



Building the critical skills needed  
to succeed in the modern workplace

# Soft skills development - no longer a soft option

Business leaders are now waking up to that fact that soft skills – specifically: interpersonal, communication, leadership, problem-solving and cultural intelligence – are now 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 is that every employee can develop soft skills. These skills are the foundation blocks needed to create strong employees, teams, business leaders and 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



# 5 categories of business-critical skills for your workforce

Develop the key skills your employees need to succeed in an everchanging, interconnected, multinational and multicultural modern-day workplace.

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.

Discover a new way to develop the people skills of your global workforce.



Communication Skills



Personal Skills



Virtual Skills



Management Skills



Intercultural Skills



# Soft skills development courses





# Soft skills development courses

## Instructor-led 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 trainer at the heart of the learning 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.

## Services



Learnlight Coach



Learnlight Executive



Learnlight Teams



Learnlight Workshop



Fully blended



Face-to-face or virtual



4-unit courses



Group or one-to-one



1-2 day programs



Customizable



# Communication Skills

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

- Presentation skills
- Negotiation skills
- Building rapport and empathy
- Influencing and persuading
- Making an impact at work

- Communicating with impact
- Networking
- Speaking clearly and effectively
- Structuring your presentations and ideas
- Etc.







# Personal Skills

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 and confident
- Prioritizing
- Managing your time effectively
- Mindfulness
- Thinking and behaving positively
- Creative and critical thinking
- Dealing with change
- Effective decision-making
- Problem-solving
- Etc.





# Virtual Skills

Working in a virtual team, managing remote employees, or presenting to clients via videoconference require a specific skillset. These new ways of working bring many benefits to organizations and individual workers – but also a number of challenges.

## Target audience

- Anyone who works virtually or remotely, or who works with colleagues or clients in different locations

## Learning outcomes

- Increased confidence using virtual tools
- Strategies to maximize your performance virtually
- Become a more effective virtual worker or manager



- Managing virtual teams
- Working in a virtual and remote environment
- Engaging a virtual audience
- Running virtual meetings
- Working in a matrix structure
- Managing in a matrix structure
- Training in a virtual environment
- Etc.





# Management Skills

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

- Giving and receiving feedback
- Delegation and empowerment
- Coaching and developing others
- Setting and reviewing goals
- Motivating others

- Resolving conflict and difficult situations
- Leading meetings
- Supporting your team through change
- Etc.







# 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 and working in... [target culture]
- Partner and family support for assignments
- Managing in... [target culture]
- Repatriation coaching
- Managing expatriate staff
- Working effectively with... [target culture]
- Communicating in international teams
- Developing a global mindset
- Intercultural leadership
- Etc.



## 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.

## Services



Learnlight Digital



Learnlight Coach



Fully blended



Virtual delivery



10-unit courses



One-to-one



Digital learning path



Coach add-on  
(5 or 10 sessions)



# 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 Learning Path

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. Dealing with Critical Incidents

# 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 Learning Path

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. Meetings and Decision-making in International Teams
9. Hints and Tips for the International Traveler
10. Cultural Scenarios



# 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 Learning Path

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 Executive

**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 Learning Path

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. Dealing with Critical Incidents



# Soft skills development courses

In-depth learning experiences that help learners build competence in a specific soft skill 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

We've done the research and pre-selected the must-have soft skills employees need to succeed in their work.

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



Coach Add-on (5 or 10 sessions)

# Service options

Service	Description	Course		Delivery	Format	Duration
		Development	Foundation			
	<b>Learnlight Digital</b> is our online, interactive, self-study program that gives the learner the control over when and how they develop the key soft skills they need. Learnlight Digital is complemented by an exciting regular Skills Magazine to help learn in an interactive way with up-to-the-minute news, videos, articles and games.		✓	Digital	Self-study	Annual licence
	<b>Learnlight Coach</b> is a revolutionary new way to develop professional and personal skills in an individualized and flexible format. The service consists of one-to-one virtual sessions with a dedicated Skills Coach who will guide you through a personalized program based on your individual needs and learning goals, combined with digital preparation and consolidation activities.	✓	✓	Virtual	One-to-one	4x55 min live sessions
	<b>Learnlight Teams</b> is like a traditional face-to-face group training program with one important difference: it's in the Cloud. That means learners from different locations can learn together based on their department, division, or any other criteria of your choosing.	✓		Virtual	Group	4x85 min live sessions
	<b>Learnlight Executive</b> is our premium one-to-one service of face-to-face training, with personalized content, flexible and scheduling. This service can be delivered at a pace to suit the learner, with or without blended digital contents, and wherever you want; we deliver in more than 60 countries every year.	✓		Face-to-face	One-to-one	Choose from 1-2 day programs
	<b>Learnlight Workshop</b> is a proven approach to delivering tangible business impact in an intensive face-to-face format, typically in a one-day or multi-day period. We use our flipped classroom methodology and innovative learning platform to blend this classic approach with interactive digital activities so we can focus the workshop on dynamic, active learning.	✓		Face-to-face	Group	Choose from 1-2 day programs



# Why Learnlight?





# Your partner in skills development

We invest in building a long-lasting partnership with you that has a tangible impact on your organization's performance.

Getting to know someone is an investment. Understanding what makes them tick, what motivates them, what they really enjoy takes time. Here at Learnlight, our philosophy is to take the time to understand you, your learners and your organization.

Only by taking the time to understand your learning challenges can we truly build skills programs that will align with your learning and business objectives.



Global reach



Multilingual delivery



ISO 9001 Accredited



Mobile learning platform



Digital transformation partner





# Digitally transform your soft skills programs

The challenge of providing a standardized and globally-consistent training curriculum is common in many organizations. Poor reporting, limited tracking of ROI, multiple suppliers and differing levels of quality are just some of the hurdles HR and Learning professionals must attempt to overcome.

The digital transformation of your learning programs can solve many of these challenges and more. Learnlight has worked with many of the world's leading organizations to digitally transform their training curriculum and provide an innovative and flexible new way for employees to learn.

With the Learnlight learning platform your employees can access all their soft skills training needs in one place. HR and Learning professionals can see all the management information you need to accurately measure the return on your investment.



Global delivery



Standardized programs



Guaranteed quality



Transparent reporting



Measurable ROI



Cost-effective

# Engaged learners

We are all Modern Learners – overwhelmed, distracted and impatient. Learnlight's unique approach to soft skills training empowers learners to engage on their own terms – whenever, wherever and how often they wish.

That's why we use a flipped classroom approach. 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.





# The best trainers

We believe trainers are key to creating transformative learning experiences that engage learners, drive tangible progress, and deliver measurable business impact.

We've put the world's best trainers at the heart of the learning experience. Our unique learning platform is based on a 360° management architecture that empowers rather than replaces trainers. Our continuous quality control and dedicated Performance Management team guarantee every learning program is a complete success.



Rigorous selection criteria



Industry experts



Skilled virtual trainers



Quality assurance



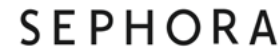
Professional development

# 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. Learnlight does all this and more with many of the world's leading organizations.

“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 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”.

Visit [learnlight.com](http://learnlight.com) to discover more about Learnlight and our unique range of digital, tutoring, virtual and face-to-face solutions.

## Connect with us

Our social media channels help you stay up to date on our latest insights, news, views and more.

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

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

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