



Building the Critical Skills Needed  
to Succeed in the Modern Workplace

# Soft Skills Development - It is Non-Negotiable

In a global economy technical skills alone are no longer enough to be successful.

Business leaders are now waking up to the fact that well-developed soft skills – specifically: interpersonal, communication, leadership, problem-solving and cultural intelligence – are critical to the success of their organizations.

Study after study shows that the impact of soft skills training can be measured in increased productivity, higher employee retention and greater profitability. The good news, these skills can be learned and developed with the appropriate training to build a foundation for maximum impact.

Soft skills are now the key enabling factor for working in global, diverse and inclusive organizations.



**86%**  
of executives cite  
ineffective collaboration  
and communication as  
a major cause of  
business failure

**77%**  
of employers say soft  
skills are as important  
as hard skills

**89%**  
of new hires fail for  
reasons associated  
with attitude

**60%**  
of failed international  
assignments cite  
cultural integration as  
the no. 1 cause

**\$37bn**  
The annual cost to US  
and UK businesses of  
miscommunication

# Why Learnlight?

Here at Learnlight, our philosophy is to invest in **long-lasting partnerships**. We take the time to understand you, your learners and your organization. In doing so, we better understand your learning challenges and can truly build skills programs that will align with your learning and business objectives.

Furthermore, we understand that the Modern Learner is overwhelmed, distracted and impatient. Therefore, Learnlight has developed a **unique approach** to Soft skills training – harnessing the latest thinking in corporate learning with the most innovative learning technologies and the very best soft skills trainers to deliver a truly blended learning experience that empowers learners to engage on their own terms whenever, wherever and how often they wish.

That's why we use a **flipped classroom** approach to digitally transform your learning. We combine dynamic live sessions (virtual or face-to-face) with personalized learning content which blends short bursts of microlearning, rich media and interactive materials. All of this is underpinned by our innovative Learnlight Empowerment Method, which ensures engaged, motivated and upskilled learners, and a direct impact on your organization's bottom line.

## Contact us

to discover a new way to develop the key skills your employees need to succeed in an everchanging, interconnected, multinational and multicultural modern-day workplace.

 [learnlight.com](https://learnlight.com) 





# Our Services - How We Work

The Modern Learner does not always have massive amounts of time to dedicate to developing skills. Thanks to our experience and ongoing research, Learnlight has identified the **skills** necessary to be **successful** in a global workforce. We are the only one-stop-shop for face-to-face, virtual and digital services at a global level, providing skills training across a range of services.



Face-to-face



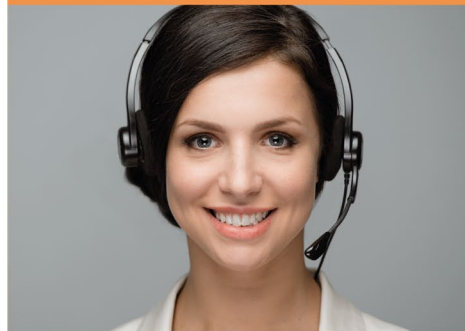
LEARNLIGHT **EXECUTIVE**

LEARNLIGHT **IN-COMPANY**

LEARNLIGHT **WORKSHOP**



Virtual



LEARNLIGHT **COACH**

LEARNLIGHT **ACADEMY**

LEARNLIGHT **TEAMS**



Digital



LEARNLIGHT **GUIDE**

LEARNLIGHT **LIVE**

LEARNLIGHT **DISCOVERY**

## Collaborate

with one of our highly trained Skills Consultants to identify a solution that works specifically for your learners and your organization.

For maximum impact, we will match the appropriate service to the best solution, all while taking into consideration your key learning outcomes, budget, resources and availability.

# Soft Skills Foundation Courses

Learnlight has built Foundation courses around specific personae and a carefully curated range of specific skills they need to progress in their career.

Optimized for junior and mid-level profiles who are new to many of these skills, Foundation courses can be deployed at scale with our hugely flexible and economic blended virtual approach.

Simply choose how you focus and combine your Digital Learning Path with a package of live coaching sessions.



Fully blended



Virtual delivery



10-unit courses



One-to-one



Digital learning path

# Soft Skills Development Courses

Learnlight design Development courses to help mid-level and more senior profiles take their career to the next level with in-depth blended training on a specific area of expertise. New skills are acquired quickly and with an immediate impact.

