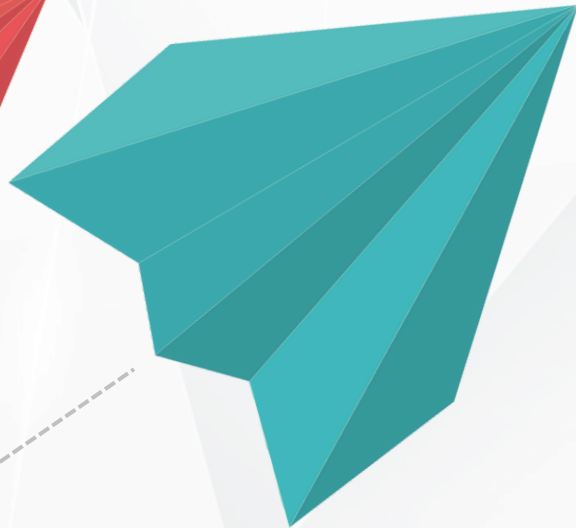
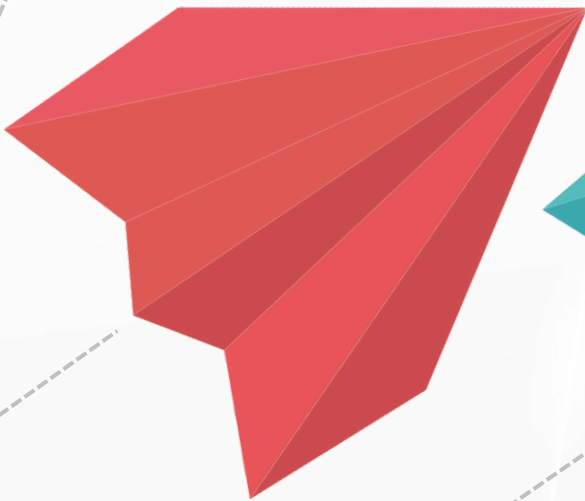
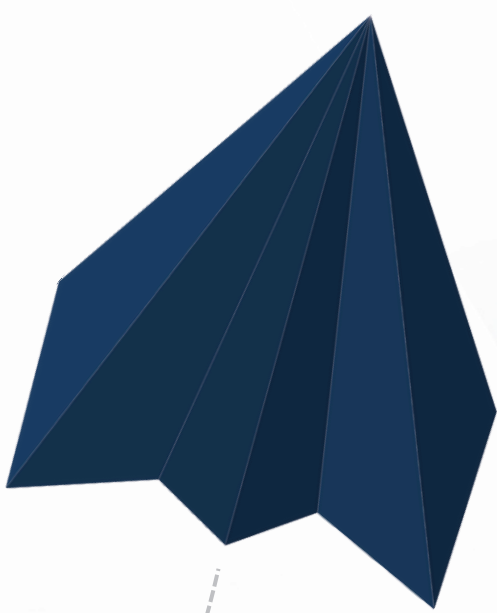


# HalPet

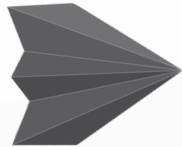


Learn  
Practice  
Communicate



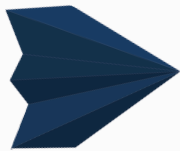


# Content



## About HalPet

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## Trainings

WEBINARS | COACHING | WORKSHOPS

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## LPC for Business

ONLINE EDUCATION

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## eLearning courses

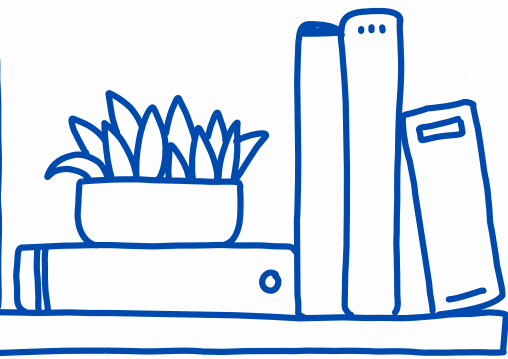
FOR YOUR LMS

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## Languages

for business purposes



# About HalPet

Experience, tradition, and quality

We have more than **20 years of experience**. We are proud of our recognizable image in the B2B market. This image is the result of collaboration with **500+ business entities** (large, medium, and small companies), **50,000+ participants**, and a wide range of training courses conducted **live, virtually, in blended form, or exclusively online**. And through our unique **LPC® for Business** online system, we are available to everyone.

## A wide variety of educational services

In the Croatian and regional market, HalPet stands out with an impressive range of programs for business and personal development, focusing on core and soft skills. The process of creating training courses in our 'LPC factory' is always active, whether we are expanding our own program range or creating programs upon the request of our clients.

### The educational areas we cover are:

- Business skills training
- Digital learning through the LPC online platform
- Development of elearning content on demand for LMS clients
- Coaching programs
- Learning foreign languages for business purposes
- Educational consulting
- Facilitation workshops ...





## Experienced and professional educators

In order to ensure your maximum satisfaction in the learning process, each of our courses is designed and led by HalPet's experts and content creators – **experienced educators, trainers, instructional designers, and managers** who impart knowledge both in-person and through virtual platforms. We take pride in our knowledge and expertise, as well as our boundless motivation and creativity, which are immensely important in knowledge transfer and have the power to turn every learning experience into pleasure and positive outcomes.

## Our own online learning platform - LPC online

Our extensive experience in teaching based on our LPC® method, starting from 2013, was transformed into the LPC eLearning system when our digital transition began. Since 2017, we have been accompanied in digital learning by the **LPC online** system, which is continuously upgraded and perfected to ensure a satisfying learning experience for currently more than 15,000 users.



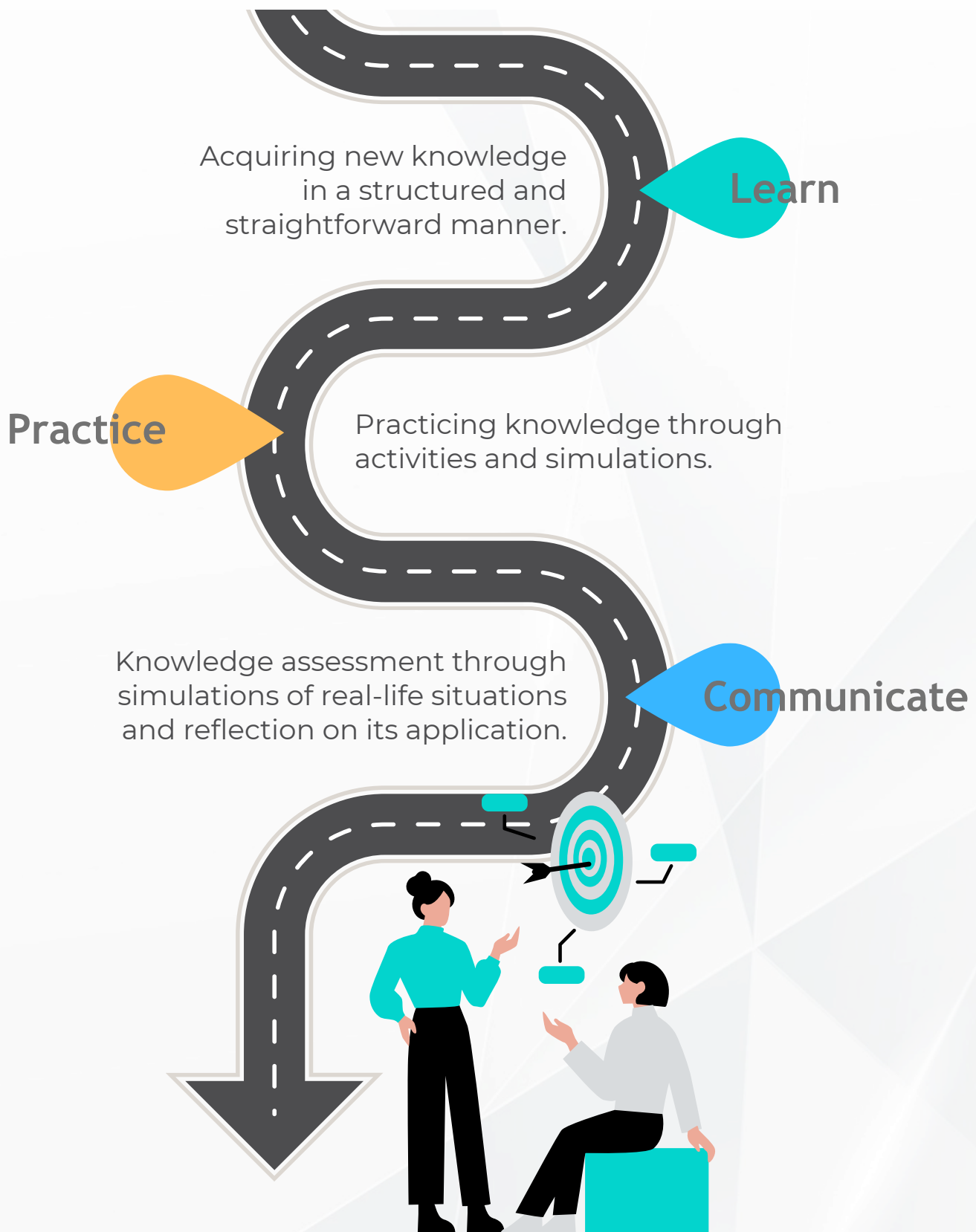


## OUR OWN LPC® METHOD

At HalPet, we believe that knowledge is power and every minute is **precious**. This means that each of our training courses ensures **maximum impact** to every individual in the shortest possible time, providing a comprehensive learning experience – **knowledge you can see, hear, try, and validate**.

LPC® is HalPet's authentic learning method that we have successfully applied since 2001. It is a crucial element in the success of all our training courses, making learning faster, easier, and more engaging, while ensuring that the acquired knowledge is **long-lasting and immediately applicable**.

Each of our "learning bites" (whether in-person or digital) has an essential LPC character - it involves **3 smart steps** that follow the natural learning process:



**HalPet**

# TRAININGS

WEBINARS | COACHING | WORKSHOPS

A vertical image on the left side of the page shows three paper boats floating on a blue, rippled surface. The top boat is yellow and orange, while the two boats below it are white. They are arranged diagonally from top-left to bottom-right.

# Service description

## TRAININGS

The **HalPet training method** is an **accelerated** and **dynamic** way of knowledge transfer. During the training, you are actively involved in the learning process, and you acquire new knowledge and skills through **experience** and **practice**.

The training's purpose is to **activate** the **content** and ensure that you **try** out and **practice** what you've learned through a wide range of methods, including case study scenarios, role-playing games, recordings and analyses, brainstorming, presentations, problem-solving, sharing experiences and ideas...

An important part of the training is **feedback**, as the opportunity for **reflection** will help you become aware of what you've learned, deepen your understanding of the targeted content, and consider the possibilities for real-world application.

## COACHING

If you're looking for an individualized approach and personalized solutions, and are aiming to unlock your potential and enhance your performance in a specific professional area - consider coaching. It will motivate and expedite your journey towards your goals. The focus is on awareness and guidance – by asking the right questions, a coach assists you in gaining new insights, solutions, opportunities, and self-confidence with expert guidance, monitoring, and support.

