

LUXEMBOURG / FOR ORGANISATIONS

Human skills, grounded in the demands of your work.

Training & development



The expertise of trainers and coaches from the WeAre collective,
applied to developing teams.

7C+1

CLIENT CENTRICITY

ATOMIC LEADERS

OUTPLACEMENT

THE CATALOGUE AT A GLANCE

Your need, the right starting point

01

AI is changing work. Which human capabilities should you prioritise?

7C+1 HUMAN ADVANTAGE

P.03-08 →

02

Expert and support functions struggle to meet business or Client expectations.

CLIENT CENTRICITY BTOB

P.09-14 →

03

Management: expectations remain implicit, feedback varies and difficult conversations pile up.

ATOMIC LEADERS

P.15-20 →

04

An employee is leaving the company. You want to offer Structured support.

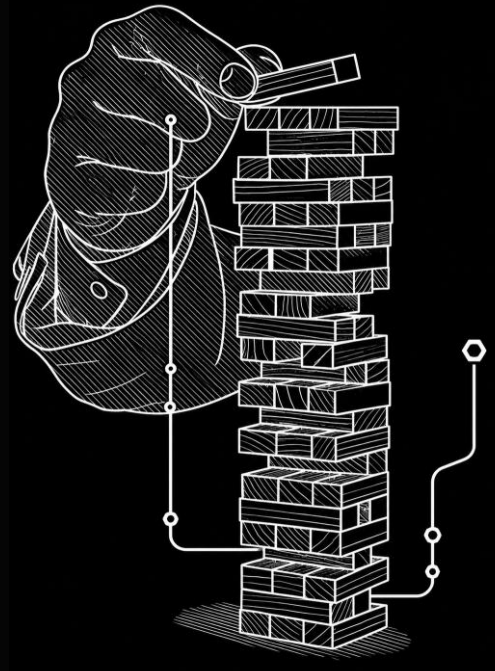
ATOMIC CANDIDATE / OUTPLACEMENT

P.21-22 →

On request in Luxembourg, in French or English. Formats tailored through a proposal.

01 / 7C+1 HUMAN ADVANTAGE

The value of human skills is changing.



A development framework to identify what professionals and organisations need to strengthen, practise and preserve as machines become more capable.

7C +1

FOR YOUR TEAMS

A shared language to strengthen judgement, collaboration and the ability to act as AI reshapes work.

[Discuss your challenge →](#)

HR / L&D, leaders and management communities



Seven capabilities. One mindset.

01 Clarity

Set a clear direction

02 Connection

Build meaningful relationships

03 Curiosity

Explore without losing focus

04 Complexity

Decide amid uncertainty

05 Completion

Turn intention into results

06 Credibility

Inspire well-founded trust

07 Creativity

Design new responses

+1

Care

Consider people, consequences, fairness, dignity, responsibility and meaning.

[Explore Care on video →](#)

01 / 7C+1 HUMAN ADVANTAGE

AUDIENCE, COMMITMENT, OUTPUTS AND FOLLOW-UP

7C+1 formats

Reference configurations to help you choose the level of support.

	Executive Briefing	Human Lab	Transformation Journey
Audience	Executive committee, managers or an L&D community.	8 to 12 participants working on a shared challenge.	A cohort of 8 to 12 participants and a sponsor.
Commitment	60 to 90 min, with prior scoping with the sponsor.	1 day, or 8 hours. One work situation to prepare.	8 to 12 weeks. Workshops and coaching: 12 to 16 hours per person, plus workplace practice.
Outputs	A shared view of the challenge and priority capabilities.	An experiment focused on two capabilities.	Diagnostic, experiments and recommendations for the system.
Follow-up	Agree an application or an area to explore further.	Apply it over 30 days and review with the manager.	Before-and-after evidence and a review with HR/L&D.

Indicative configurations, to be tailored and confirmed during scoping.

01 / 7C+1 HUMAN ADVANTAGE

TWO COMPLEMENTARY FORMATS

The profile and the system

INDIVIDUAL SUPPORT

7C+1 Coaching × AssessFirst

Audience

A manager or professional with a situation to work on.

Commitment

4 sessions. Allow 60 to 90 min each, plus preparation.

