remote Management: Handle poor performing employees



## Skill: Teamwork

### Creating a Collaborative Team Environment

- MFH025 Facilitating a brainstorming session
- MFH027 Facilitate effective meetings
- MH242 8 Tools for more collaborative meetings
- MH253 Succeeding in your new role
- MHD254 Intercultural awareness: Promoting diversity, inclusion and belonging
- MHD255 Understanding unconscious bias and how to deal with it
- MHD280 How to handle conflict: From conflict to personal growth
- ME010 Giving positive and constructive feedback
- NEW** ME028 A step-by-step approach to managing conflict

### Stakeholder Engagement: Building Support Networks

- MH009 Understand how you deal with stress
- MH010 Handling stress
- MHD248 Developing mental toughness and resilience
- MHD280 How to handle conflict: From conflict to personal growth
- MHD281 Develop your Ability to Learn
- MHD286 Critical Thinking for Effective Decision-Making

### Mastering Effective Interactions

- MH013 The three pillars of interpersonal excellence
- MH017 Three levers for building winning cooperation
- MH214 Evade trick questions at meetings
- MH256 Personality styles: Deepen the understanding of yourself and others
- ME010 Giving positive and constructive feedback
- ME011 Asking for feedback
- ME026 3 Milestones to Say Yes to delegation

Hi!

## Skill: Creative Thinking & Innovation

### Innovative Thinking & Problem-Solving Toolbox

- MH251 Creative problem solving
- MH252 Tools for effective decision making process
- MHD270 Design Thinking
- MHD286 Critical Thinking
- MDH269 Business Model Canvas

### Negotiation & Conflict Resolution

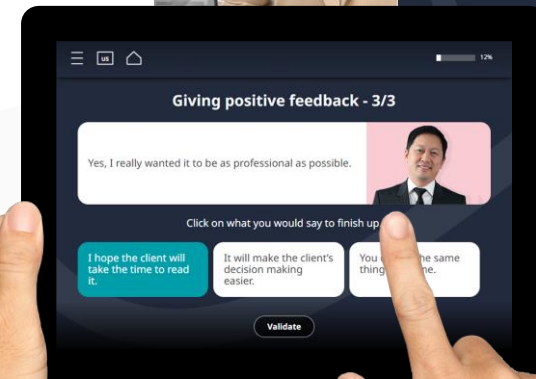
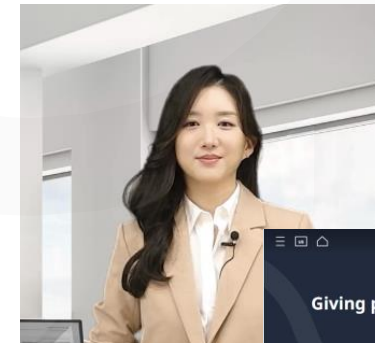
- MH251 Creative problem solving
- MHD280 How to handle conflict: From conflict to personal growth
- MFD043 Managing conflict in your team: Strategies for organizational growth
- ME028 A step-by-step approach to managing conflict
- ME002 Conducting the negotiation process – Level 1
- ME006 Conducting the negotiation process – Level 2
- ME007 Conducting the negotiation process – Level 3

## Skill: Oral & Written Communication

### Mastering the Art of Public Speaking

- MH211 Identify your communication styles
- MH212 Successfully adapting your message
- MH057 Preparing yourself to get on stage
- MH238 Creating compelling visuals for a successful presentation
- MH214 Evade trick questions at meetings
- MFH028 Public Speaking: Managing the Q&A
- MHD259 Techniques to engage your virtual audience
- MHD260 Delivering engaging and confident online presentations

## Working with Others



### Giving positive and constructive feedback

Objectives



# Sales & Client Relationship

These playlists help prepare teams for today's competitive business landscape. They empower professionals to deliver exceptional customer experiences, navigate challenging situations effectively, and foster enduring client relationships. Mastering these skills is a cornerstone of business success, ensuring customer satisfaction and long-term loyalty, ultimately driving growth and profitability.