## WORKSHOPS

The workshops cover a **wide range of topics** and are tailored to the specific needs of the client. As a team or company, you have the opportunity to explore the targeted theme through collaboration, discussion, and group and individual activities. In a dynamic work and learning environment, the group can reach a common solution faster and easier.



# Leadership and management

## ➤ Introduction to leadership

**Topics:** Leadership and Management - basic distinctions and key knowledge | Understanding the bigger picture | Who is a Leader | Roles and responsibilities | Skills for successful leadership and how to develop them | Basic leadership models | Levels of leadership

## ➤ Situational Leadership

**Topics:** Leadership styles | Advantages of situational leadership | Employee readiness levels and how to recognize them | Situational leadership model | How to choose the right style and successfully develop a team

## ➤ Strategic Leadership

**Topics:** Strategic thinking and strategic management | Strategic thinking skills | Strategic management process, vision, mission, objectives | Techniques for strategic thinking | How to successfully implement a strategy | Challenges in strategic thinking and management

## ➤ Communication Skills for Managers

**Topics:** How to create a communication advantage | Profile of an excellent manager/communicator | How a simple technique results in a significant change | Working on techniques in the areas of: Active listening | Giving and receiving feedback / Persuasion and influence | Presentation skills | Task assignment and delegation

## ➤ How to (re) Motivate Your Team

**Topics:** The Importance and role of motivation today | Sources of motivation and understanding motivation | Motivation theories | Types of motivation | Motivational techniques | How to motivate a team | How to motivate an individual | Self-motivation techniques

## ➤ Delegation Skills

**Topics:** Leadership styles | Advantages of situational leadership | Employee readiness levels and how to recognize them | Situational leadership model | How to choose the right style and successfully develop a team

## ➤ Conflict Management

**Topics:** What is conflict and types of conflict | Causes and consequences of workplace conflict | The emotional dimension of conflict situations | Common approaches to handling conflict | Communication tools for better recognizing potential conflicts and preventing escalation | How to turn conflict into a opportunity for progress | Techniques for successful conflict resolution

## ➤ Change Management

**Topics:** Change as a necessity and a constant | Understanding change in the company | Change planning | How to communicate changes | Models and techniques for implementing change | Reactions to change and how to eliminate negative effects | Implementing change | How to lead a team/People through phases of change



## ▶ Coaching for Managers

**Topics:** The importance and role of coaching today | What is coaching | Coaching as a role and responsibility of managers | Prerequisites for successful coaching | Basic steps in the coaching process | Application of coaching models

## ▶ Decision-making and Problem-solving

**Topics:** What is a problem and how to define it | Steps for successful problem-solving | How we make decisions | Analytical vs. creative approach | Techniques for successful problem-solving and decision-making: individually and in a team

## ▶ Team Leadership

**Topics:** Building trust | Key leadership tools | Team performance management | Teamwork and collaboration | Understanding and managing differences | Leadership development and continuous learning

## ▶ Feedback - a Tool for Team Development

**Topics:** The role and importance of feedback | Prerequisites for giving feedback successfully | Strategies and models - criticism and praise | How to choose and adapt the approach for maximum effectiveness | How to seek and receive feedback





## Manager as a Storyteller

**Topics:** What is storytelling | The role and importance of storytelling in leadership | Opportunities for storytelling in team communication | Key elements of a successful story - Preparation / Structure / Delivery | Tips and tools for verbal and nonverbal persuasion



## Power of Influence

**Topics:** What is influence | The importance of the skill of influence in team leadership | Key elements of influence in practice | Persuasion and influence techniques and strategies | Applying techniques in different communication situations: towards the team | 1-on-1



## How to Lead a Remote Team

**Topics:** Direct leadership vs. virtual leadership | Advantages and pitfalls of leading a remote team | (Re)motivate your team | How to improve remote meeting leadership | Tips for increasing team member engagement | Effective and proactive communication (1 on 1 and in the team)



## Performance Review Conversation

**Topics:** Key principles and benefits of successful performance management | Phases in the performance management process | Prerequisites for a successful performance conversation | Conversation preparation | Conversation structure | Communication prerequisites and strategies for a successful performance conversation



# Communication Skills

## ▶ Communication Skills - Key Knowledge and Tools

**Topics:** The importance and role of communication | How we communicate | Prerequisites for successful workplace communication | Barriers to effective communication | Rules of verbal and nonverbal communication | Strategies and tools for effective communication

## ▶ Advanced Communication Skills

**Topics:** Prerequisites for successful communication | The importance of emotional intelligence in communication | Active listening | Advanced verbal and nonverbal tools | The power of rapport | How to communicate with challenging conversational partners

## ▶ Presentation Skills

**Topics:** Introduction to presentation skills | Characteristics of a successful presentation | Qualities of an effective presenter | Dealing with nervousness | Prerequisites for presentation success | Key elements for a successful presentation: Preparation / Structure / Verbal and nonverbal delivery

## ▶ Advanced Presentation Skills

**Topics:** Standing out with creativity and attention | Boosting confidence in the presentation arena | Self-presentation as a competitive advantage | Short presentation models for success | Advanced tools for presentation persuasiveness | Audience and Q&A management



## ► Pitch Presentation

**Topics:** What is a pitch presentation – power and benefits | Types of pitch presentations | Components of a persuasive performance (word, gesture, voice) | Pitch preparation | Working on models | Execution and analysis

## ► Body Language

**Topics:** The importance and role of body language in communication | Universal gestures and their meanings | Nonverbal etiquette | How to read body language | Positive and negative body language | Eye contact in communication | Using body language to boost confidence and persuasiveness

## ► Business Correspondence

**Topics:** The importance and role of business correspondence | Relevant grammar and spelling rules | Structure and formatting of business letters | Common mistakes in business correspondence | Structure and writing style for email messages | Examples of good and bad practices

## ► Business Etiquette

**Topics:** The importance and role of business etiquette | Key knowledge of business etiquette | Etiquette rules in action – first meetings; direct communication; phone; email | Business dress code | Socializing in business situations – meetings, receptions, luncheons...

## ► Effective Business Meeting

**Topics:** The importance of meetings in the modern business environment | Reasons for ineffective meetings | Characteristics of successful meetings | Virtual vs. in-person meetings | Strategies for successful leadership and participation | Elements of a successful meeting: Preparation / Structure / Communication



## ➤ **Negotiation Skills**

**Topics:** Introduction to negotiation skills | Types of negotiations | Determining negotiator profiles | Steps in the negotiation process | Negotiation techniques | Building rapport - persuasion and influence techniques | Body language in negotiations | Questioning and responding skills

## ➤ **The Art of Influence**

**Topics:** What is influence and the importance of influence in business | Key prerequisites for influence | Presentation and communication tools for persuasiveness: verbal / nonverbal | The power of active listening | Building trust through rapport | Charm and charisma | Persuasion and influence strategies

## ➤ **Giving and Receiving Feedback**

**Topics:** What is feedback | The importance and role of feedback | Key rules for successful giving and receiving feedback | Communication prerequisites for successful feedback | How to provide constructive criticism | How to give praise

## ➤ **Active Listening**

**Topics:** What is active listening | The importance and power of active listening | Levels and types of listening | Barriers to active listening and how to overcome them | Active listening techniques

## ➤ **Assertiveness**

**Topics:** What is assertiveness | Why and when to be assertive | The importance and characteristics of assertive communication in the workplace | Prerequisites for assertiveness | How to be assertive | Assertiveness techniques

## ➤ **NLP Tools for Successful Conflict Resolution**

**Topics:** What is conflict and types of conflict | Causes and consequences of conflict | Prerequisites for successful conflict management - mindset, self-confidence, and skills | The emotional aspect of conflict - how to control yourself before, during, and after resolving a conflict situation | What is NLP and how it helps | NLP toolbox with techniques for conflict resolution

## ➤ Building Relationships through Communication and Coaching

**Topics:** Collaboration as a prerequisite for individual and team success | What is coaching | Benefits of the coaching approach in communication | The role, responsibilities, and skills of a coach | The power and value of questions in the coaching process | Working with coaching models: 1-on-1 and in a team

## ➤ Tools for Communication Effectiveness

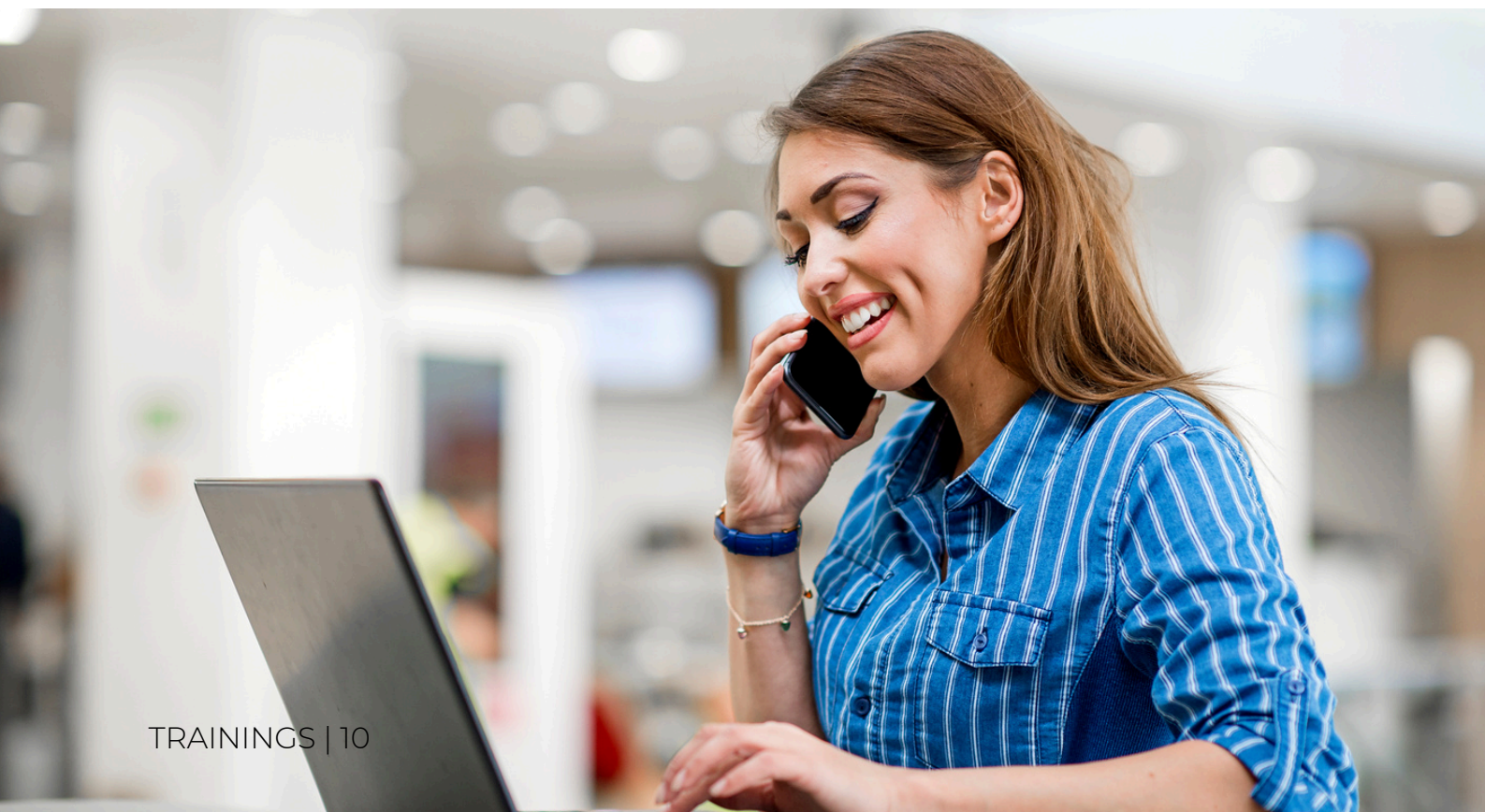
**Topics:** Communication framework in the modern business environment | Barriers to successful communication | Rules of successful written and oral communication | How to structure a message | Verbal and nonverbal excellence in practice | Communication proactivity