Outputs

A development priority and an experiment in a real work situation.

Follow-up

Review experiments with the coach throughout the sessions.

Indicative configurations, to be tailored and confirmed during scoping.

L&D ADVISORY

7C+1 Organizational Readiness

Audience

HR/L&D and the transformation sponsor.

Commitment

Allow 2 to 4 weeks, including 3 to 5 hours with HR and the sponsor.

Outputs

A diagnostic and roadmap aligned with your existing frameworks.

Follow-up

Review findings, priorities and ownership of actions.

AN EXPERIENCE FOR HR AND L&D

Explore preferences and motivations, then connect them to a work situation in a 30 to 45-minute discussion.

Offered to HR and L&D professionals and leaders in the network. SWIPE and DRIVE, an independent 7C+1 report. BRAIN depending on the campaign.

[Explore my profile →](#)

Contextualised insight, without an overall irreplaceability score.

01 / 7C+1 HUMAN ADVANTAGE

OBJECTIVES AND APPLICATION

Capabilities practised in real work situations

01 Clarify human responsibility

Identify decisions, relationships and judgement calls that require human responsibility.

02 Select priority capabilities

Link two or three framework dimensions to a specific professional challenge.

03 Test a new practice

Design an action to try at work and observe signs of progress.

Shared implementation

HR / L&D	Agree the need, audience and success criteria. Connect the programme to existing initiatives.
Manager	Bring useful situations, make time for experiments and give feedback.
Participants	Practise in sessions, experiment at work and document what they learn.
WeAre Trainers	Adapt the situations, guide practice and share the agreed collective learning.

During scoping: a baseline situation and observable behaviours. The Lab includes a 30-day experiment, the Journey a before-and-after review. No technical AI knowledge required.

01 / 7C+1 HUMAN ADVANTAGE

FEEDBACK AND INSPIRATION

Training, in practice

Recommendations on earlier training and facilitation assignments. They do not relate to the 7C+1 programme.

“His ability to share knowledge clearly and engagingly, combined with a pragmatic approach, enabled employees to develop their skills effectively.”

Wendy Henrion

Interim CHRO & HR consultant

“His expertise and ability to structure a complex learning journey were major assets. He also brought valuable strategic insight to the project.”

Agathe Desplats

Investments & Operations

A RESOURCE FOR INSPIRATION



The playbook freely builds on the podcast conversation.

CARE IN ACTION

With Emma Scribe / Team for the Planet

A conversation and 10 principles to inspire reflection on contribution, autonomy and impact.

[Request the playbook →](#)

The client promise also relies on more than the front office.



We help complex B2B service organisations make their support, expert and control functions clearer, more predictable and more solution-oriented.

01 **Control functions**

Legal, Compliance, Risk

02 **Client Services & Operations**

Ownership and quality of handovers

03 **B2B experts**

Advisory, audit, fiduciary services

[Discuss your client challenges →](#)



02 / CLIENT CENTRICITY BTOB

A SIX-STEP METHOD

Standards that work in practice

01 **Frame the ambition**

Align the sponsor on the client promise, expected outcomes and target behaviours.

02 **Read the client ecosystem**

Understand the expectations of the client, their stakeholders and everyone contributing to the experience.

03 **Diagnose root causes**

Separate what relates to permission or ability, know-how and willingness to act.

04 **Work on real cases**

Turn lived tensions into options, decisions and immediately applicable practices.

05 **Set the standards**

Clarify responsibilities, deadlines, decision criteria, escalation levels, permissions and protections.

06 **Test and embed**

Run experiments on an agreed schedule, measure the effects and integrate the learning into the system.

P²

Permissions + protections

An explicit framework to act, fulfil the function's mandate and develop useful business options.

02 / CLIENT CENTRICITY BTOB

REFERENCE CONFIGURATIONS

Leaders, teams and the organisation

	Leaders & Partners	Teams & functions	Organisation & interfaces
Audience	6 to 10 decision-makers with a shared challenge.	8 to 12 people from one team or interacting functions.	A sponsor, HR and a pilot cohort of 8 to 12 people.
Commitment	A 3-hour workshop, plus prior scoping with the sponsor.	1 day, or 6 hours, using real cases prepared beforehand.	8 to 12 weeks. Two 3-hour workshops and a 1-hour group review.
Outputs	A shared ambition and priority decisions.	Service standards and actions to test.	A focused diagnostic, standards and a roadmap.
Follow-up	An owner and a deadline for each decision.	Manager reviews the experiments after 30 days.	Workplace experiments and a decision on next steps.

