



Human Skills Portfolio
Corporate Learning &
Development Solutions

The Human Skills Era

Leading with what makes us human

In a world shaped by exponential technological change, AI, and global complexity, one thing remains crystal clear:

Human skills are not optional – they are essential.

According to the World Economic Forum's *Future of Jobs Report 2025*, 44% of core workplace skills will transform in the next five years – and while AI literacy is on the rise, uniquely human capabilities such as creativity, empathy, resilience, and leadership continue to be in higher demand than ever. In fact, the report identifies "creativity, empathy and resilience" as irreplaceable in an era of automation. Whilst AI can master data and automate routine work, it's emotional courage, ethical judgment, and authentic human connection that drive lasting impact. As Simon Sinek reminds us: "The most important skill AI will never learn is courage." And that's exactly where human skills come in.

At Human Skills, we help organisations cultivate the kind of leadership that technology can't replicate – emotionally intelligent, ethically grounded, and courageous in the face of disruption and uncertainty. Whether it's leading with purpose, mastering personal growth, or delivering customer value through trust-based relationships – our programmes ground psychological insight within business relevance – and deliver with heart.

Let's shape the future. Human. Together.



Facts and figures



95% **focus on market leaders**

40+ **countries covered**

30+ **years of experience in Learning and Development**

20+ **languages offered***

10k **up to 10,000 participants per project**

* Arabic, Cantonese, Czech, Dutch, English, French, German, Hindi, Hungarian, Italian, Japanese, Korean, Mandarin, Polish, Portuguese, Romanian, Russian, Spanish, Swahili, Turkish, ...

Added value

What makes us a preferred choice for our customers

Excellent quality – Experts who inspire. Methods with a sustainable impact.

Measurable by your KPIs – Evaluation right through to ROI.

Global experience – Projects in numerous languages, countries, and markets.

Quick contextual expertise – Your culture and challenges accurately captured.

Perfect-fit solutions – Tailored to your goals and circumstances.

Easy collaboration – Clear communication, efficient processes, positive mindset.

Trusted Advisor – Trust through long-standing partnerships.



Our topic areas

From core programmes to customised learning journeys



Lead authentically

Turn your managers into inspiring leaders who create self-awareness and positive change within their teams.



Develop professionally

Strengthen the personal skills of your employees – for the challenges of tomorrow. Promote and retain the next generation of top performers.



Sell sustainably

Create a sales mindset that cultivates trusting customer relationships and long-term results.





Lead authentically

At Human Skills, we see leadership as a practice that starts within. Authentic leadership means being clear about who you are, how you relate to others, and how you shape the business. It's about leading with purpose – grounded in self-awareness, connected in relationships, and focused on meaningful results.

Our approach develops leadership across three essential dimensions: **leading self, leading others, and leading business – always human, always real.** These dimensions can be combined into a coherent learning journey or explored individually through focused, standalone modules.

The following page offers a deeper look into the topics we work on with leaders at all levels.



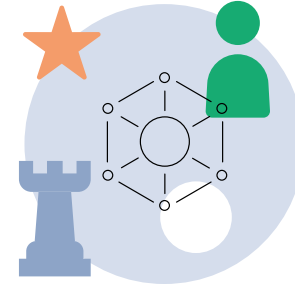
Leading self

- Self-awareness and emotional intelligence
- Personal accountability and integrity
- Time, energy and focus management
- Learning agility and growth mindset
- Resilience and self-regulation
- Purpose-driven leadership
- Effective communication
- Emotional intelligence in leadership
- Collaboration and cross-functional leadership



Leading others

- Building trust and psychological safety
- Developing an intentional leadership style
- Setting direction and aligning teams
- Fostering employee engagement
- Empowering and developing others
- Establishing a feedback culture
- Performance management and accountability
- Leading diverse teams
- Leading remote teams
- Leading leaders



Leading business

- Strategic thinking and foresight
- Navigating complexity VUCA and BANI
- Driving transformation and change
- Fostering creativity and innovation
- Prioritising customer centricity
- Stakeholder management and influence
- Collaborating across organisation
- Change leadership



Develop professionally

In a fast-moving and increasingly complex world of work, professional growth is more than a career ambition – it's a necessity. At Human Skills, we help people actively shape their development by building clarity, resilience, and personal impact. Professional development means more than learning new tools. It's about cultivating the mindset, energy, and interpersonal presence that enable people to thrive – irrespective of their role or environment.