## Our Skills Playlists

### Customer Relationship:

- Elevating Customer Experience
- Customer Care Crisis: Strategies for Difficult Situations

### Sales & Negotiation

- MyStory : Senior Salesperson
- Strategic Sales Pitch in a Hybrid World
- Sales Success Roadmap: From Prospecting to Closing Deals
- Commercial Negotiation Techniques





# Sales & Client Relationship



## Skill: Customer Relationship

### Elevating Customer Experience

**NEW**

- MH003 A/B The keys to phone communication
- MH004 Providing sales support by phone
- MH241 How to map your customer journey
- MHD282 Hybrid customer journey and experience
- MFD042 Successful telephone follow-ups
- ME001 Managing objections – Level 1
- ME012 Managing objections – Level 2
- ME015 Managing objections – Level 3

### Customer Care Crisis: Strategies for Difficult Situations

- MFH034 Giving bad news in a positive way
- MFH035 Handling angry customers
- MFH036 Managing customer incivility
- ME019 Argue according to the customer profile
- ME020 Managing urgent client requests

## Skill: Sales & Negotiation

### MyStory : Senior Salesperson

- 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

### Strategic Sales Pitch in a Hybrid World

- MHD257 How to create a persuasive sales pitch
- MHD258 Using social media for prospecting and selling
- MFH039 Delivering a powerful and winning online sales pitch
- MH237 Keys to BtoB sales cycle

### Sales Success Roadmap: From Prospecting to Closing Deals

**NEW**

- MH130 Creating a win-win sales approach
- MH134 Establishing the right sales commitments
- MH136 Convincing customers with a winning offer
- MH233 Prepare for a win-win negotiation
- MH236 Keys to BtoC sales cycle
- ME018 Ask the right questions to sell
- ME029 The Key Steps to Mastering Commercial Negotiation

### Commercial Negotiation Techniques

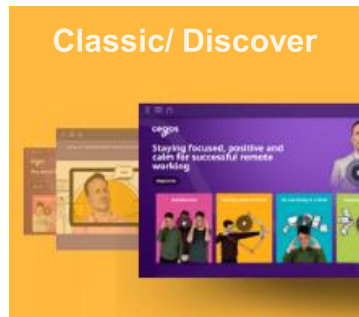
- MFH033 Conduct a commercial negotiation
- MH233 Prepare for a win-win negotiation
- ME029 The Key Steps to Mastering Commercial Negotiation
- ME002 Conducting the negotiation process – Level 1
- ME006 Conducting the negotiation process – Level 2
- ME007 Conducting the negotiation process – Level 3



# Digital Formats to discover and experiment



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.



## Classic/ Discover

**Objective:** Discover and explore specific content, from the point of view of the "hero"

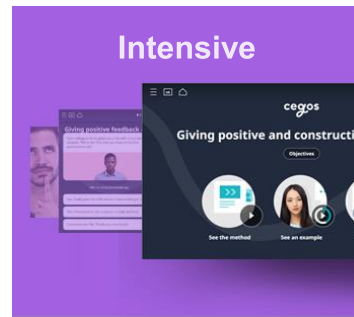
**Solution:** 15 minutes engaging, user friendly and interactive experience on a key business skills set



## Focus

**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

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

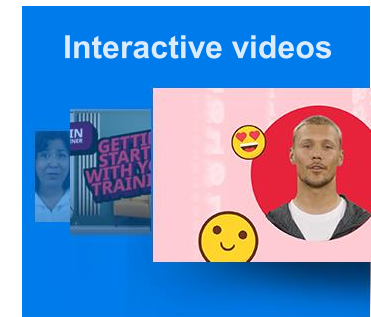
**Solution:** 7 minutes short mobile modules to practice new skills based on various business situations