Client Centricity Coaching for C-Level

Individual support to develop your leadership approach and your function's contribution. AssessFirst may add insight into preferences and motivations.

Indicative configurations, to be tailored and confirmed during scoping.

02 / CLIENT CENTRICITY BTOB**OBJECTIVES AND WORK SITUATIONS**

A clear client experience

01 Responsiveness

Acknowledge the request, provide a realistic timeline and make the next step visible.

02 Solution orientation

Explain constraints while framing options and offering a recommendation.

03 Quality

Secure deliverables, controls and the consistency of the information provided.

04 Proactivity

Anticipate useful information, risks and expectations before the client has to chase.

05 Accountability

Remain responsible for the request, including when it needs to be handed over.

EXAMPLE WORK SITUATIONS

KYC / AML	Investor reporting	Roles & responsibilities
Protect without abandoning the client	Repair the error and secure the chain	Clarify who does what and when

THE ROLE OF HR AND THE SPONSOR

HR/L&D coordinates the programme. The sponsor agrees standards and decision-making boundaries. Managers organise workplace experiments and give feedback.

02 / CLIENT CENTRICITY BTOB

ANONYMISED CLIENT CASE / LUXEMBOURG

A consistent experience in a complex organisation

A growing fiduciary services firm and AIFM. Programme delivered in English in 2023. Sponsored by the Client Experience Director and a Partner.

12

months

50+

employees

18

working sessions

5jointly developed
standards**THE PROGRAMME**

3 Partner workshops, 2 pilots, 12 team sessions and 1 retrospective. Functions and management levels work on the same client situations.

WHAT THE PROGRAMME PRODUCED

A shared diagnostic and five standards: responsiveness, solution orientation, quality, proactivity and accountability. A common basis for working practices and management.

[Request the full case study →](#)

This case documents the programme. Operational results are not published.

02 / CLIENT CENTRICITY BTOB

RECOMMENDATIONS AND INSPIRATION

Trust grows through the work

“You can fully trust Romain as a partner for your organisation. Together, we have started a Client Centricity journey that I am confident will succeed.”

Goretti Negueruela

Director Client Business

“What I value most is their ability to understand our sector and our needs, and to adapt quickly to our environment.”

Virginie Dal

HR Development Manager

LinkedIn excerpts, translated where needed.

A RESOURCE FOR INSPIRATION



Client Centricity

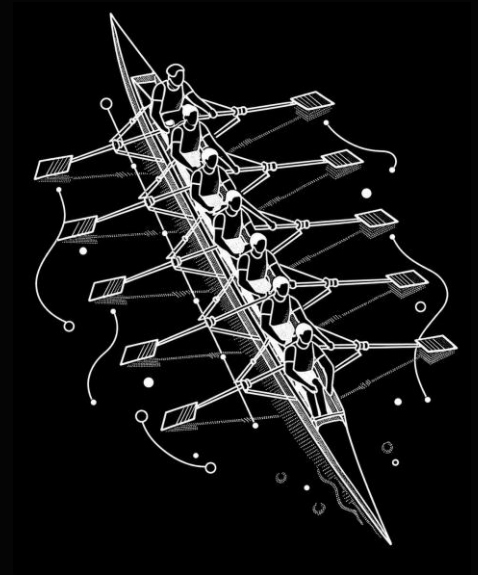
With Clément Trinquart, CEO of Clubtrust.

A 40-minute conversation to inspire reflection on the practices of expert and support functions.

[Listen to the conversation →](#)

03 / ATOMIC LEADERS

Manage with clarity. Develop your people.



Clear expectations, consistent feedback and sound decisions for confident performance management and a talent development mindset.

THE SIGNATURE PROGRAMME

Atomic Leader Flash Program

Set the Standards.