Our programmes support this growth across three practical dimensions: **developing self, working with others, and communicating effectively.** Together, they form a powerful foundation for navigating change, strengthening collaboration, and showing up with confidence and clarity. The following page outlines the key topics we explore to help professionals unlock their potential – and turn it into performance.



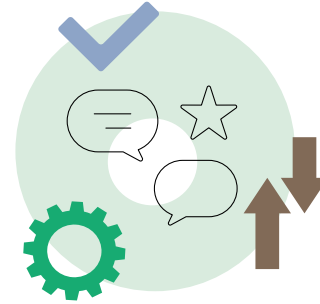
Developing self

- Self-awareness and self-confidence
- Self-management and productivity
- Emotional resilience and wellbeing
- Adaptability and agility
- Learning agility and growth mindset
- Time, energy and focus management
- Leveraging talent and own potential
- Motivation and drive



Working with others

- Relationship building and networking
- Collaboration and teamwork
- Influence and conflict resolution
- Setting clear boundaries
- Empowerment and recognition
- Leading without authority
- Increasing visibility



Communicating effectively

- Core communication skills
- Listening skills
- Questioning skills
- Navigating difficult conversations
- Influencing and inspiring others
- Presentation skills



Sell sustainably

In the new era of selling, two qualities separate top performers from the rest: proactivity and trust. Proactive sellers don't wait for opportunities – they create them. And trust isn't a soft factor – it's a measurable driver of long-term revenue.

At Human Skills, we help sales professionals and sales leaders strengthen exactly these capabilities. Whether it's identifying new prospects, tailoring value-driven solutions, or building customer partnerships that last – we equip people to act with initiative and integrity at every stage of the sales cycle. Research supports this shift: ↗ according to PwC, 95% of business leaders say trust directly impacts performance – yet many organisations still underestimate how deeply it influences buying decisions and loyalty.

Our programmes are structured around four pillars: **new business development, selling value solutions, account management, and sales leadership**. These reflect the full sales journey – from first contact to lasting impact. The following page outlines the skills and strategies we develop to help your sales teams sell with foresight, credibility, and real results.



New business development

- Developing a sales hunter mindset
- Strategic thinking
- Market analysis
- Leveraging technology for research
- Identifying potential clients
- Identifying buying personas
- Approaching buying personas
- Mastering cold calling
- Multi-channel outreach strategy
- Qualifying prospects
- Creating opportunities
- Follow-up strategies
- Measuring outreach success
- Upskilling CRM mastery



Selling value solutions

- Understanding the client
- Customer-centric mindset
- Relationship and trust building
- Asking powerful questions
- Listening skills
- Identifying value gaps
- VALUE model for solution selling
- Mastering the sales pitch
- Objection handling and negotiation
- Advancing the sale
- Opportunity health check
- Closing techniques
- Becoming a trusted advisor



Account management

- Building long-term partnerships
- Becoming a trusted advisor
- Strategic account growth
- Account management plan
- Metrics and process optimisation
- Optimising pipeline
- Improving forecasting accuracy
- Customer retention and loyalty
- Managing competitive threats
- Handling conflict and service issues



Sales leadership

- Sales strategy and vision
- Coaching and team development
- Performance management
- KPI-management
- Forecast management
- Cross-functional collaboration
- Sales process and CRM enablement
- Talent development and culture



Additional services

Sustainable development doesn't happen by chance – it requires structure, relevance, and strategic support. At Human Skills, we enhance our core programmes with a suite of services that deepen learning, support long-term application, and drive measurable impact.

One of the most critical levers for organisations today is transparency around effectiveness. That's why our ROI analysis goes beyond gut feeling: we help clients demonstrate the value of their learning investments through a clear evaluation strategy and outcome-based reporting.

From personalised coaching and targeted assessments, to competency frameworks and L&D strategy alignment – our services create the foundation for trust-based growth. And for organisations looking to scale and sustain learning, we offer digital formats, train-the-trainer support, and end-to-end project management.

Whether the goal is transformation, engagement, or performance – we believe: what gets measured, gets strengthened. And when trust meets impact, learning becomes a business advantage.