## MyStory

**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



## Interactive videos

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

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

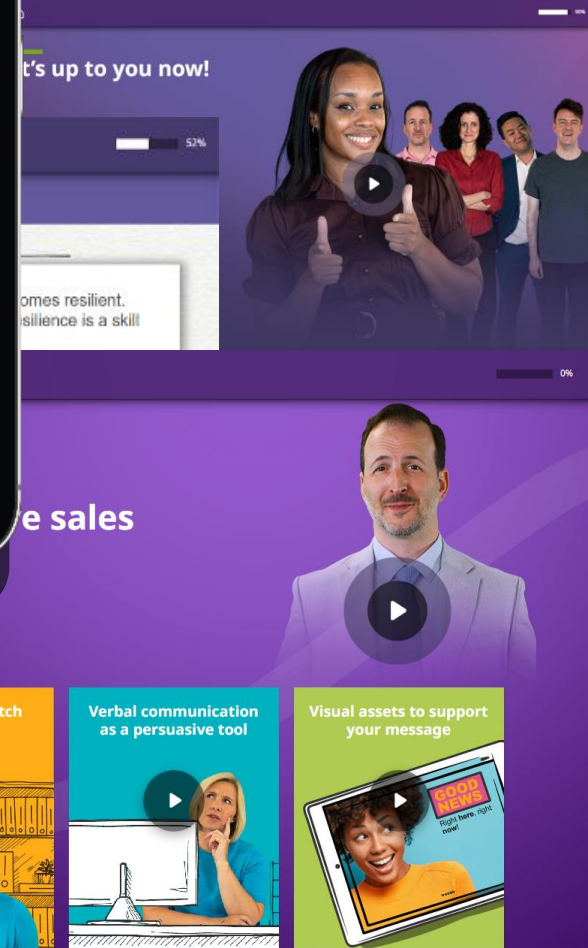
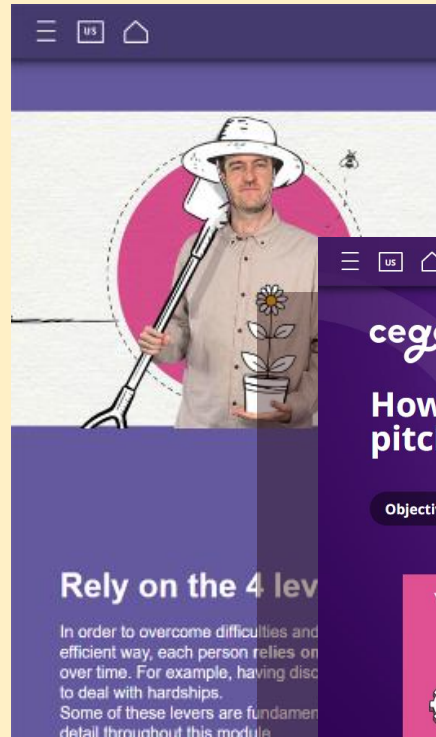
# Digital Formats: Discover

🕒 15'



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

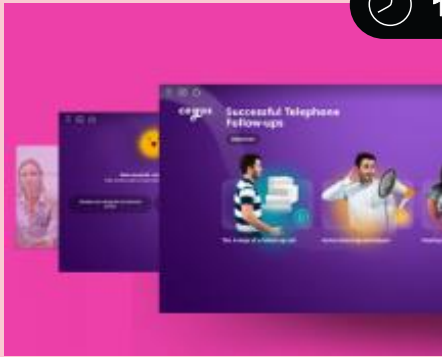
**Solution:** 15 minutes engaging, user friendly and interactive experience on a key business skills set.





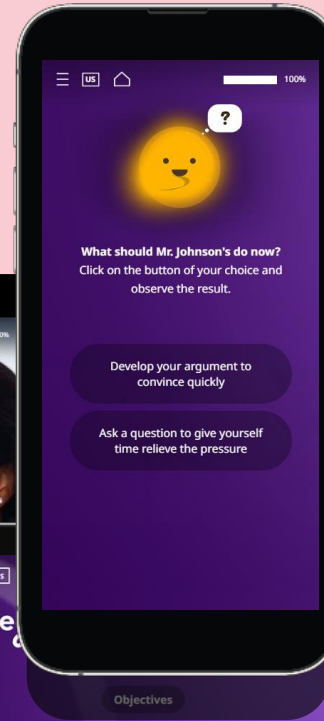
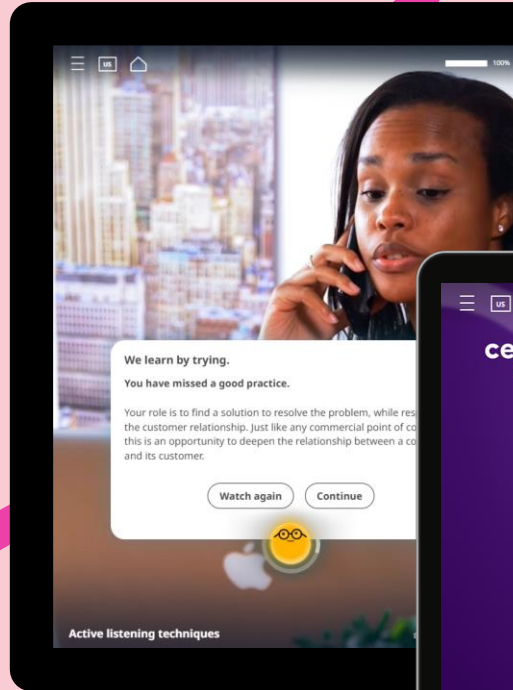
# Digital Formats: Focus

🕒 10'