## ➤ How to Communicate in Challenging Situations

**Topics:** What is a challenging situation | How to define a challenging interlocutor | Prerequisites for successfully navigating challenging situations | Communication awareness - what and how (not) to say | Techniques for challenging situations | How to prevent challenging situations

## ➤ Storytelling as a Presentation Tool

**Topics:** What is storytelling | Benefits and power of storytelling as a presentation technique | Types of stories | When to use storytelling | Elements of a successful story - preparation, structure, and delivery | Verbal and nonverbal tools for persuasiveness



# Personal Development

## ➤ Growth Mindset

**Topics:** What is a growth mindset | Difference between a growth and fixed mindset | Why we need a growth mindset | How to reframe limiting beliefs | Common obstacles and challenges in developing a growth mindset and how to overcome them | Applying growth mindset strategies for personal and professional growth

## ➤ Change Management and Resilience

**Topics:** Understanding change | The power of positive attitude towards change | Dealing with resistance | The change curve | Change management techniques | What is mental and physical resilience | Prerequisites for resilience | Resilience-building techniques

## ➤ How to Successfully Solve Problems in Your Personal and Professional Life

**Topics:** What is a problem | How to define and communicate a problem | Steps for successful problem-solving | Analytical vs. creative approaches in problem-solving | The importance of creative approach in problem-solving and decision-making | Techniques for successful problem-solving

## ➤ Stress Management

**Topics:** What is stress | Types, causes and consequences of stress | Consequences of stress | How to plan life and work with lower stress levels | Strategies and techniques for successful stress management

## ▶ **Personal Goals Management**

**Topics:** Goal - importance, necessity, and purpose | Characteristics of a well-formed goal | Prerequisites for successful goal achievement | Types of goals | Steps - how to formulate a goal and ensure its realization | Strategies for achievement - action plan and dealing with challenges

## ▶ **Time Management**

**Topics:** What is efficiency | Tools for efficiency and successful time management | Time thieves and how to eliminate them | Additional techniques for successful time management

## ▶ **Self-presentation Skills**

**Topics:** The importance and benefits of self-presentation | Verbal and nonverbal tools for successful self-presentation | Preparation, structure, and delivery | Models and techniques

## ▶ **Mental Mapping**

**Topics:** Mental mapping - What is a mental map | Benefits of the mental mapping technique in both business and personal life | How to create a mental map | When to use a mental map | Application of mental maps: individually / in a team

## ▶ **Positive thinking Techniques**

**Topics:** Positive thinking - what is positive thinking | Taking responsibility for a positive attitude and mindset | Benefits and advantages of positive thinking | Positive verbal communication | Positive nonverbal communication | Strategies and techniques for positive thinking

## ▶ **Creative thinking Techniques**

**Topics:** Creative thinking - What is creative thinking | Are we thinking creatively | Benefits and advantages of creative thinking | Prerequisites for creativity | How to think creatively | Creative thinking techniques





## Analytical Thinking

**Topics:** Analytical thinking -  
What is analytical thinking | Are we thinking analytically | Benefits and advantages of analytical thinking | Prerequisites for analytical thinking | How to think analytically | Analytical thinking techniques



## Emotional Intelligence in the Workplace

**Topics:** The importance and role of emotional intelligence (EQ) | EQ model | Getting to know yourself better: self-awareness / Managing your own emotions | Improving team relationships / The concept of empathy / Handling challenging situations the EQ way



## Emotional Intelligence and Diversity Appreciation

**Topics:** The importance and role of emotional intelligence and emotions | EQ model | Building emotional self-awareness | Emotional agility - changing behavior patterns | Empathy and its role | Conscious vs. unconscious biases | Types of unconscious biases and how to address them the EQ way



## 6 Thinking Hats

**Topics:** Creative and analytical vs. lateral thinking | Advantages of lateral thinking for problem solving and decision making | Benefits and uses | How and when to use the technique | Application of the Six Thinking Hats® technique individually and in a team



## Finance for Non-Financials

**Topics:** Introduction to finance | The role of finance in business | Financial statements - balance sheet, income statement, cash flow | Key financial indicators | Mini financial analysis



# Sharing Knowledge

## ► Mentorship

**Topics:** The role and importance of mentorship | Mentor profile, role, and mindset | Mentorship framework - learning cycle, learning principles | Mentorship process | Knowledge transfer and task assignment | Adapting to different types of mentees | Feedback - critique and praise | Coaching approach in mentorship

## ► Train the Trainer

**Topics:** Training - what is training | Framework for adult learning and teaching | Trainer profile and skills | Key knowledge and skills for knowledge transfer | Elements of successful training - preparation, structure and delivery | Training activities - Why, What, and How | Training participants and adapting to diversity | Managing questions | Feedback - critique and praise | Tips and strategies - attention, interaction, and successful application of new knowledge and skills | Creating an individual action plan for further skill enhancement

## ► Virtual Knowledge Sharing

**Topics:** Framework for learning and teaching | Differences: webinar vs. virtual workshop / training | Characteristics of a successful online trainer | Attention and audience engagement as key to success | Preparation elements and setting objectives for virtual workshops | How to structure content | Verbal and non-verbal delivery in a virtual environment | Interaction and engagement as keys to success | Moderating an online workshop | Group management / individual management | Handling unexpected situations and problem-solving



# Other topics and programs

In addition to existing programs, we offer education, training, webinars, facilitation workshops, coaching programs, and consulting on the following topics:

OKR Methodology | Sales skills | Customer relationship / client management | Individual preparation for presentation skills | Lego serious play® | Financial literacy | eLearning content development | Presentation / Training development...

## Webinars

A webinar is a shorter educational format (**up to 60 minutes**) designed to help you **acquire, refresh, and activate knowledge** in a condensed manner, motivating you for practical application. It is intended for larger groups of participants, and interactivity is ensured through questions, chat, and various online tools.



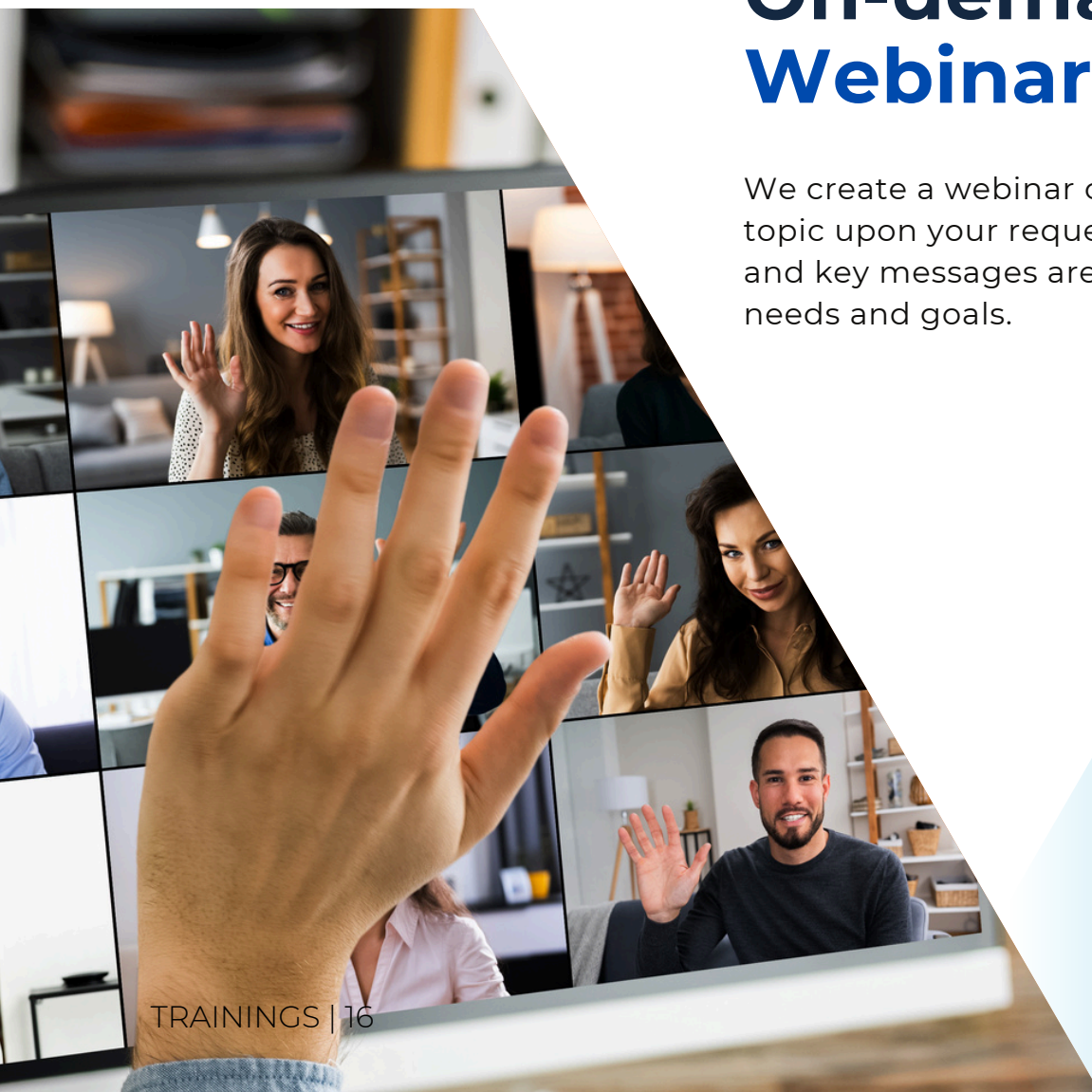
# Off-the-shelf Webinars

**Currently available webinars on the following topics:**

- ▶ Resilience Management
- ▶ Change Management
- ▶ Work-life Balance
- ▶ Dealing with Workplace Conflict
- ▶ Feedback – my healthy habit
- ▶ Time Management
- ▶ Effective Meetings - how to ensure them
- ▶ Growth Mindset
- ▶ (Re)Motivate Your Team and Team Members
- ▶ Hone Active Listening and Focus
- ▶ Teamwork...

## On-demand Webinar

We create a webinar on a specific topic upon your request. The content and key messages are tailored to your needs and goals.



# MINI Blended ACADEMIES

Each MINI Blended ACADEMY program includes a set of topics (from 8 to 10) essential for the targeted area. The duration of each program is 5 months. Programs consist of self-paced learning in the online LPC system and virtual meetings with an LPC Navigator.