Additional services

1:1 Coaching

Personalised development support, focusing on individual goals, challenges, and growth areas through a tailored, trust-based approach.

Assessments

Deep personal and interpersonal insights through structured tools to assess individual strengths, blind spots, and team dynamics – for example, 360° feedback, Insights Discovery, or similar frameworks.

eLearning

Flexible, self-paced digital learning that enables scalable knowledge transfer anytime, anywhere – interactive and learner-centred.

Mental wellbeing

Holistic practices to enhance focus, resilience, and emotional balance – supporting sustainable performance and psychological safety at work.

Keynotes

High-impact talks by experts to spark ideas, inspire change, and bring fresh perspectives into organisations.

Train the trainer

Upskilling internal trainers in facilitation, training design, group dynamics, and impactful delivery to ensure learning transfer.

Managed training services

End-to-end management of training operations, including planning, coordination, delivery, and reporting – consistent, efficient, and scalable.

ROI analysis

Demonstrating the value and effectiveness of learning investments through a clear evaluation strategy and ROI measurement.

L&D strategy

Strategic alignment of learning initiatives with business goals – ensuring impact, relevance, and future-readiness of talent development.

Competency models

Designing structured competency frameworks that define roles, behaviours, and skills required for organisational success and growth.

Evolving Development Centres

Designing and delivering modern, purpose-driven development centres that go beyond observation. Participants actively own their development and consolidate their feedback – for lasting insight and development impact.



Working with us

Human Skills programmes are designed for real people in real roles – across industries, hierarchies, and functions. Over the years, we've worked with thousands of professionals worldwide – from emerging leaders to seasoned experts, from front-line teams to strategic decision-makers.

Our experience spans diverse roles – from executives, sales professionals and customer service teams, to project managers and corporate talent. Rather than assuming what each group needs, we analyse their specific context and co-create learning solutions that truly resonate – tailored, relevant, and effective.

Whether you're empowering future leaders, building trust in customer-facing teams, or enabling strategic collaboration across functions – **we help individuals grow with clarity, confidence, and purpose.**

The following overview highlights the groups we've supported in building human skills that make a difference.

Working with us

Supporting professionals across these functions

Leadership

- Emerging leaders
- Team leaders
- Mid-level leaders
- Senior leaders
- Shopfloor leaders
- Sales leaders

Sales professionals

- Inside sales
- Field sales
- Account managers
- Sales engineers
- Channel-sales managers
- Customer success managers
- Pre-sales
- Sales representatives

Corporate talent

- High-potential pipeline
- Early talents
- Graduates
- Management talents
- Experts

Customer service

- Customer service representatives
- Customer support specialists
- Customer success managers
- Call centre agents
- Client relationship managers

Office assistants

- Executive assistants
- Personal assistants
- Office managers
- Team assistants

Corporate functions

- HR
- Learning and development
- Recruiting
- IT
- Procurement

Cross-functional roles

- Project managers
- Corporate experts
- Business consultants

Working with us

Trusted by leading companies

Curious what our customers say? Explore our [Customer Success Stories](#) and see how we create impact together.

vitesco
TECHNOLOGIES

LI BERNER

BOWE
GROUP

EB Elektrotbit

 **SUSONITY**

FLENDER

WIKAI

STORZ
KARL STORZ – ENDOSKOPE

 **BOSCH**

MERCK

 **Lindner**

sikla

SCHAEFFLER

 **Teleperformance**

 **NEUMAN & ESSER**

 **weisenburger**

Continental 

arvato
BERTELSMANN

FIVERTY

Bertelsmann
Marketing
Services

arvato



e-on

Industries we understand and support

With years of hands-on experience

We know what matters in your industry – and how to create value where it counts.

