Get Skilled English

SkillsTown

The online educator
for professionals

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Choose how you want to learn

Everyone is different and learns differently. Employees can therefore choose how they want to learn in our online academy. We have a variety of learning resources available and our range is continuously updated with new content. We also carry out periodical quality checks and remove content that no longer meets our quality standards.

E-learning

Want to learn all about a certain topic in your own time? These interactive e-learning modules are the perfect solution. In the e-learning modules you can learn all about a topic by completing interactive exercises, watching videos and reading about practical examples.

WE-learning

Enjoy learning together with your colleagues? These web-based e-learning modules are perfect to follow as a group but also individually. They are based on social learning and give you the opportunity to learn together with others.

Webinars

Want to know everything about current topics? In this live broadcast, an expert explains the most important points within half an hour. All webinars can be followed live, and also watched later. You can submit questions throughout the duration of the live webinar, as well as after the live broadcast.

Essentials

Important information at your fingertips! Follow one of these micro-courses to gain new knowledge quickly and easily. These micro-courses teach you the essence of a topic in just a few minutes. Essentials can contain text, videos, links, downloads, an exam and expert contact details.

◎ Scans

Want to know what skills you already have? These scans will give you a useful insight into your own competences. By answering various questions, you can discover where your talents lie. This will make it easier to work on your own personal development.

🎤 Podcasts

Too little time to follow a course, but still want to learn something new? You can listen to podcasts anytime and anywhere. On the road, at home or at work. The podcasts are here to make your life easier, as you can listen to them anytime.

Business administration & Management

- An introduction to business strategy
- Anti-corruption and anti-bribery
- Anti-harassment
- Change Management
- Employee retention strategies
- Innovation in business
- Leadership according to Obama
- Leadership and personality
- Lean thinking
- Management basics
- Middle Management
- Scan: Leadership
- Strategic Management
- Digital transformation at organisations
- OpenPM²: Intro to Europe's project management methodology
- Ansoff's matrix
- Blue ocean strategy
- Business Model Canvas
- Business thinking
- Competing values framework
- Disruptive innovation
- EFQM model
- Emotional intelligence
- Five forces model
- Geert Hofstede
- Growth and fixed mindset
- Richard Branson
- The authenticity paradox
- The future of work
- What is corporate governance?

Communication & presentation

- Customer-focused Working
- Effective communication
- Effective Communication Skills
- Effective Communication: A Quick Introduction
- Email with military precision
- Feedback skills
- Handling Aggression at Work
- Presentation skills
- Scan: Communication Style
- Asking questions
- Communication basics
- Effective listening
- Effective summarising
- Giving feedback: the golden rules
- Non-verbal communication: a definition
- Non-verbal communication: key elements
- The communication wall

Finance

- Fintech Introduction
- Balance sheet
- Cash flow statement
- Income statement

Hobby & Vocational

- A beginner's guide to running
- Digital photography
- Photoshop for Beginners

HR, Psychology & Coaching

- Absence Management
- Coaching Skills

- Organisational Politics and Power
- Organisational Psychology
- People in Changing Organisations
- Performance Review Refresher Course
- Recruitment in a virtual world
- Selection interviews
- Social psychology: group influence
- Social psychology: intrapersonal phenomena
- Working together on sustainable employability
- Curate content, create experience
- Coaching: how to coach an employee
- Coaching: the GROW model
- Coaching: the SMART model
- Empathy: the importance of empathy
- Mediation: Referral
- Mediation: Resistance
- Mediation: signs of conflict
- Mediation: the GROW model
- Mediation: the phases

IT & Development

- A guide to effective online meetings
- Are you phishing aware?
- Becoming a Microsoft Teams ninja
- Big Data Fundamentals
- Data protection and confidentiality
- Digital security
- E-mail management
- Excel: the first step
- Microsoft Excel Basics
- Microsoft PowerPoint Basics
- Microsoft Word Basics
- Programming HTML & CSS
- Programming with PHP

- Security Awareness
- The ins and outs of e-commerce
- Digital Learning Hub
- The current and future state of the cloud
- Excel: create PDF
- Excel: create pivot table
- Excel: data validation
- Excel: dynamic SmartArts
- Excel: insert pivot table
- Excel: pivot table date filters
- Excel: pivot table filters
- Excel: pivot table group data
- Excel: pivot table label filter between
- Excel: pivot table label filter contains
- Excel: pivot table label filter select
- Excel: pivot table sort data
- Excel: pivot table top 10
- Excel: pivot table value filters
- Excel: search filter
- Excel: slicers 1
- Excel: slicers 2
- Excel: slicers 3
- Excel: slicers 4
- Excel: sparklines
- Microsoft Office: customising the ribbon
- Microsoft Office: exporting the ribbon
- Microsoft Office: inserting a screenshot
- Microsoft Office: manage versions
- Microsoft Office: mini translator
- Microsoft Office: the tab "File"
- PowerPoint: adding a trigger to videos
- PowerPoint: animation painter
- PowerPoint: comparing presentations
- PowerPoint: compressing a video

- PowerPoint: creating a video
- PowerPoint: embedding a video
- PowerPoint: laser pointer
- PowerPoint: linking a video
- PowerPoint: motion paths
- PowerPoint: sections
- PowerPoint: trimming videos
- PowerPoint: video - bookmarks
- Word: adjusting pictures
- Word: AutoText
- Word: create PDF

Languages

- Spanish Basics

Leadership

- Leadership Fundamentals
- Output-focused Leadership
- Performance and Appraisal Interviews
- Practical Leadership
- The New Way of Working
- Young people in the driver's seat!