**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.





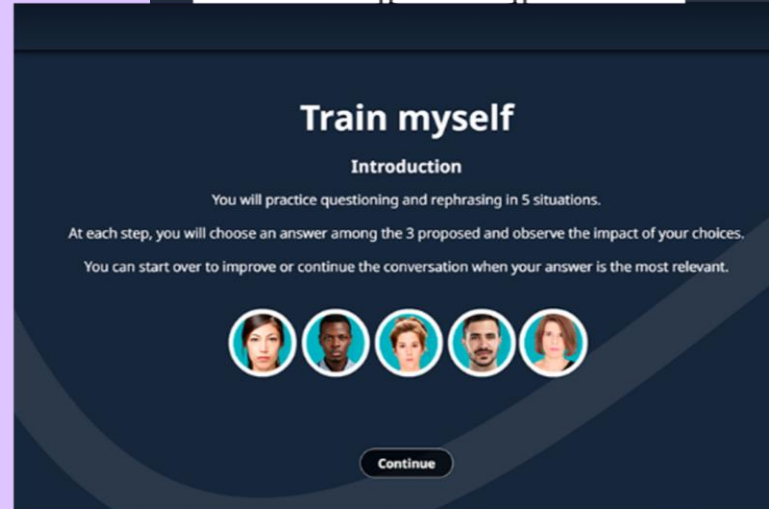
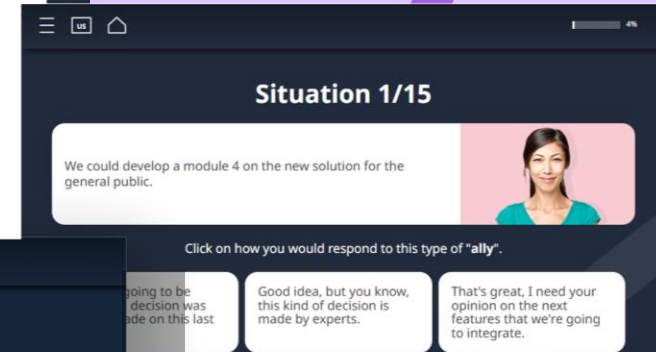
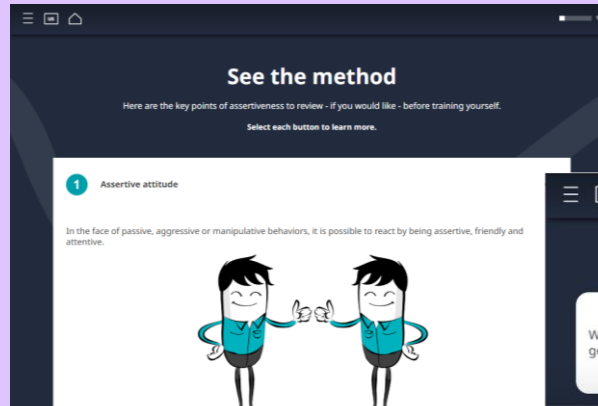
# Digital Formats: Intensive Training



7'

**Objective:** 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.



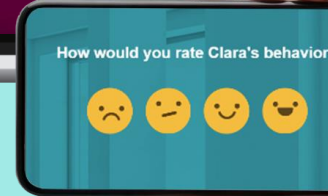
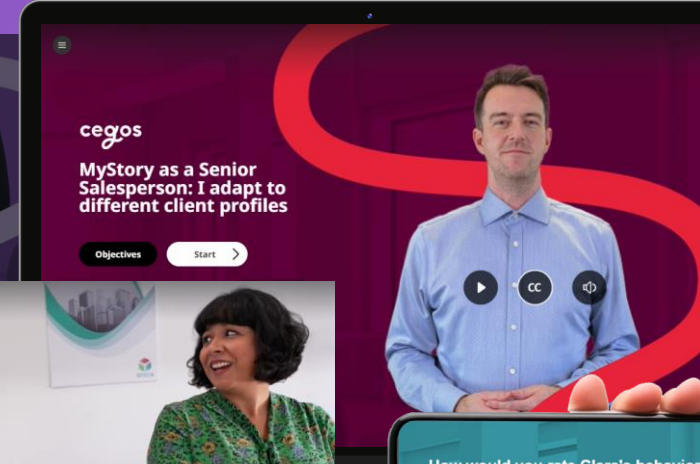
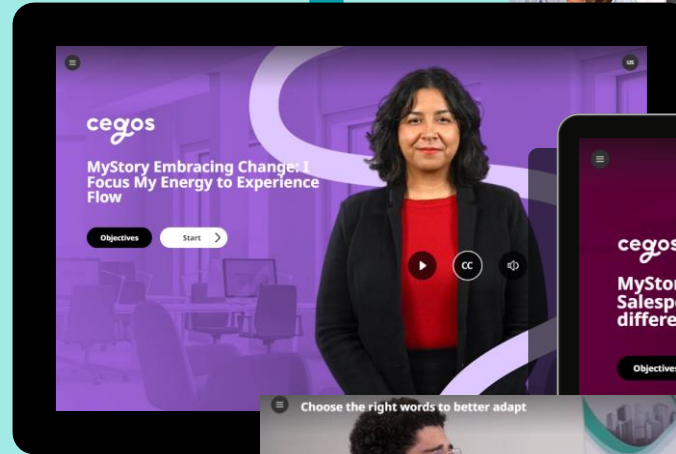
# Digital Formats: MyStory