Automotive & Mobility

Bosch / Continental / Elektrobit / Schaeffler / Vitesco Technologies

Construction & Infrastructure

Lindner / Schüttflix / Teckentrup / Weisenburger

Customer Service • Shared Services • BPO

Arvato / Bertelsmann Marketing Services / Teleperformance

Energy • Oil & Gas

Eon / Shell

Engineering & Machinery

Bowe / Flender / Neuman & Esser / Sikla / Wika

Financial Services • FinTech

Riverty

IT • Digital Economy

Arvato Systems / Bosch ED / Schüttflix

MedTech • Healthcare • Pharma

Karl Storz / Merck / Susonity

Retail • Trade • Logistics

Arvato / Berner / Shell

Best Practise

Leadership



Project name	Executive Leadership Programme (ELP)
Target group	Experienced executives
Participants	100 people from Germany, Austria, Switzerland, France, and Benelux
Structure	Kick-off, diagnostics, coaching, 8 training days, peer group work, curated self-study, success presentation
Duration	6 months per cohort
Format	Blended, modular
Languages	German, English
More information	↗ Shell Case Study



Best Practise

Leadership



Project name	We shape the future
Target group	Global leaders, SL1+ leaders
Participants	850 persons from different time zones, large groups
Structure	Kick-off, 5 sessions, key notes, closing, peer learning, curated self-paced content
Duration	4 months per cohort
Format	Customised, modular, digital learning journey
Language	English
More information	➤ Bosch Case Study



Best Practise

Leadership



Project name	Talent Development Program 2
Target group	Global leaders, SL1 and partially SL2
Participants	300+ participants in 25 cohorts per year
Structure	Kick-off, 9 training days: 3 modules F2F, coaching, live-online sessions, Bosch mentor, self-study, and peer learning
Duration	6-8 months per cohort
Format	Customised, modular, blended learning journey
Languages	English, German, Portuguese (on site in Germany, India, and Brazil)
More information	in a personal conversation



Best Practise

Leadership

BERTELSMANN

Project name	Personal Development Program (PDP)
Target group	High-performing experts
Participants	210 participants per year, coming from 4 different Bertelsmann solution groups
Structure	Kick-off, 360-degree feedback, 8 training days in 3 modules, coaching, self-paced and peer-learning
Duration	7–8 months per cohort
Format	Customised, modular, blended learning journey
Languages	German, English
More information	↗ Bertelsmann Case Study



Best Practise

Leadership

BOWE
GROUP

Project name	Value Selling
Target group	Experienced leaders in Sales
Participants	85 participants, 7 international groups
Structure	Kick-off, Pre/Post Value Selling Index, 8 training days in 3 modules, coaching, success presentation
Duration	12 months per cohort
Format	Customised, modular, blended learning journey
Languages	German, English, Spanish, Japanese
More information	➤ Bowe Case Study



Best Practise

Sales, Leadership



Project name	Nxt Gen Sales
Target group	Sales representatives and leaders
Participants	24 people per year
Structure	5 training days in 3 modules, virtual report-out, refresher sessions; 3 days Sales Leadership
Duration	4–5 months per cohort
Format	Customised, modular, blended learning journey
Language	German
More information	↗ Lindner Case Study



Best Practise

Sales, Leadership

FLENDER

Project name	Unique Coaching!
Target group	Sales leaders of 28 countries* in EMEA, APAC and the Americas
Participants	40 participants in 4 groups
Structure	360 feedback pre/post, 5 training days in 3 modules: in 1/2 day-sessions; 1:1 coaching
Duration	12 months
Format	Customised, modular online learning journey
Language	English
More information	➤ Flender Case Study



* Australia, Austria, Belgium, Canada, Chile, Czech Republic, France, Germany, India, Indonesien, Italy, Japan, Malaysia, Netherlands, Philippines, Poland, Scandinavia, Singapore, South Africa, Spain, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vietnam

Best Practise

Sales

FLENDER

Project name	Unique Value! Unique Selling!
Target group	Sales teams and sales leaders in 28 countries* across EMEA, APAC and the Americas
Participants	285 participants in 24 groups
Structure	Kick-off, Insights Discovery, Value Selling index, 8 training days in 3 modules: personal, sales, communication; 1:1 coaching, success presentation; sustainment video series
Duration	9 months per cohort
Format	Customised, modular blended learning journey
Languages	Dutch, English, French, German, Italian, Japanese, Spanish, Turkish
More information	↗ Flender Case Study

* Australia, Austria, Belgium, Canada, Chile, Czech Republic, France, Germany, India, Indonesien, Italy, Japan, Malaysia, Netherlands, Philippines, Poland, Scandinavia, Singapore, South Africa, Spain, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vietnam