6 h

individual workshop*

10

maximum team size

90 days

to the follow-up review

* Within an eight-step programme delivered over a few weeks.

03 / ATOMIC LEADERS**FLASH PROGRAM / SET THE STANDARDS**

The Flash Program in eight steps

01**Scope the work**

Manager and coach agree the objective, schedule and connection to HR practices. Preparation templates are provided.

02**Prepare an initial view**

The manager describes expectations by grade, tasks, delegation and their view of each team member. Their AssessFirst profile complements the preparation.

03**Make decisions in a workshop**

6 hours on technical, interpersonal, business and managerial standards, the People Review, feedback gaps and the manager's approach.

04**Produce the materials**

WeAre documents the standards and team organisation. A confidential plan sets out feedback and development actions for each person.

05**Prepare the launch**

The manager prepares the team presentation, individual messages and difficult conversations. The coach helps in preparation or during delivery.

06**Introduce it to the team**

The manager explains the shared framework, then discusses expectations and feedback with each team member.

07**Support implementation**

The coach helps with situations as they arise and prepares sensitive conversations within the agreed support allowance.

08**Review after 90 days**

The review covers manager confidence, decisions, consistency of feedback and the development actions under way.

The 6-hour workshop sits within a wider programme. Commitment guidelines are on page 17.



03 / ATOMIC LEADERS

AUDIENCE, COMMITMENT AND OUTPUTS

The Flash Program framework

Audience

One manager and their team of up to 10 people.

Commitment

Allow 8 to 10 manager hours, including preparation, plus team conversations. The core workshop lasts 6 hours.

Follow-up

A review after 90 days. Support between sessions is defined in the proposal.

01 A shared standard

Responsibilities and expectations by grade, team organisation, task coverage and delegation.

02 A confidential assessment

People Review, feedback gaps and development decisions for each person, retained by the manager.

03 A prepared launch

Materials for the team and messages for individual conversations.

04 A follow-up review

The four success criteria and any adjustments are reviewed after 90 days.

THE ROLE OF HR AND THE MANAGER

HR/L&D aligns the programme with job levels, the review cycle and information-sharing rules. The manager owns expectations and conversations. The coach prepares and supports their implementation.

The People Review remains confidential. Any information shared with HR is agreed during scoping.

Indicative configurations, to be tailored and confirmed during scoping.

03 / ATOMIC LEADERS

INDEPENDENT FORMATS USING ASSESSFIRST

Understanding your management approach

02 / INDIVIDUAL DEVELOPMENT

Understand your management profile

Audience	Managers seeking perspective on their management approach.
Commitment	90 minutes of one-to-one coaching, plus questionnaires beforehand.
In the session	Combine self-assessment, profile insights and real situations to choose a first action.
Outputs	Personal strengths, areas to watch and possible actions.
Follow-up	For cohorts, six recurring practices supported by short memos.

03 / GROUP WORKSHOP

Lead a team with different profiles

Audience	A group of up to 10 managers.
Commitment	A 6-hour workshop, plus questionnaires beforehand.
In the session	Simulate management strategies and explore their effects on different profiles.
Outputs	Insight into team dynamics and six documented collective practices.
Follow-up	Practices to test in management situations.

AssessFirst provides insight into preferences and motivations, explored through real work during the debrief. Collective maps are anonymised. Individual results are shared with the organisation only with participants' consent.

03 / ATOMIC LEADERS

INDEPENDENT FORMATS

Adapting your approach to the team

04 / YOUR REAL TEAM

Adapt your management to your team

Audience	One manager and their team of up to 10 people.
Commitment	2 hours with the manager. Manager and team questionnaires beforehand.
In the session	Compare the manager's challenges with the map of their team's dynamics.
Outputs	Insight into team dynamics and a tailored action plan.
Follow-up	The manager applies the agreed adjustments.

05 / PEER COLLABORATION

Improve collaboration between managers

Audience	Up to 6 managers who work together.
Commitment	A 4-hour workshop, plus questionnaires beforehand.
In the session	Explore complementary strengths and friction to agree ways of working together.
Outputs	A collaboration playbook addressing strengths and potential friction.
Follow-up	Peers choose the working agreements to test and when to review them.