10'

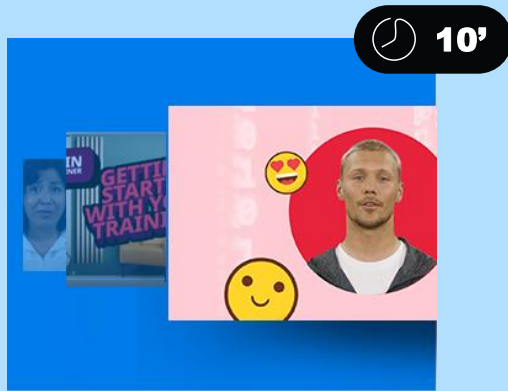


**Objective:** Follow a person on a daily basis in their new professional role, get feedback on what goes right and wrong. Identify good practice and attention points for specific situations

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

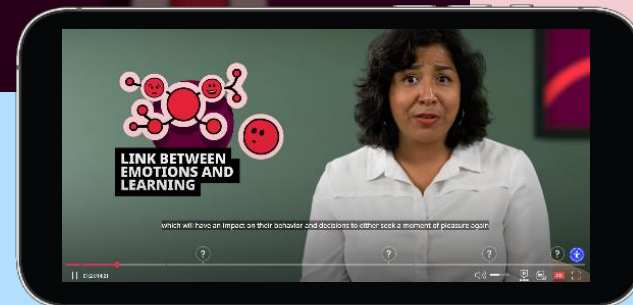
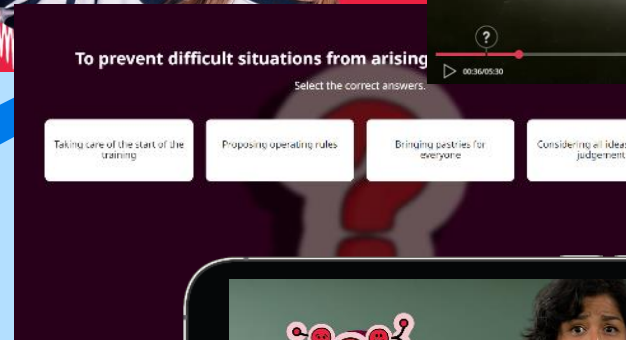
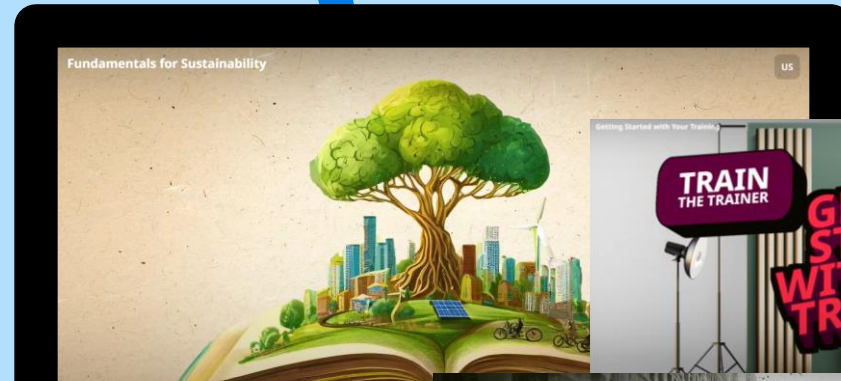


# Digital Formats: Micro-videos and Interactive Videos



**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 10 minutes with animation and interactions





## Our websites



[Our Website](#)  
dedicated to partners



[Our Online Catalogue](#)

## Social Media

