

Develop in General IT Service management (A2)

Basics

BiSL3® Foundation (NL)	Consultancy Skills - Communication (EN)	Consultancy Skills - Communication (NL)	Empathic Listening (EN)	Empathic Listening (NL)
Group Dutch Dayparts: 4	Group English Dayparts: 5	Group Training Dayparts: 5	Group Training Dayparts: 1	Group Training Dayparts: 1
Facilitating Workshops - Foundation (EN)	Facilitating Workshops - Foundation (NL)	ITIL® 4 Specialist Drive Stakeholder Value (EN)	ITIL® 4 Specialist Drive Stakeholder Value (EN) e-learning	ITIL® 4 Specialist Drive Stakeholder Value (NL)
Group English Dayparts: 6	Group Dutch Dayparts: 6	Group Training Dayparts: 6	e-Learning	Group Training Dayparts: 6
ITIL®4 Foundation (EN)	ITIL®4 Foundation (NL)	ITIL®4 Foundation e-learning (EN)	ITIL®4 Specialist High-velocity IT (EN)	ITIL®4 Specialist High-velocity IT (NL)
Group Training Dayparts: 4	Group Training Dayparts: 4	e-Learning	Group Training Dayparts: 6	Group Training Dayparts: 6
ITIL®4 Specialist High-velocity IT e-learning (EN)	ITIL®4 Strategist Direct, Plan and Improve (EN)	ITIL®4 Strategist Direct, Plan and Improve (EN) e-learning	ITIL®4 Strategist Direct, Plan and Improve (NL)	Process Modeling and Analysis
e-Learning	Group Training Dayparts: 6	e-Learning	Group Training Dayparts: 6	Group Training Dayparts: 8
Time Management	Working with Business Cases			
Group Training Dayparts: 2	Group Training Dayparts: 2			

Advanced

Consultancy Skills - Advising (EN)	Consultancy Skills - Advising (NL)	ITIL®4 Specialist Create, Deliver and Support (EN)	ITIL®4 Specialist Create, Deliver and Support (EN) e-Learning	ITIL®4 Specialist Create, Deliver and Support (NL)
Group Training Dayparts: 5	Group Training Dayparts: 5	Group Training Dayparts: 6	e-Learning	Group Training Dayparts: 6
Lean IT Foundation e-learning				
e-Learning				

Develop in Service transition (B4 C1 C2 C3 C4)

Basics

Clearly Provide Opinion and Information	Handling Politics	PM² Foundation (EN)	PRINCE2® Foundation version 6 e-learning (EN)
Workplace Learning	Workplace Learning	Group Training Dayparts: 4	e-Learning

Advanced

Realistic persuasion
Group Training Dayparts: 4

*Our learningplans are based on the e-Competence Framework (e-CF)
Read more about this on academy.capgemini.nl/en/topic/e-cf

Develop in Service design (A4)

Basics

Architecture Fundamentals (EN)	Architecture Fundamentals (NL)	Requirements Analysis
Group Training Dayparts: 4	Group Training Dayparts: 4	Group Training Dayparts: 4

Develop in Service strategy (A2)

Basics

Management of Risk (M_o_R®) Foundation (NL)	PM² Foundation (EN)	PRINCE2® Foundation version 6 e-learning (EN)
Group Training Dayparts: 4	Group Training Dayparts: 4	e-Learning

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