**The topics of Blended Academies are:**

- **Leadership**
- **Entrepreneurship**
- **How to Be a Better Communicator**
- **Stress Management**
- **Onboarding**
- **Growth Mindset**
- **Tools for Greater Efficiency**

**If you have a specific topic in mind, feel  
free to contact us at:**

**[halpet@halpet.hr](mailto:halpet@halpet.hr).**

**Creating new topics and programs is  
our job! :)**

**HaIPet**

# LPCC

**FOR  
BUSINESS**



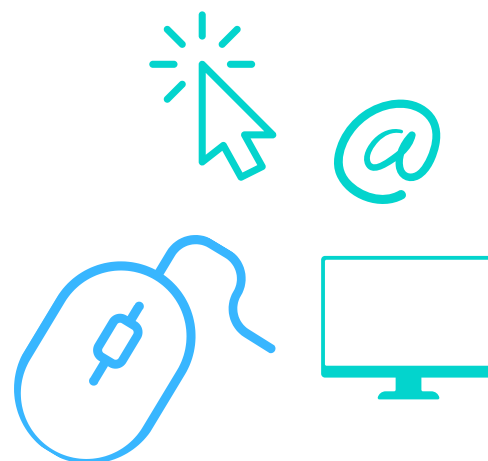
# Service description

**LPC for Business, the solution for business education**, is created to assist **you** - professionals, teams, and companies - in achieving professional and personal goals!

**LPC for Business offers a large variety of educational programs** covering the most sought-after skills in various professional environments. Our programs have been tested and consistently proven effective by leading domestic companies!

## Available online, 24 hours a day

LPC is based on self-motivation and proactive learning. It allows you to independently create your own learning schedule and it is fully customizable for your individual desires and needs.

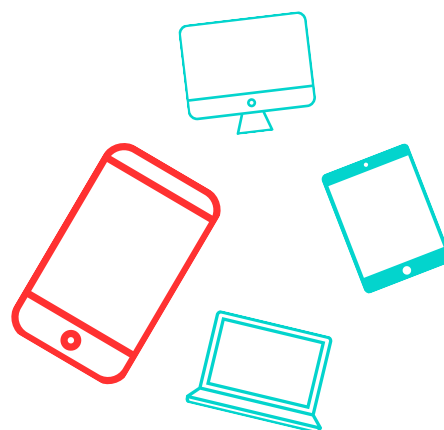


## Intuitive and seamless user experience

Upon logging in, numerous learning opportunities become available to you. Starting a program is easy, and transitioning to the next lesson always happens smoothly and seamlessly, without any obstacles.

## Any device, any opportunity

Learn easily and effortlessly - wherever you want, on all types of devices. LPC adapts to your favorite devices: desktop and laptop computers, tablets and smartphones; and operating systems Windows, iOS, and Android.



## Multilingualism

The LPC interface language, as well as the content within the system, is available both in Croatian and English. You can independently choose the language in which you explore the platform, and language learning programs always include Croatian equivalents of key lesson concepts.

## Rich and interactive content

Enjoy the best learning experience by watching videos, interactive presentations, listening to audio files, or browsing downloaded materials in PDF format.



## Knowledge checks and tests

Experience engaging and dynamic knowledge checks and tests that go beyond the ordinary. Immerse yourself in interactive assessments featuring a variety of questions, vibrant images, compelling texts, and enriching audio files. Elevate your learning journey by actively practicing and testing your newly acquired knowledge.

## Collect achievements

Earn rewards or certificates and track your learning progress. Your test results are always available for self-assessment of your progress.



## Experienced educators

Learning doesn't have to be a solitary process. Our educators are ready to help whenever you need. If you prefer the good old-fashioned way of learning, choose a blended program that combines online and classroom learning for the best results!

## Integrated customer support

If you need us, we're here! LPC has a built-in user support system that is more than ready to assist you in your learning experience and ensure that you receive a satisfactory response to your inquiry within an acceptable timeframe.



# Communication & work relations

In this category, you will find **knowledge and skills that can make anyone a desirable conversationalist and communicator, a valuable team member, leader, or manager.** Targeted topics help to understand oneself and others better, enabling individuals to act in accordance with this understanding. The result is reduced levels of stress and dissatisfaction, as well as wiser responses in various business and private situations. These knowledge and skills will **directly impact the quality of your relationships and productivity.**



# Communication & Work Relations

Assertiveness

Body Language and Voice for Greater Impact

Managing Conflict

Etiquette for a Great First Impression

Negotiations

Feedback Sandwich

Presentation Skills

How to Communicate with Millennials

Emotional Intelligence

Take Responsibility for the Relationship with Your Boss

Feedback

Peaceful Communication in 4 Steps

Communication Skills

Receive Feedback in the Right Way

Business Etiquette

Build the Foundation for a Successful Conversation

Business Correspondence

A Simple Formula for Influence

Eliminate "YOU" Statements from Your Communication

How (not) to Give Feedback

Polish Your Verbal Communication

Learn How to Say NO

How to Communicate Bad News

Offer Advice In the Right Way

FFF Technique for Difficult Conversations

Presence – Your Asset in Every Conversation

7 Rules of an Effective Listening

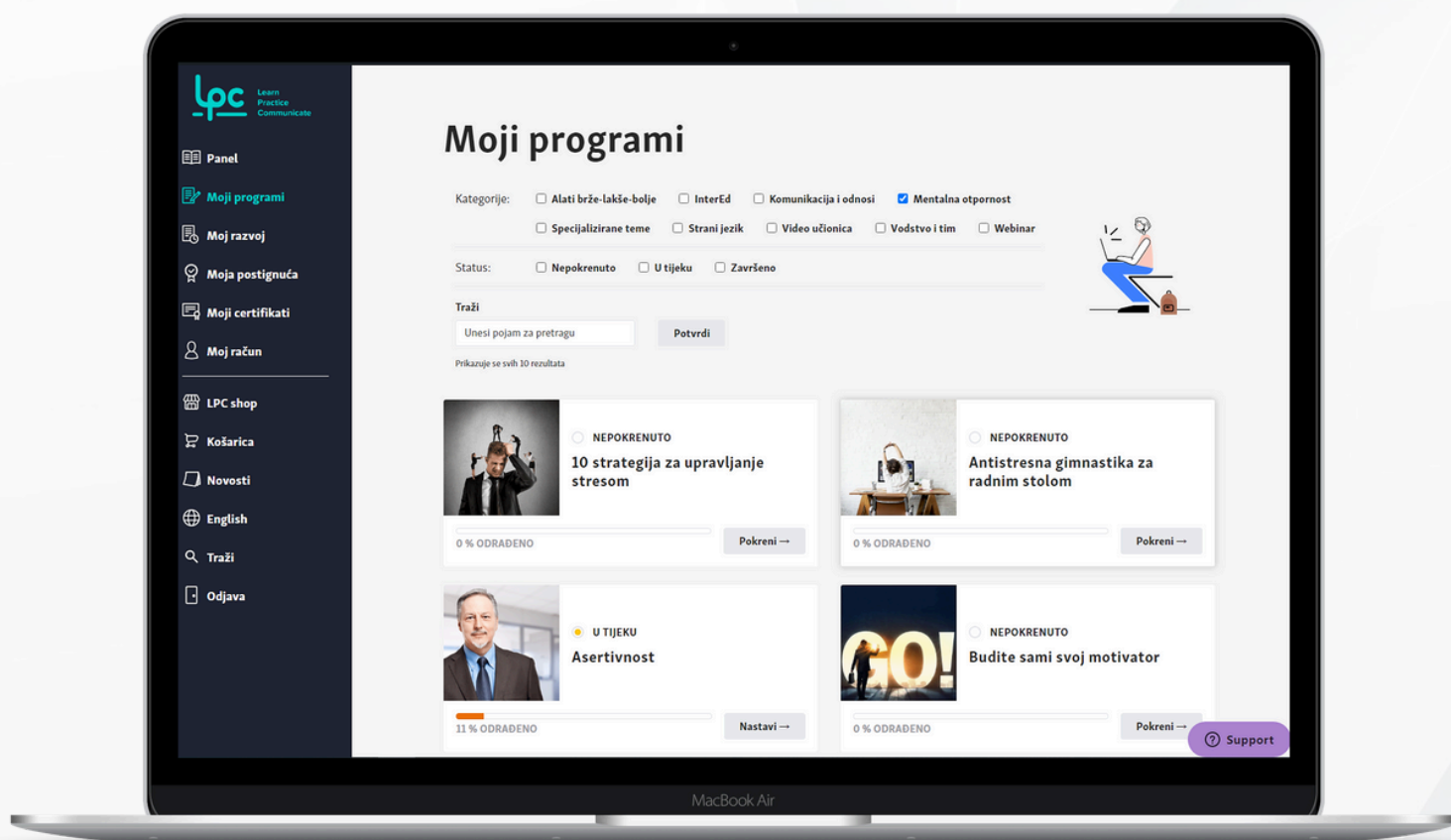
How to Visually Design a Presentation

How Strength Doesn't Become a Weakness



# Wellbeing & Resilience

Mental resilience is a **must-have** skill in today's world. This eLearning program addresses uncertainties about **what mental resilience exactly is and how to develop it**. Learn how to react in moments of crisis and how to build and maintain top-notch mental and physical well-being. If you choose to seek answers to these crucial life questions with us, **positive change is guaranteed**.