Choose from 100s of fully blended soft skills courses with digital learning content to support virtual or face-to-face training options.



Fully blended



Face-to-face or virtual delivery



4-unit courses



Group or one-to-one



1-2 day programs



Customizable

# Soft Skills Foundation Courses





# Soft Skills Foundation Courses

## Digital learning with a difference

Many organizations opt for elearning in the hope of reaching large populations at a lower cost. More often than not, learner engagement is low and learning objectives are not met.

But what if you could harness digital learning in a new way? Combining personalized Learner Personae digital learning paths with expert soft skills trainers?

Learnlight's Foundation courses combine an innovative and interactive digital learning experience with access to the world's best virtual soft skills trainers meaning you can access learning on your own terms and in your own time.

**Chat with our team today to explore our Skills offering.**

## Services



Learnlight Digital



Learnlight Coach



# Young Professional

## Soft skills to kick start a winning career

Alex wants a mentor to help him develop and help him sort through the information overload to find the nuggets that will create his professional and personal identity.

### Needs

- Fit in and build relationships quickly
- Find a professional identity
- Get noticed by others
- Establish credibility
- Make a difference/impact



### Young Professional Foundation Course

1. Needs Analysis
2. Speaking Clearly and Effectively
3. Presentation Skills
4. Thinking and Behaving Positively
5. Building Empathy and Rapport
6. Business Writing
7. Being Assertive and Confident
8. Working in a Virtual Team
9. Managing your Time
10. Consolidation and Action Planning



# New Manager

## Soft skills for managing winning teams

Robert is comfortable with the technical aspects of his role, and has a reputation for being a valued employee – he demonstrates the corporate values, is good at his job, and gets on with nearly everyone. Robert has recently taken a new job managing a small team of around 20 people. This is his first time with responsibility at this level, but he recognizes that to progress in his career he needs to make an impact quickly.

### Needs

- Confidence to be a great manager
- To build rapport with the team quickly
- To take on management responsibilities without losing focus on getting the job done
- Skills that will help increase the team's performance



### New Manager Foundation Course

1. Needs Analysis
2. Motivating Teams
3. Dealing with Conflict
4. Giving Feedback
5. Influencing and Persuading
6. Negotiation
7. Problem Solving
8. Managing a Virtual Team
9. Creative and Critical Thinking
10. Dealing with Critical Incidents



# International High Potential

## Soft skills for the next generation of leaders

Anna is beginning to get a good understanding of how business works. She's had a couple of junior roles over the past three or four years, and now she is at a turning point. People have started to notice her success, and management seem to think she is someone they'd like to hold on to.

### Needs

- Bigger profile at work
- More responsibility
- Professional experience outside her comfort zone
- A broader, more international perspective on business



### High Potential Foundation Course

1. Needs Analysis
2. What is Culture?
3. How to be Culturally Intelligent
4. Cultural Skills
5. Diversity and Inclusion in the Workplace
6. Communicating with International Teams
7. Presenting to a Multicultural Audience
8. Leading meetings
9. Effective Time Management
10. Consolidation and Action Planning

# International Manager

## Soft skills for navigating global growth and opportunity

Alison is very aware that to progress to the next level of her career she will have to make some difficult choices, but she wants to move forward, and realizes that she needs more international experience. She is actively seeking opportunities to be more visible in the international business, but has found it harder than she expected to make an impact outside her home country.

### Needs

- International experience
- Specific skills for her work tasks
- Practical ways to build more effective international relationships
- Greater intercultural competence



### International Executive Foundation Course

1. Needs Analysis
2. Cultural Skills Review
3. Global Leadership Skills
4. Building International Teams
5. Leading through Cultural Change
6. Working in a Matrix
7. Leading International Meetings
8. Coaching and Developing Others
9. Diversity and Inclusion
10. Consolidation and Action Planning



# Soft Skills Development Courses



# Soft Skills Development Courses

## Training with a difference

The debates continues – elearning vs. face-to-face training. But what if you could have the best of both worlds with none of the negatives?

We have designed our soft skills training from the ground up to put the learner at the heart of the training experience. Location is no longer relevant with our global network of virtual and face-to-face trainers.

Your learners can access the world's best soft skills trainers combined with the most innovative digital learning experience.

Learners often complete Development courses as a follow-on from an initial Foundation course.