Best Practise

Leadership, Talent Development

vitesco
TECHNOLOGIES

Project name	Explore Leadership Program 1 (ELP1)
Target group	Leaders who are new to their role
Participants	600+, in more then 40 cohorts
Structure	Kick-off, trainer check-in/-out, transfer coaching, 6 training days in 2 modules
Duration	6 months per cohort
Format	Customised, modular blended learning journey
Languages	German, English
More information	↗ Vitesco Case Study



Best Practise

Leadership, Talent Development

vitesco
TECHNOLOGIES

Project name	Global Management Talent Program (GMTP)
Target group	Executive potentials with 10+ years of professional experience
Participants	24 participants in 2 international groups
Structure	Kick-off, 4 virtual focus sessions, development of 3 real projects with project review, 2 days of final presentations in person
Duration	8 months per cohort
Format	Customised, facilitated project-based learning journey
Language	English
More information	↗ Vitesco Case Study



Best Practise

Leadership

TECKENTRUP
DOOR SOLUTIONS

Project name	LevelUp! We are #Team Leadership
Target group	Level 2-4 managers
Participants	48 participants, in 4 groups
Structure	Kick-off, 6 training days in 3 modules, coaching, self-study and peer learning
Duration	12 months per cohort
Format	Customised, modular blended learning journey
Language	German
More information	↗ Teckentrup Case Study



Best Practise

Leadership, Talent Development

LI BERNER

Project name	Next Step Leadership CORE
Target group	Employees with the focus on self-leadership
Participants	78 participants from Europe
Structure	4.5 training days in 3 modules (F2F and live online), coaching, self-paced and peer-learning Customised, modular blended learning journey
Duration	6 months per cohort
Format	Customised, modular blended learning journey
Languages	German, English, French
More information	↗ Berner Case Study



Best Practise

Leadership



Project name	Next Step Leadership MOVE
Target group	Employees who are taking on their first leadership role and/or have leadership responsibilities as experts and project managers
Participants	51 participants from Europe
Structure	5.5 training days in 3 modules (F2F and live online), coaching, self-paced and peer-learning
Duration	6 months per cohort
Format	Customised, modular blended learning journey
Languages	German English, French
More information	↗ Berner Case Study



Best Practise

Sales, Leadership

MERCK

Project name	Sales Leadership
Target group	High-performing sales leaders
Participants	38 participants, coming from 3 different regions (EMEA, APAC and America)
Structure	360 Feedback, 4 training days in 3 modules (F2F and live online), coaching, own casestudy, self-paced and peer-learning
Duration	7-8 months per cohort
Format	Customised, modular blended learning journey
Languages	English
More information	in a personal conversation



Best Practise

Sales

MERCK

Project name	Customer Centric Selling
Target group	High-performing sales employees
Participants	136 participants from EMEA, APAC and America
Structure	7 training days in 3 modules (F2F and live online), coaching, self-paced and peer-learning
Duration	6–7 months per cohort
Format	Customised, modular blended learning journey
Language	Englisch
More information	↗ Merck Case Study



Best Practise

Consulting



Project name	L&D as trusted advisor for business
Target group	Global HR Learning & Development Team
Participants	12 participants
Structure	2 full days plus 4 half days workshops: analysing strategy and ways of working, designing the new process, developing practical tools; reflection phase
Duration	12 weeks
Format	Customised
Languages	English
More information	↗ Storz Case Study



Best Practise

Leadership

SCHÜTTFLIX®

Project name	Leadership Compass
Target group	Experienced leaders
Participants	15 participants
Structure	Kick-off, 2 modules F2F, Insights assessment and coaching, 4 reflection sessions, report-out session
Duration	9 months per cohort
Format	Customised, modular, blended learning journey
Language	German
More information	in a personal conversation



Best Practise

Leadership

SCHÜTTFLIX®

Project name	Master Camp
Target group	Talents
Participants	15 participants
Structure	Kick-off, 3 modules F2F, Insights assessment and coaching, 3 reflection sessions, report-out session
Duration	9 months per cohort
Format	Customised, modular, blended learning journey
Languages	English, German
More information	in a personal conversation



Human Skills



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A photograph of two women standing in a modern office environment. The woman on the left is wearing a blue turtleneck top, and the woman on the right is wearing a purple dress. They are both smiling and looking towards the camera. The woman on the right is holding a white folder with the Human Skills logo on it. The background shows large windows and other people in the office.

**Let's get in touch and
discover how we can collaborate
for real change.**



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