# Wellbeing & Resilience

Stress Management

Anti-stress Exercises at Work

Assertiveness

Be Your Own Motivator

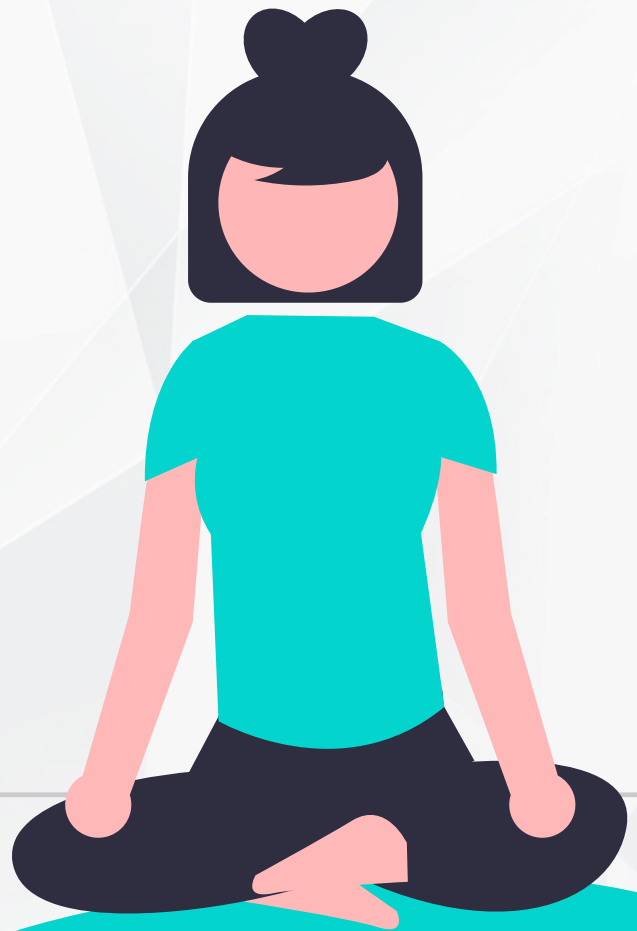
Managing Conflict

Positive Thinking – My New Habit

10 Stress Management Strategies

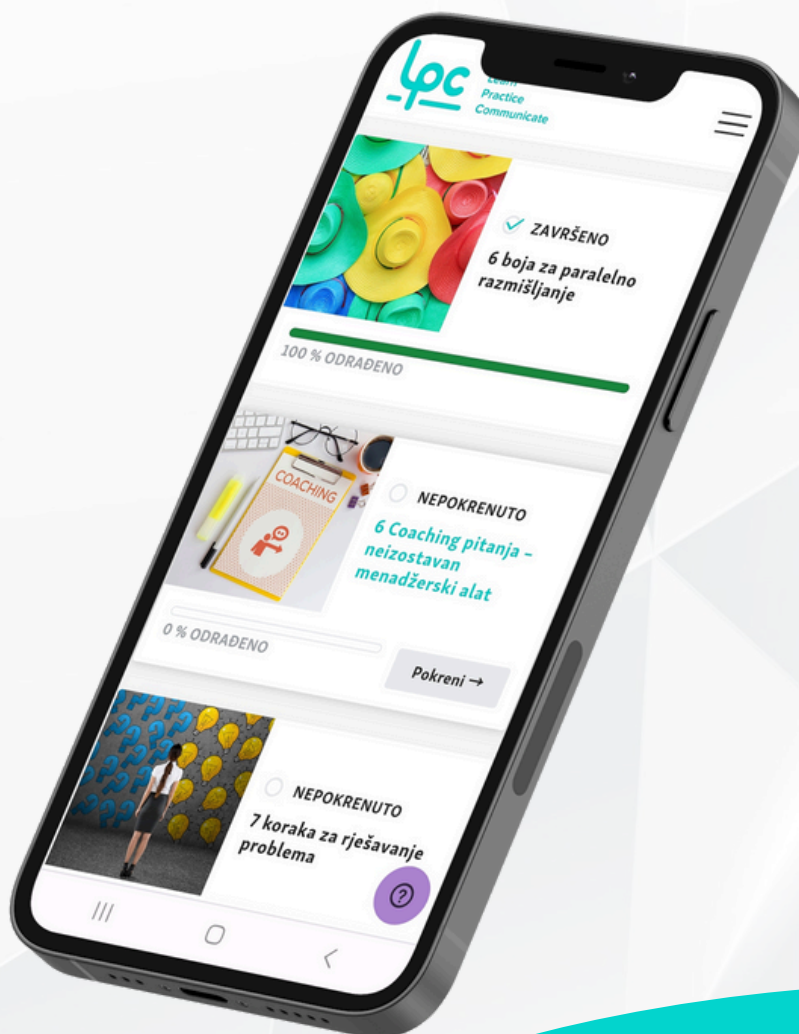
Become Resilient to Setbacks

Building Resilience |LPC video classroom



# Leadership & Teamwork

In this category, you will find precise insights on successful **leadership strategies, effective communication techniques, maximizing motivation, enhancing individual and team effectiveness, and achieving desired results** in a faster and simpler way. With knowledge and skills, you will anticipate possible mistakes and errors, and if they occur, you will know how to minimize their consequences and continue in the right direction.



# Leadership & Teamwork

Delegation

Communication for Building a Team

How to Motivate Your Team

Communication Tips for Successful Delegation

Manager, Coach, and Trusted Confidant

Time Management

Praise Often and in the Right Way

Successful Meetings

Guidelines for EQ Leadership

6 Colours for Parallel Thinking

All-in-One Coaching for Managers

7 Steps of Problem Solving

All-in-One Feedback for Managers

The AID Feedback model

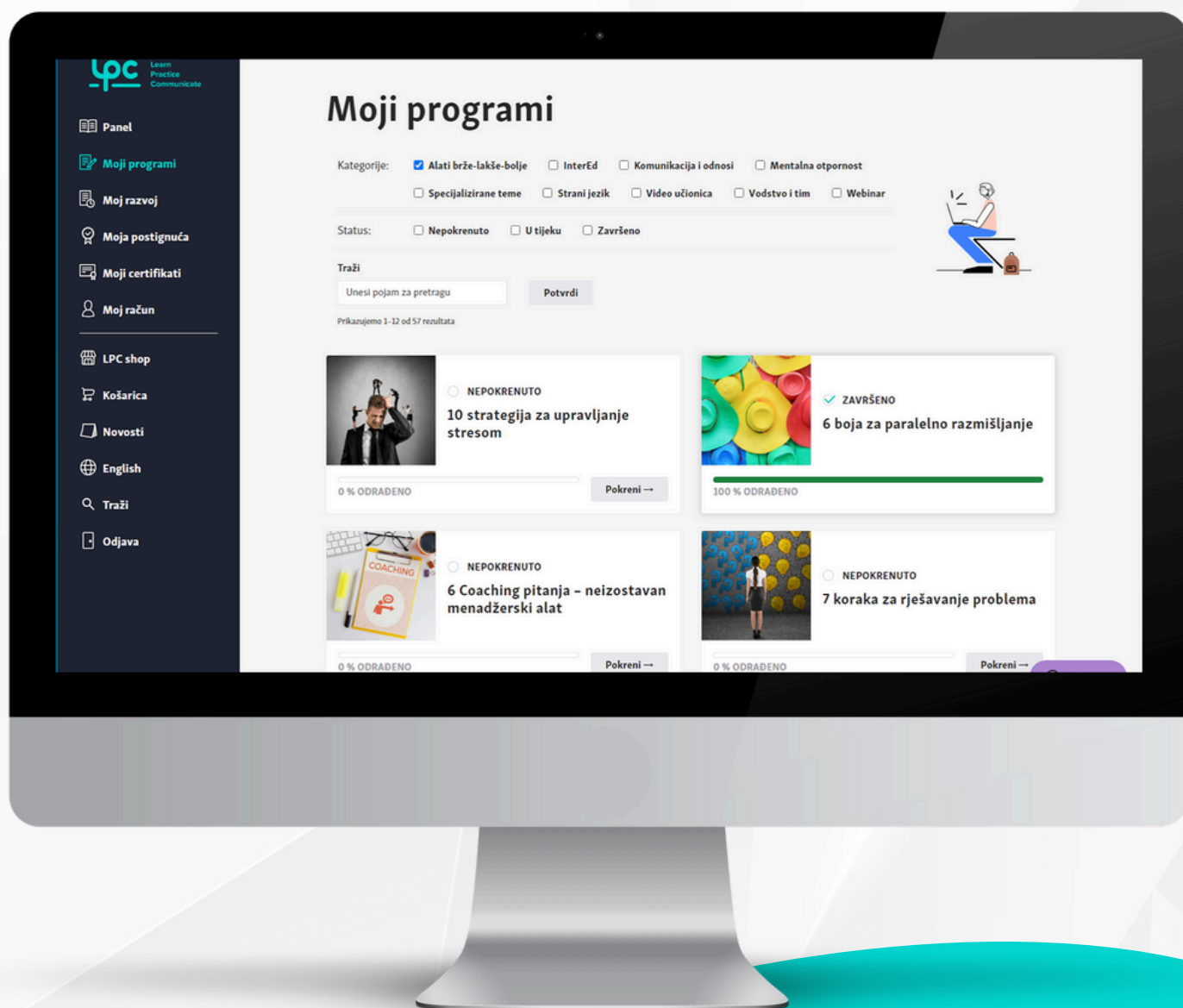
How to Avoid Mistakes in Employee Evaluation

Tuckman's Model for Team Development



# Power-up Tools

Find specific answers to your questions through **programs carefully tailored for you**. These are **knowledge nuggets** that assist you in various business situations. In 10-30 minutes, acquire valuable techniques, strategies, or advice. While intervention-oriented, continuous work with these **ready-to-use** solutions has a strong developmental component.



# power-up tools

Eliminate "YOU" Statements from Your Communication

Positive Thinking - My New Habit

Polish Your Verbal Communication

Become Resilient to Setbacks

How to Communicate Bad News

I Have a Mentor – What Should I Do?

