



croan
versterkt ontwikkeling

Croan is an organisation providing training and coaching to individual professionals, teams and organizations focusing on personal growth and development, organizational growth in performance, operations, and capacity. Our services include training, coaching and project management. They are created based on needs of our customer and are designed and delivered in collaboration with the customer. Our services are delivered in a practical context and carried out by qualified, experienced, and inspiring trainers, coaches, project managers and actors from the field. Croan is committed to transparency of costs, returns and operations of its business activities. Croan is strongly represented in the Vocational Educational and Training sector and within the social reintegration sector (companies which contribute to personal development of those who are excluded from social integration and employment). We train individual trainers, coaches, teams, and managers who work with people with a distance to the labour market or with vulnerable position in the society due to mental and/or psychiatric issues. Our services can be characterised with the following words: Personal

development, coaching of behaviour skills, contributing to circular economy, inclusion, and diversity (equality).

Croan offers a wide range of training topics. For example: Effective communication, coping with emotions, coping with cultural diversity, managerial skills and competences, problem solving, time management, individual and team coaching. In addition, Croan has extended and successful experiences in Train-the-Trainer projects. All training sessions are designed with the purpose: to change behaviour of individuals and teams, in other words: to establish new effective behavioural competences that one can apply in private context and in the context of employment. Croan works exclusively with qualified and experienced trainers, actors, and experts with extensive practical experience in various sectors (e.g., Vocational Education and Training and Social Services). Croans' professionals inspire their participants of training and coaching sessions. Croan has 16 years of experience in non-conventional and creative methodologies in the field of awareness raising and training of Soft Skills and Life Skills. Our services are based on the needs of the individual and/or the organisation which are linked to the practice of daily work. What kind of issues do you experience in your daily work? What bottlenecks occur and what's going well? Which skills would contribute to improve your work as professional? Etc. In the training we pay a lot

of attention to feeling safe as a condition for practicing and learning. Feeling safe and trust is of paramount importance in our service interventions (training and coaching). We are convinced that individuals and teams learn the best if all feel safe and trusted. Our training courses are designed to create a success experience for each participant, with a healthy dose of humour. Croan has developed its own methodology in training and coaching (creative training with actors). The methodology is valued by our trainers, actors, and our customers. We call this method: 'LOTS, Learning on The Spot'. LOTS is an interactive and threshold-lowering work form with actor, involving the interaction in the here and now. At LOTS the actor is part of the group, and the interaction is perceived as a reality. As a result, the participant reacts in a natural behaviour. What does the behaviour of a participant have for an effect on the other? Is this the desired effect? The trainer and the actor respond to what they see and hear and provide constructive feedback. If the behaviour does not evoke the desired effect, the participant will have the opportunity to exercise and experience a success experience. This method increases the attractiveness of training and considerably increases the learning effectiveness