Legal

- General Data Protection Regulation (GDPR)

Marketing & Online marketing

- An introduction to Facebook
- An introduction to LinkedIn
- Google Analytics
- Marketing Fundamentals
- Online Marketing Introduction
- Online visibility

- Search Engine Advertising (Ads)
- Search Engine Optimization (SEO)
- The basics of marketing
- Jump-start your Big Data Analytics Lab!
- Online influence
- Robert Cialdini

(Online)Marketing & Sales

- Account Management
- Customer service
- Customer service in hospitality
- Customer support
- Influencing Effectively
- Negotiation Skills
- Professional Selling
- Ready for your Presentation (in Five Days)
- Successful negotiation
- The Trusted Advisor
- BATNA: Best Alternative to a Negotiated Agreement
- Creating the perfect elevator pitch
- Customer satisfaction
- Mastenbroek: introduction
- Mastenbroek: the content
- Mastenbroek: the procedure
- Mastenbroek: the relationship
- Negotiation: The Harvard Method
- Phases of negotiation: bargaining and closure
- Phases of negotiation: discussion
- Phases of negotiation: lack of experience
- Phases of negotiation: making proposals
- Phases of negotiation: preparation
- Risky negotiation methods
- Saying no to customers
- Solving customers' problems

- What is an elevator pitch?
- ZOPA: zone of possible agreement

Personal power

- Active Listening: A Quick Introduction
- Assertive and Effective Organising
- Confident and Assertive Communication
- Creative thinking
- Critical thinking
- Mindfulness
- Organising and Planning Work
- Scan: Time Management
- Setting Priorities and Goals
- Speed reading
- Time management
- Achieving your full potential: Independence
- Achieving your full potential: Interdependence
- Achieving your full potential: Self-evaluation
- Assertiveness in 4 steps
- Core qualities quadrant
- Dealing with fear of failure

Project & Process management

- Agile Project Management™
- Agile Working: A Quick Introduction
- Lean Six Sigma
- Lean Six Sigma Yellow Belt
- Prince2® Introduction
- Project Management
- Project-based Working
- Scrum: A Quick Introduction
- The basics of project planning
- The Scrum Method

Study and learn

- The 70-20-10 principle

Team work & team development

- Assertiveness
- Assertiveness: A Quick Introduction
- Brainstorming and mind mapping
- Cross-cultural workplace dynamics
- Cultural Diversity
- Diversity & Inclusion
- Effective Meeting Skills
- Giving Feedback: A Quick Introduction
- Introduction to project management
- Receiving and Giving Feedback
- Scan: Conflict Management
- Social Safety
- Social Safety for Managers
- The Power of Feedback
- Working in teams
- Working together on 21st century skills
- Working together on working together
- Belbin's team roles
- Brainstorming
- Goal of a meeting
- Group development
- Reaching a consensus
- Role of the chairperson
- Six thinking hats by De Bono

Vitality & health

- Dealing with stress
- Eating Healthy
- Mental health during COVID-19

- Office ergonomics
- Start Running
- Vitality
- Vitality at Work
- Yoga basics
- Working together on health and safety
- Balance work/private life - Part 1
- Balance work/private life - Part 2
- Correct sitting posture
- Mindfulness: Jon Kabat-Zinn
- Stress management: Causes of stress
- Stress management: Conflicts at work
- Stress management: Dealing with stress
- Stress management: Tips for handling stress
- Stress management: What is stress?
- Top 10 office exercises
- What is RSI?

Work, Career & Personal Development

- Get Ready for your Job Interview
- Integrity
- Personal Branding
- Pitching for a New Job
- Successful Job Interviews
- The power of enthusiasm
- The STARR Method
- Working effectively from home
- Writing an Application Letter
- Working together on integrity
- Managing your colleagues
- Managing your customers
- Managing your surroundings
- Time management: calendar overview
- Time management: important urgent tasks

- Time management: introduction
- Time management: secondary tasks

Writing

- Business Case Writing
- Business Correspondence
- Customer-focused Writing
- The Pyramid Principle
- Writing your First Business Case
- Your First Pyramid Style Text

What's next?

SkillsTown is the online education resource for professionals. Through learning on demand, SkillsTown enables businesses, organisations and their employees to move with the ever-changing world around them.

With hundreds of online training courses, in a variety of different forms, SkillsTown provides new and unique ways of learning in every phase of life of the organisation and employee. This helps increase knowledge and skills, stimulates a capacity for change and contributes to attractive employee practices.

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