FFF Technique for Difficult Conversations

My Mentorship Roles

7 Rules for Effective Listening

How to Visually Design a Presentation

Body Language and Voice for Greater Impact

How to Overcome Stage Fright

Etiquette for a Great First Impression

How to Set Goals for Success

Feedback Sandwich

How to Start a Speech with a Bang

How to Communicate with Millennials

PAPPA – Multipractical Pitch Model

Take Responsibility for the Relationship with Your Boss

Work Efficiently – Work Smart

Peaceful Communication in 4 Steps

How to Prepare for a Great Presentation

Receive Feedback in the Right Way

Manage Time Using the Kanban Method

Build the Foundation for a Successful Conversation

How to Prepare for a Successful Meeting

A Simple Formula for Influence

How to Manage Behaviors in Meetings

How (Not) to Give Feedback



# Power-up tools

Recipe for a Successful Meeting

Learn How to Say NO

Cheatsheet for Working from Home

Offer Advice In the Right Way

What to Do After a Meeting

Presence – Your Asset in Every Conversation

Storytelling – Tell a Story for a Strong Impression

10 Stress Management Strategies

Successful Mentor in 7 Steps

Anti-stress Exercises at Work

6 Colours for Parallel Thinking

Be Your Own Motivator

How to Finish a Speech with a Bang

7 Steps of Problem Solving

The AID Feedback model

Be a Successful Presenter

How to Motivate Your Team

Communication Tips for Successful Delegation

Communication for Team Building

Manager, Coach, and Trusted Confidant

Praise Often and in the Right Way

Tuckman's Model for Team Development

Guidelines for EQ Leadership

How to Avoiding Mistakes in Employee Evaluation

Rapport

Critical Thinking in Action

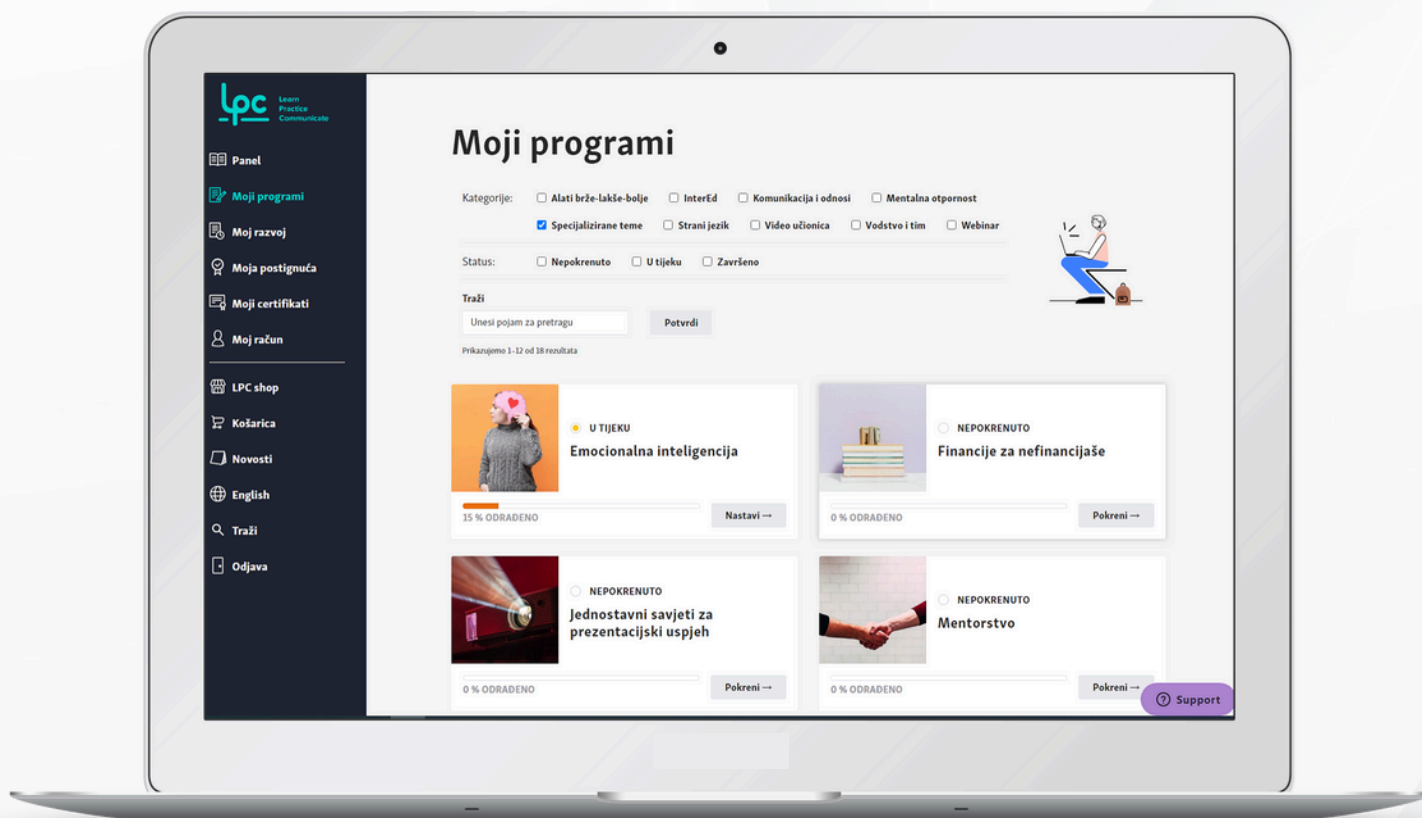
How Strength Doesn't Become a Weakness



# Specialized Topics

Here, you will find a **powerful mix of soft and hard business skills** that will directly impact your personal and company success. For example, learn to be an excellent salesperson, negotiator, master key financial knowledge, and contribute to greater **personal and team productivity**.

LPC FOR BUSINESS



# Specialized topics

Successful Meeting

Self-Help Techniques in Crisis Situations

Finance for Non-Financials

Simple Tips for Presentation Success

Sales Skills

Emotional Intelligence

Time Management

Techniques for Difficult Conversation

Stress Management

Work Efficiency

Negotiations

Team Development

Presentation Skills

Team Motivation

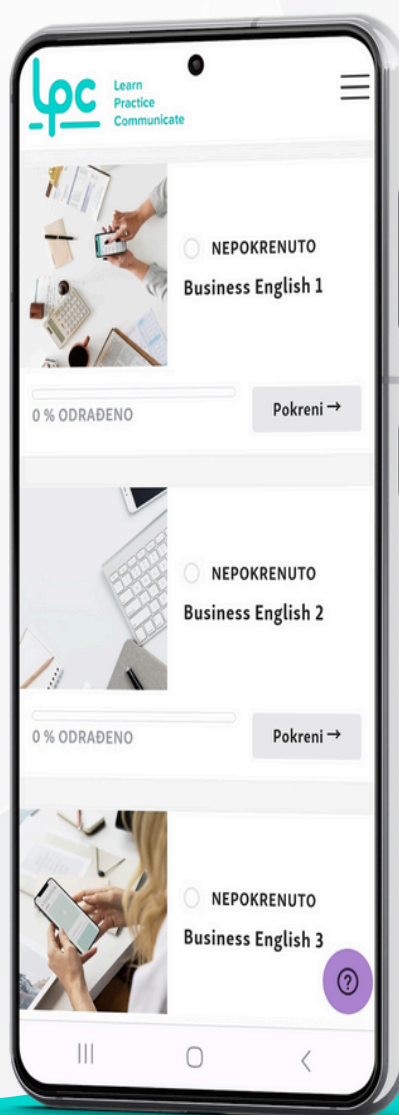
Mentoring

The Power of Influence



# Foreign Languages

These programs offer you the opportunity to **test your knowledge of English, German, French, Italian, and Russian** languages, as well as to improve your English skills (B1 and B2) and beginner-level German. Through **specialized programs of Business English**, master vocabulary in the fields of economics, finance, and general business language. You will gain the necessary **confidence and shine in** your interactions with native speakers.



# Foreign languages

Testiranje engleskog jezika online

Poslovni engleski | Business English: Personal Growth

Poslovni engleski | Business English: Professional Growth

Poslovni engleski | Business English: The Quirks of English

Poslovni engleski | Business English: Travel & Leisure

Poslovni engleski | English at Work B1.1

Poslovni engleski | English at Work B1.2

Poslovni engleski | English at Work B1.3

Poslovni engleski | English at Work B1.4

Poslovni engleski | English at Work B2.1

Poslovni engleski | English at Work B2.2

Poslovni engleski | English at Work B2.3

Poslovni engleski | English at Work B2.4

Poslovni engleski | English for Finance: Financial Stability

Poslovni engleski | English for Finance: Market Activity

Poslovni engleski | English for Finance: Personal Finances

Poslovni engleski | English for Finance: Standard Financial Documents

Testiranje njemačkog jezika online

Njemački jezik za početnike | Deutsch A1.2

Njemački jezik za početnike | Deutsch A1.1

Testiranje francuskog jezika online

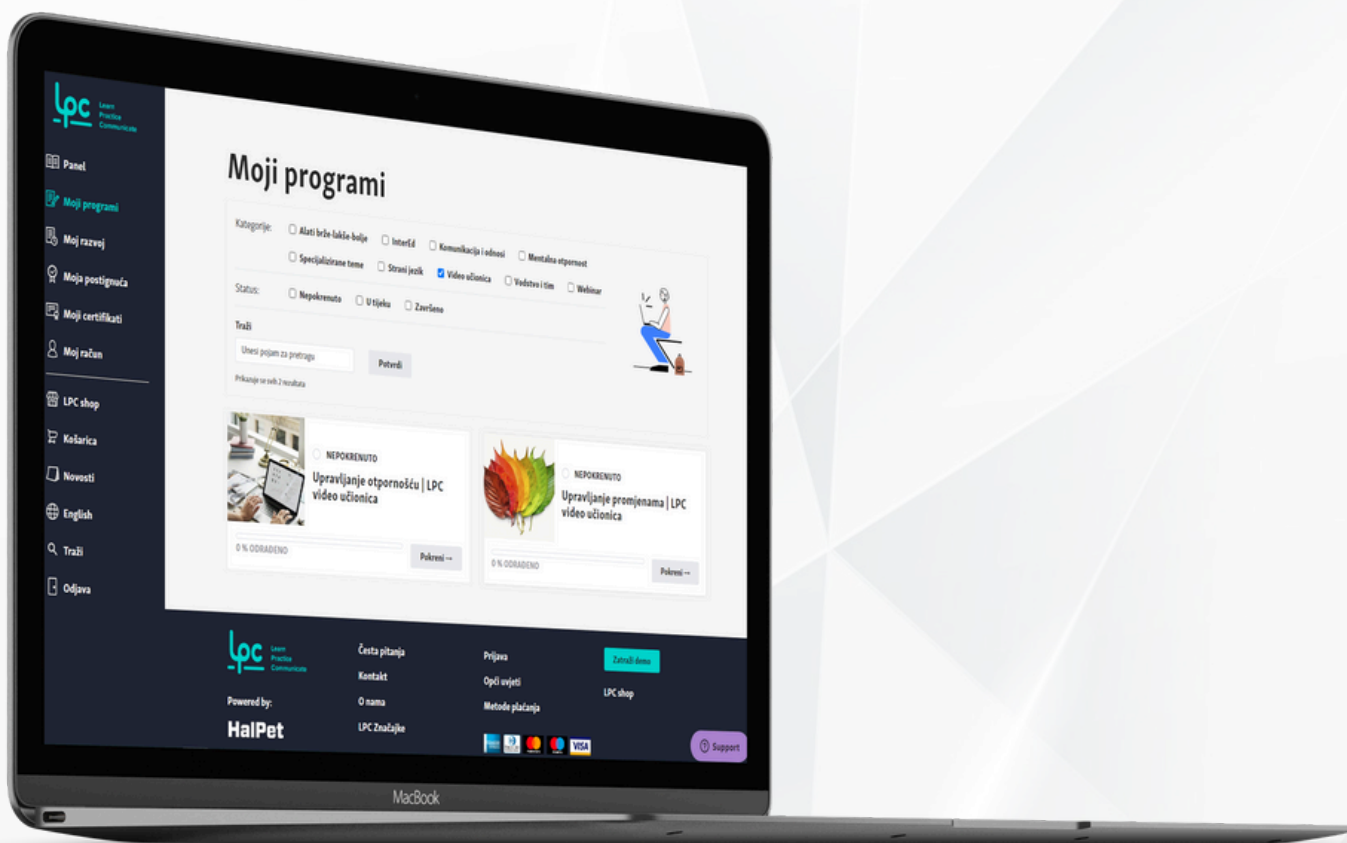
Testiranje talijanskog jezika online

Testiranje ruskog jezika online



# Video Classroom

Video classroom is a **recorded webinar** that you can manage and adjust to your own pace. You have access to essential knowledge on the chosen topic through **voice, visuals, and text**. In the video classroom, you will learn something new and useful, get the opportunity to try and activate what you've learned, and choose your favorites among the **offered micro-strategies and tips**.



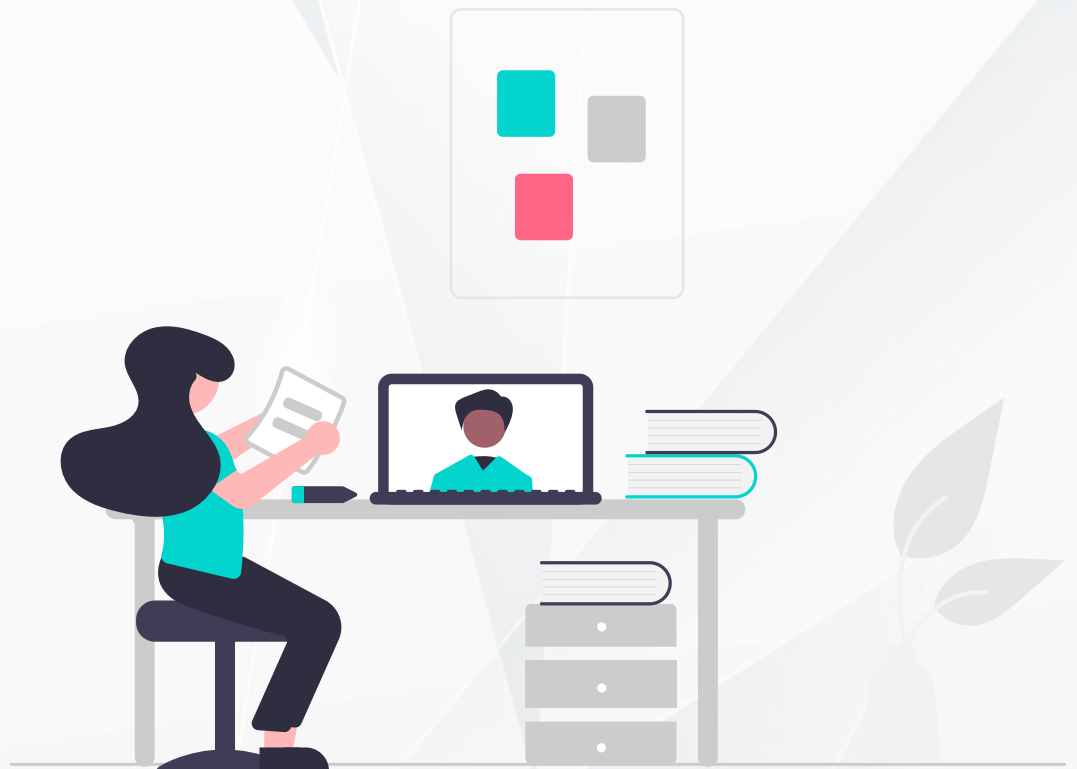
# video Classroom

Building Resilience | LPC Video Classroom

Change Management | LPC Video Classroom

Feedback - My Healthy Habit | LPC Video Classroom

Work-Life Balance | LPC Video Classroom



If you have a specific topic in mind, feel free to reach out to us at:

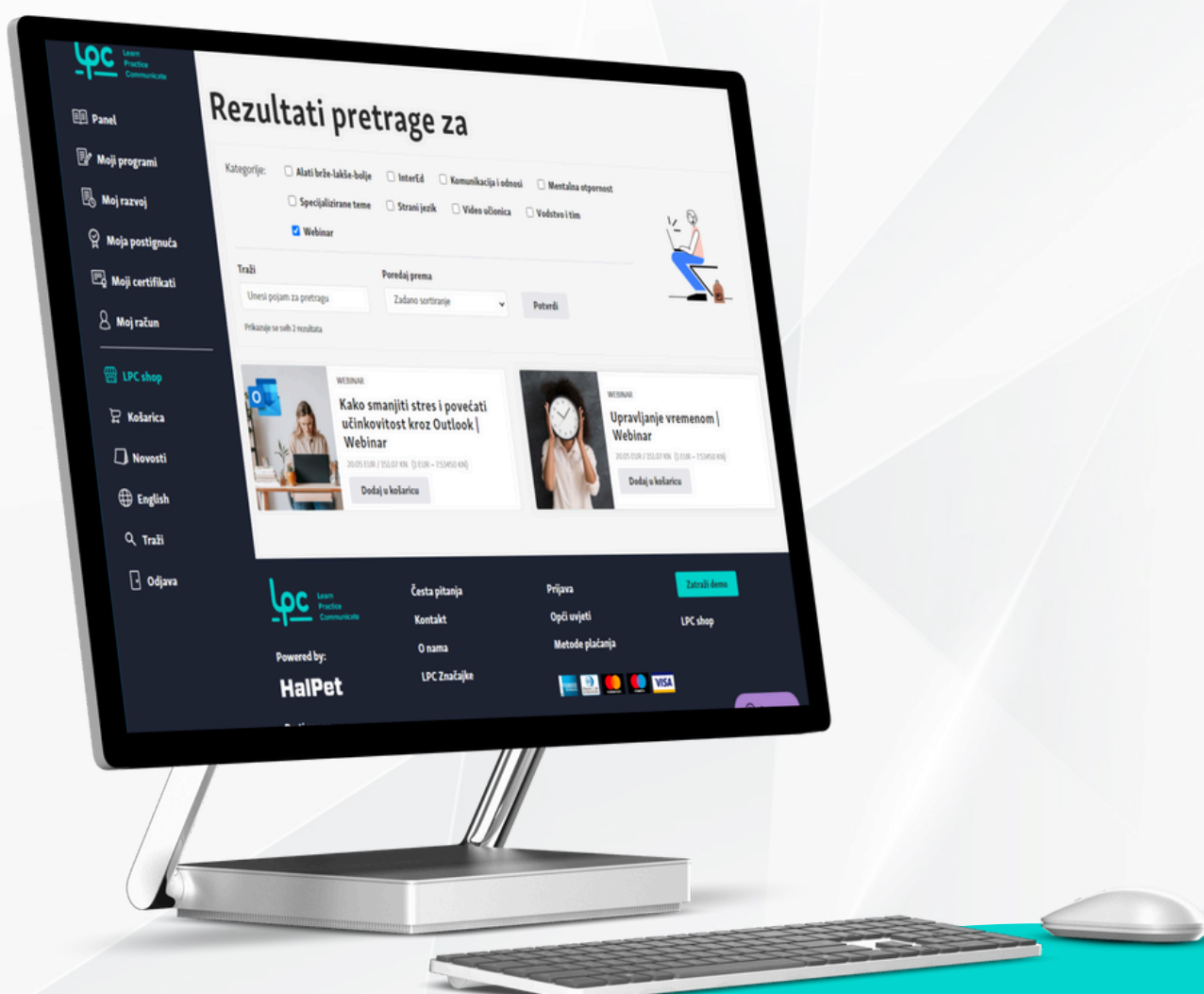
**halpet@halpet.hr.**

Creating new topics and programs is our job! :)

# Webinars

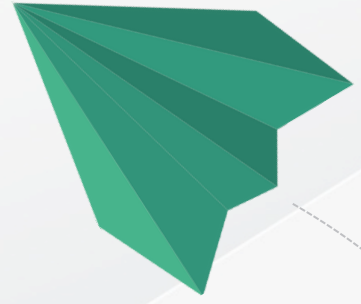
All **LPC for Business** users have free access to our webinars!

The webinar format compresses essential knowledge on the chosen topic. In just one hour, you gain clear **insights and key, carefully selected, information** and **guidelines** on how to proceed. You will learn something **new and useful**, get the opportunity to try and activate what you've learned, and choose your **favorites** among the offered micro-strategies and tips



**HalPet**

**ELEARNING**



# PROGRAMS

**FOR YOUR LMS**





# Service description

If you already use a **LMS system** in your company, you are aware of the **values and the possibilities it offers**. And so do we. However, we also recognize the challenges you might face regarding **populating the system and creating content**.

Our team of experts **specializes in creating training courses tailored to your needs**. How do we do it?

Based on the provided content, we **design and develop your interactive multimedia online course**. Each topic will become an engaging, multimedia-rich, and interactive knowledge session, accompanied by appropriate assessments. The course can also include **a final knowledge assessment (test) accessible upon completion of all preceding modules**.

We guarantee a **professional approach** in processing your content, safeguarding your internal data and information, we guarantee a professional approach in handling your content and an appealing design aligned with your company brand.



# The path to high-quality content






Entrust us with any topic with confidence. We will transform a simple Word or PDF document into an **interactive, engaging experience enriched with multimedia**. Each type of content presents a new challenge eagerly accepted by our instructional designers. We can't wait to **turn your specific business process into interactive content, whether it's audio, text, animated video, or... :).**

Often, the task of creating such content is underestimated. Don't fall into that trap – choose a reliable partner who will turn your desires into reality.



Fortunately, there's a simpler way to get exactly what you need. HalPet offers ready-made online courses for business skills and personal development based on a plug & play principle:

- 1 Choose the desired course or package.
- 2 We deliver courses in a format supported by your LMS (SCORM 1.2, SCORM 2004, AICC, ExperienceAPI / Tin Can, or cmi5).
- 3 The selected package is available in your LMS for the agreed period, and you have the opportunity to independently manage the course and the participants within the group. As for the content, HalPet guarantees:

-  *Application of modern didactic and andragogical principles in topic processing.*
-  *Professional and high-quality content design.*
-  *Interactive and multimedia-rich lessons.*
-  *Tested and verified eLearning programs.*
-  *Access to topics focusing on the most important skills applicable in specific situations.*

# Communication & Work Relations

READY-MADE COURSES FOR YOUR LMS



## Presentation Skills

Course scope:

4 lessons + 2 assessments + final assessment

Duration: 3.5 - 5 hours



## Emotional Intelligence

Course scope:

4 lessons + 4 assessments

Duration: 2.5 - 4 hours



## Managing Conflict

Course scope:

4 lessons + 4 assessments

Duration: 2.5 - 4 hours



## Communication Skills

Course scope:

4 lessons + 4 assessments

Duration: 2.5 - 4 hours



## Assertiveness

Course scope:

4 lessons + 4 assessments

Duration: 2.5 - 4 hours



If you have a specific topic in mind,  
feel free to contact to us at:

[halpet@halpet.hr](mailto:halpet@halpet.hr).

Creating new topics and programs  
is our job! :)

## READY-MADE MICRO COURSES FOR YOUR LMS



### Active Listening as a Tool for Communication Excellence

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes



### How to choose the right communication style

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes



### "PAPPA" - Multipractical Model for Pitch

Course scope:

1 lesson + 1 assessment

Duration: 15 - 30 minutes



### Presence - Your Asset in Every Conversation

Course scope:

1 lesson + 1 assessment

Duration: 15 - 30 minutes



### Storytelling - Tell a Story for Strong Impression

Course scope:

1 lesson + 1 assessment

Duration: 15 - 30 minutes



# Leadership & Teamwork

## READY-MADE COURSES FOR YOUR LMS

### Delegation

Course scope:  
4 lessons + 4 assessments  
Duration: 2.5 - 4 hours

### Feedback

Course scope:  
4 lessons + 3 assessments  
Duration: 2.5 - 4 hours

### Goal Setting

Course scope:  
4 lessons + 4 assessments  
Duration: 2.5 - 4 hours



*Achieving a goal is a  
delight, with a plan  
that's clear and bright.*



### Negotiation

Course scope:  
4 lessons + 4 assessments  
Duration: 2.5 - 4 hours

### Time Management

Course scope:  
4 lessons + 4 assessments  
Duration: 2.5 - 4 hours

### Leading and Participating in Meetings

Course scope:  
4 lessons + 4 assessments  
Duration: 3.5 - 5 hours

## READY-MADE MICRO COURSES FOR YOUR LMS

### 6 Coaching Questions - an Essential Managerial Tool

Course scope:

1 lesson + 1 assessment

Duration: 15 - 30 minutes

### All-in-One Feedback for Managers

Course scope:

1 lesson + 1 assessment

Duration: 60 minutes

### Simple Formula for Impact

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes

### How to Avoid Mistakes in Employee Evaluation

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes

*Personalities are  
selected, skills  
perfected.*

### How to Lead Talents in a Team

Course scope:

1 lesson + 1 assessment

Duration: 15 - 30 minutes

### Communication Tips for Successful Delegation

Course scope:

1 lesson + 1 assessment

Duration: 15 - 30 minutes

### Lay the Foundation for a Successful Conversation

Course scope:

1 lesson + 1 assessment

Duration: 15 - 30 minutes



# Wellbeing & Resilience

## READY-MADE COURSES FOR YOUR LMS



### Stress Management

Course scope:

4 lessons + 3 assessments

Duration: 2.5 - 4 hours



## Specialized Topics

### READY-MADE COURSES FOR YOUR LMS



### Strategies for Challenging Communication

Course scope:

3 lessons + 3 assessments

Duration: 2.5 - 4 hours



### Motivation and Team

Course scope:

4 lessons + 3 assessments

Duration: 2.5 - 4 hours

*Don't take a nap when success is on your map.*

# Sales Skills

## READY-MADE COURSES FOR YOUR LMS



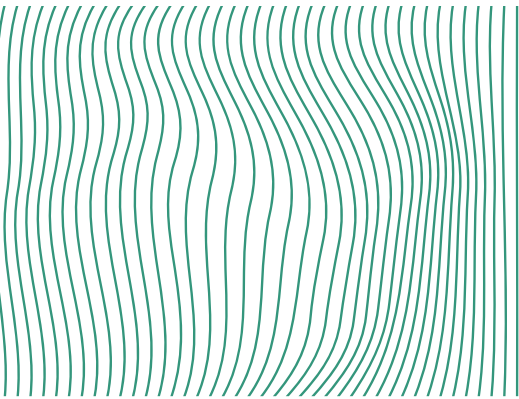
### Sales Skills

Course scope:

5 lessons + 4 assessments

Duration: 3.5 - 5 hours

## READY-MADE MICRO COURSES FOR YOUR LMS



### How to Approach your Clients/Customers with Empathy

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes



### Challenges in Communication with Clients

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes



### How to Build Rapport

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes



### Communication Framework for a Successful Relationship with Clients/Customers

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes



### How to Adjust Communication to your Client/Customer

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes



### Effective Written Communication with Clients

Course scope:

1 lesson + 1 assessment

Duration: 45 minutes



# Mentorship

READY-MADE MICRO COURSES FOR YOUR LMS



## My Mentorship Responsibilities

Course scope:  
1 lesson + 1 assessment  
Duration: 15 - 30 minutes

## 7 Steps to a Successful Mentorship

Course scope:  
1 lesson + 1 assessment  
Duration: 15 - 30 minutes

# Power-up Tools

READY-MADE MICRO COURSES FOR YOUR LMS

## 6 Thinking Hats®

Course scope:  
1 lesson + 1 assessment  
Duration: 30 - 40 minutes

## Taking Responsibility for the Relationship with Your Boss

Course scope:  
1 lesson + 1 assessment  
Duration: 15 - 30 minutes



# Expert online courses development for your LMS

You want to ensure in-company training for your employees?

Excellent! YOUR WISH IS OUR COMMAND.  
We develop courses for your LMS!

The customization possibilities to suit your needs are almost impossible to list. We play by your rules:



Do you want to limit the course duration?  
**Sure.**



Do you want to condition the progress and sequence of lessons?  
**No problem.**



Do you want to assess learning at every step through exercises and tests?  
**Just say the word.**

**HalPet**

# LANGUAGES

**FOR BUSINESS PURPOSES**

**Since April 2020**, we have been conducting educational services exclusively **online**, not only due to the pandemic situation but also because this method has proven to be significantly more effective and flexible in adult education. Our primary platform is Microsoft Teams, but it is possible to use other platforms depending on the needs and preferences of our clients (Zoom, Webex, Google Meet, etc.)

## HALPET **LPC®** METHOD:

In our teaching, we use HalPet's authentic LPC® method which is the result of years of experience in the field of education. This method accelerates learning and achieves the desired goal in a short period. It consists of 3 key steps in teaching:

 **L**earn step

 **P**actice step

 **C**ommunicate step



# Blended language programs

Since 2014, HalPet has successfully implemented **blended programs for business foreign languages** as well as business and communication skills.

In these programs, independent study in the LPC online system is combined with conversational sessions with the teacher. The key advantages of this approach are:

- 🌐 Participants independently work on online lessons as preparation for conversational sessions, progressing at their own pace with the option to spend as much time as needed on specific elements.
- 🌐 Such preparation allows maximizing the time spent with the teacher in the virtual classroom for active language use.
- 🌐 Participants are significantly more engaged in the entire process.
- 🌐 The availability of online lessons even after completion allows participants to review and reinforce their learning throughout the entire program.



# English Language

## General business language programs - for individual students and small groups (max 5 students)

**Classes** (conversational sessions) **are conducted through online platforms** (Microsoft Teams, Zoom, Skype, Google Meet, etc.)

Course type	Includes	Duration / Weekly Schedule
English at Work A1-C2	60 x 45 min lessons	15 weeks or more 2x90-min per week (or as agreed upon)
English at Work blended B1-1 do B2-4	25 lessons in LPC online system + 25 teaching sessions (includes final test)	13 or 25 weeks 2x60 or 1x60 min per week + online lessons
English at Work blended B1-1 do B2-4	25 lessons in LPC online system + 25 teaching sessions (includes final test)	13 or 25 weeks / 1x45 or 2x45 min per week + online lessons
English at Work blended B1-1 do B2-4	25 lessons in LPC online system + 25 teaching sessions (includes final test)	13 or 25 weeks / 1x30 or 2x30 min per week + online lessons
Business English blended	16 lessons in LPC online system + 16 teaching sessions of 60 minutes	16 weeks / 1x60 minutes per week
Free Form 30	30 x 45 min lessons	15 weeks / 1x90 min per week (or as agreed upon)
Free Form 10	10 x 45 min lessons	2-5 weeks / 1x90 or 2x45 minutes per week (or as agreed upon)
English at Work online B1-1 do B2-4	25 lessons in LPC online system	Access for up to 12 months
Business English online Paket 1, 2 ili 3	16 lessons in LPC online system	Access for up to 12 months







# English at Work

## B1-1 do B2-4 blended

24 lessons in the LPC online system + online final exam

24 teaching classes × 60, 45, or 30 minutes + final exam

### The program consists of:

-  Online lessons accessed through the LPC system
-  Conversation sessions in the virtual classroom
-  The program is divided into thematic units
-  Each unit consists of 4 parts:
  - **Vocabulary** – useful expressions in both business and private communication
  - **Grammar** – explanation and typical examples of using grammatical structures (verb tenses, word forms, sentence structures, etc.)
  - **Skill** – expressions typically used in business situations (meetings, presentations, etc.)
  - **Communication** – a test to assess what has been learned
-  In the lessons, students independently work on targeted vocabulary and grammatical structures to prepare for conversational sessions where they apply what they have learned through discussions and simulations of real situations.
-  At the end of the program, there is a Final test – a comprehensive knowledge assessment to determine the acquired knowledge at the end of the course.

### Requirements for taking the final exam and obtaining a certificate of a specific level:

To be eligible for the final exam, students need to:

- Complete all lessons + the final test of the online program
- Participate in at least 70% of conversational sessions
- Achieve a passing grade in the oral part of the exam according to the criteria for each level.

# Business English blended

## (package 1, 2 ili 3)

16 lessons in the LPC online system + 16× 60 min classes

- 🌐 The program consists of **16 lessons and 16 conversational sessions in the virtual classroom**, each lasting 60 minutes.
- 🌐 The program aims to enrich vocabulary and maintain the level of English language proficiency.
- 🌐 The lessons cover a wide range of **business topics, personal development skills and financial topics**.
- 🌐 Each lesson includes a knowledge assessment and a certificate of completion at the end of the program

### LIST OF ONLINE LESSONS in the Business English package:

#### Business English 1

Motivation | How to Cope with Stress | Managing Personal Finances | Plastic Money | Online Banking | Raising Finances for Startups | Training and Development | Leadership Styles | Conflict Management | Communication Tips for Salespeople | Profit & Loss Account | Economic Indicators | Loans | Different Ways of Saying Things | Business Travel | At the Restaurant in Croatia

#### Business English 2

How to Identify Goals | Agreeing and Disagreeing | Five Stages of Negotiation | Balance Sheet | GDP | Describing Trends | Expressing Your Opinions | Idioms - Colors and More | Raising Awareness | Insurance | Ethics at Work | Winning and Losing | Bankruptcy | False Friends | Outsourcing | Hitting the Road

#### Business English 3

Time Rich or Time Poor | Who is who in sales | Being Diplomatic | Talking numbers: Sales costs and pricing | Working from Home | Cash Flow | Job satisfaction | Credit Rating | Glass Ceiling | Auditing | Compromising and making proposals | Inflation | Cure for All Ills | Debt Forgiveness | Resilience | Most common idioms

# German Language

**General business language programs - for individual students and small groups** (max 5 students)

**Classes** (conversational sessions) **are conducted through online platforms** (Microsoft Teams, Zoom, Skype, Google Meet, etc.)

Course type	Includes	Duration / Weekly Schedule
<b>LPC Classic</b> A1-C2	<b>60 x 45 min</b> lessons	15 weeks or more <b>2x90 min</b> per week (or as agreed upon)
<b>LPC Classic blended</b> A1-1 ili A1-2	Lessons in LPC online system + <b>30 x 45 min</b> lessons	15 weeks / <b>1x90 min</b> per week + online lessons (or as agreed upon)
<b>Free Form 30</b>	<b>30 x 45 min</b> lessons	15 weeks / <b>1x90 min</b> per week + online lessons (or as agreed upon)
<b>Free Form 10</b>	<b>10 x 45 min</b> lessons	2-5 weeks / <b>1x90 min</b> or <b>2x45 min</b> per week (or as agreed upon)
<b>Beginner German online</b> A1-1 ili A1-2	LPC online program	Access for up to 12 months

# ePROGRAM

## GERMAN FOR HOTEL INDUSTRY

The program "**German for Hotel Industry**" prepares participants for **successful everyday communication with guests.**

Participants will acquire the **necessary vocabulary and phrases** and will have the opportunity to practice them through various tasks. This way, participants gain the necessary **confidence and self-assurance, ensuring the successful application of new knowledge in practice.**

### List of Topics:

- 🌐 German Language for Household Staff
- 🌐 German Language for Kitchen Staff
- 🌐 German Language for Restaurant/Bar Staff
- 🌐 German Language for Security and Maintenance Staff
- 🌐 German Language for Reception Staff



# Croatian Language

for individual students and small groups (max 5 students)

**Classes** (conversational sessions) **are conducted through online platforms** (Microsoft Teams, Zoom, Skype, Google Meet, etc.)

Course type	Includes	Duration / Weekly Schedule
LPC Classic A1-C2	60 x 45 min lessons	15 weeks or more 2x90 min per week (or as agreed upon)
Free Form 30	30 x 45 min lessons	15 weeks / 1x90 min per week + online lessons (or as agreed upon)
Free Form 10	10 x 45 min lessons	2-5 weeks / 1x90 min or 2x45 min per week (or as agreed upon)
Croatian for Beginners online	LPC online program	Access for up to 12 months



# ePROGRAM

## CROATIAN FOR BEGINNERS |

## HRVATSKI ZA POČETNIKE

Program designed specifically for beginners and contains the ideal amount of information.

Participants will have the opportunity to learn and practice targeted content with concrete and interesting examples.

The language used for explanations and instructions is English (in simple forms). Participants can choose the English interface in the LPC system.

**Estimated learning duration:** (14 - 30 days)

**License duration:** 12 months from the opening of access

### List of topics:

- 🌐 Greetings
- 🌐 How to be polite
- 🌐 Useful expressions
- 🌐 Verb TO BE
- 🌐 Important places
- 🌐 Question words
- 🌐 Giving instructions
- 🌐 In the café
- 🌐 Verb TO HAVE
- 🌐 Numbers and measures
- 🌐 In the restaurant
- 🌐 Tell the time
- 🌐 Introduce yourself
- 🌐 Final knowledge check



# HalPet



Learn  
Practice  
Communicate



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**<https://halpet.hr>**