

TRAININGS IN PERSONAL AND SOCIAL SKILLS

**Online and in-person
for teams and professionals**

carlosvanoosterzee.com



Why training in personal and social skills?

“The atmosphere in the team has changed, tensions have eased and we have learned to speak openly and assertively about what we think.”

“It has made me gain self-confidence and I feel better with my department colleagues and with other departments with which I had difficulty communicating.”

“It helps you communicate better with colleagues and clients.”

“With a few simple tips and a lot of common sense, I have learned many basic things that we usually overlook.”

“It's about becoming more efficient and spreading good vibes so that work becomes more enjoyable.”

Upskilling

Technical and digital skills are very important today, but we mustn't forget that it's almost always **people working with people.**

We believe in people and we believe that they can always be **more skilled.**

If you or your team think that you would benefit from upskilling your

communication, customer service, people management, well-being management

we are here to implement training that will provide added value in internal and external communication in order to improve functioning and increase the quality of communication, customer relations and productivity.

Better communication = greater well-being = greater productivity

If you believe in this formula, you are one of us.

Smart Efficient Communication

Professional
communication
skills

Negotiation

Rapport
and feedback

Improving Spoken
and Written
Communication

Active Listening,
Empathy and
Assertiveness

Storytelling
and Public Speaking

Verbal
and non-verbal

Networking

Language
for goals

Meetings,
interviews, e-mails

Customer Service

Emotional
Intelligence

Getting to know
Client's Psychology

Communicative
Image

Conversations
and Negotiation

Ideal Customer
Service

Feedback
and Continuous
Improvement

Telephone,
Writing and
In-person

Role plays
and Case Analysis

Communication
Styles

Active Listening,
Empathy and
Assertiveness

Conflict
Management

External and
Internal Clients

Well-being Management

Knowing and
Understanding
Attitude

Personal and
Professional
Spheres

Mindfulness
Techniques

Strengths and
Improvement Scope

Stress
Management

Organising and
Planning Work

Workspace
Optimisation

Setting
Sustainable Goals

Healthy
Inteaction

Self-leadership and
Self-motivation

Emotional
Intelligence in the
Work Environment

Proactiveness and
Creativity

Team Dynamics

From Individual
to Team

Positive
Language

Merging
Strenghts

Acknowledging
and Celebrating

Team Roles
and Attitudes

Conflict
Management

Stimulating
Goals

Communication
Styles

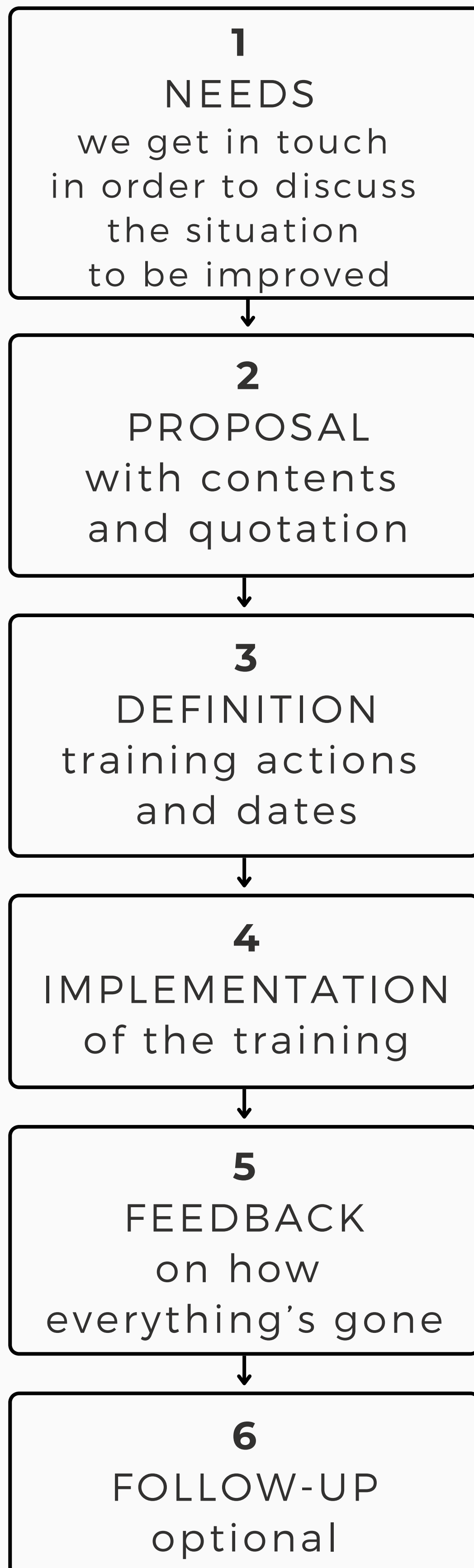
Relationship
Optimisation

Team-Building
Techniques

Appreciative
Feedback

Valuing
Diversity

How do we work?



Trainings in
English and Spanish

Individually
and in group

Online
and in-person

Carlos van Oosterzee

Trainer, discreet technician, effective and practical with **more than 10 years of experience** training professionals and work teams **locally and internationally** to develop their **skills, competencies and abilities in communication, leadership, well-being and productivity.**

Graduate in Philology, Master in Linguistics and Communication, also trained in expression, coaching, mindfulness and personal and professional development.

Leitmotiv: communication is a powerful tool for achieving goals.

carlos@carlosvanoosterzee.com
+34 656 44 53 11



communication
customer service
mindfulness
team-building

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