Chat with our team today to explore our Skills offering.

## Services



### Virtual

LEARNLIGHT **COACH**

LEARNLIGHT **TEAMS**



### Face-to-face

LEARNLIGHT **EXECUTIVE**

LEARNLIGHT **WORKSHOP**







# Personal Skills

## Managing Yourself

Personal skills mean creating solutions that help you reach your personal and work goals. Skills such as time management, decision-making and stress management are crucial in business success and help you develop a better work-life balance.

### Target audience

- Anyone who wants to develop their personal skills to be more productive and effective in their work

### Learning outcomes

- Increased effectiveness and productivity



- Being Assertive & Confident
- Effective Time Management
- Creative & Critical Thinking
- Problem Solving
- Effective Decision Making

- Managing Stress
- Mindfulness
- Thinking & Behaving Positively
- Dealing with Change
- Getting Ready for Remote Working





# Communication Skills

## Managing Others

Communication is successful only when both the sender and the receiver understand the same information. In today's highly informational and technological business environment, it is more important than ever to have good communication skills.

A poorly delivered message can be misunderstood, provoke friction among colleagues, or even, in extreme cases, cause financial loss to your organization.

### Target audience

- Anyone who needs to increase the impact of their communication at work

### Learning outcomes

- Increased professional effectiveness by developing practical skills and techniques
- Become a more effective communicator, with the ability to adapt your style to different situations



- Effective Business Writing
- Communicating with Impact
- Interpersonal Effectiveness
- Skills for Virtual Working
- Effective Negotiation Skills
- Presentation skills
- Influencing & Persuading
- Effective Networking & Personal Branding
- Building Rapport & Empathy
- Speaking Clearly & Effectively



# Management Skills

## Managing Teams

Management skills position you as an effective leader and problem-solver. These skills can be developed to impact your ability to lead others, perform in your role and achieve your business objectives.

### Target audience

- New managers, middle managers taking on bigger teams, or those considering taking on a supervisory position

### Learning outcomes

- Become an effective manager and maximize team performance
- Gain tools and strategies to manage your team and build confidence



- Coaching & Developing Others
- Giving & Receiving Feedback
- Leading Meetings
- Motivating Others
- Skills for Global Leadership

- Managing Conflict & Difficult Situations
- Diversity & Inclusion Matters
- Working in a Matrix Structure
- Managing Remote & Virtual Teams
- Change Management





# Intercultural Skills

Technical knowledge, skills and experience are the foundation of your business. But the ability to understand and work effectively with people from different cultures means that you can apply those skills more effectively.

## Target audience

- Employees posted on an international assignment
- Those who work with or manage colleagues, clients or suppliers from different cultures
- Anyone who needs to develop their international leadership skills

## Learning outcomes

- Master new cultures
- Build effective international relationships
- Develop a global mindset



- Living & Working in...
- Working Effectively with...
- Communicating Effectively Across Cultures
- Skills for Global Working
- Communicating in International Teams
- Managing Global Assignees
- Developing a Global Mindset
- Intercultural Leadership
- Partner & Family Support for Assignments
- Repatriation Training



# Proven in 150 Countries

When it comes to soft skills training programs, the world's leading companies demand the best: satisfied learners, tangible results, comprehensive reporting, and consistent global delivery.

“By providing our employees with cultural awareness support we can maximize our export opportunities and develop strong relations with our international customers.”

Karen Gregson  
L&D and Talent Manager  
Military Air & Information | BAE Systems



# learnlight

Learnlight is an award-winning EdTech company that provides language and soft skills training to more than 1,000 clients and over 100,000 learners in 150 countries.

Since our foundation, our dream has been to bridge the gap between the disparate worlds of education and technology by harnessing cutting-edge technology to optimize instructor-led training. Our obsession was, and continues to be, to empower talented trainers to create transformative learning experiences, because we think people are the real “killer app”.

## Connect With Us

Discover more about Learnlight and our unique range of services, solutions, insights, news, views and more!

✉ [info@learnlight.com](mailto:info@learnlight.com)

🌐 [learnlight.com](http://learnlight.com)

🐦 [@learnlight](https://twitter.com/learnlight)

🌐 [linkedin.com/company/learnlight](https://www.linkedin.com/company/learnlight)

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Most Innovative EdTech Company 2019  
Best Languages & Soft Skills Platform