AssessFirst provides insight into preferences and motivations, explored through real work during the debrief. Collective maps are anonymised. Individual results are shared with the organisation only with participants' consent.

03 / ATOMIC LEADERS

ILLUSTRATIVE SITUATION AND PARTICIPANT FEEDBACK

Practices that last

A drop in performance that was never made clear.

THE SITUATION

The manager believes a team member is no longer meeting expectations, yet previous ratings and conversations have not made the gap clear. The annual review could come as a surprise.

THE MANAGER'S RESPONSE

The manager defines observable expectations, gives feedback that reflects their assessment, chooses a development action and schedules a follow-up.

FEEDBACK AFTER TWELVE MONTHS

These anonymised comments concern individual support with AssessFirst and a coach. They are not testimonials about the new Flash Program.

“Being able to talk face to face with an experienced coach and express how I felt helped me a great deal.”

Coached manager · 12-month feedback

“I found this experience particularly valuable because it helps you step back and reflect on concrete situations you may encounter as a manager.”

Coached manager · 12-month feedback

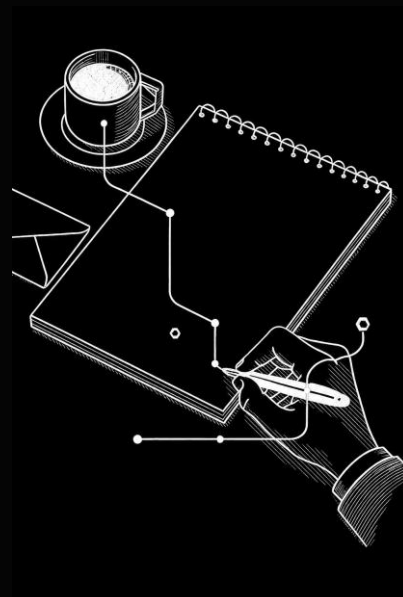
“The main learning I took from this experience is the importance of communicating more with the team and explaining the “why” behind decisions and actions”

Coached manager · 12-month feedback · original English quote

THE FLASH PROGRAM REVIEW AT 90 DAYS

Manager confidence, sound decisions, consistent feedback and development actions under way.

04 / ATOMIC CANDIDATE / OUTPLACEMENT



Supporting a career transition

An employer-funded programme.

A coach selected for the employee's profile. Confidential remote support in French or English, with an in-person option in Luxembourg.

Audience	An employee going through a career transition.
Commitment	12.5 hours of direct support. Allow 3 to 6 months for the active phase, agreed at the start.
Outputs	Career targets, a search plan and prepared application materials.
Follow-up	Progress reviews and a session three months after starting a new role.

FEEDBACK ON CAREER TRAINING

These comments concern Romain's training, not an outplacement programme.

"Thanks to his explanations, I gained not only knowledge but also a stronger sense of direction for my professional development."

D:S.G

"His practical advice helped me clarify my professional goals and take actionable steps forward."

R.S.

Indicative configurations, to be tailored and confirmed during scoping.

04 / ATOMIC CANDIDATE / OUTPLACEMENT

12.5 HOURS OF DIRECT SUPPORT

Five stages of support

01 Three-way interview / 1 hour

Align the employee, employer and coach on objectives, framework and timing.

02 Assessment & debrief / questionnaires + 1.5 hours

Explore preferences, motivations and capabilities to clarify career targets.

03 Action-plan monitoring / 4 × 45 minutes

Target opportunities, structure the search and track actions with recruiters and employers.

04 Individual coaching / 4 × 1.5 hours

Work on CV, LinkedIn, pitch, interviews, posture, confidence and preparation for a new environment.

05 Integration follow-up / 1 hour

Review progress three months after the start date and address any early difficulties.

The search schedule and integration follow-up are agreed at the start. Any extension beyond the planned hours requires a separate agreement.

The employer follows progress. Coaching content remains confidential unless the employee explicitly agrees otherwise.

YOUR CONTACT

Romain TISNE

Co-founder of WeAre Trainers

Founder of Talantlers

A background in recruitment, audit and Compliance leadership, followed by HR advisory, coaching and training. Knowledge of organisations and the demands of their functions.



“Where we once came together by instinct or obligation, we can learn to do so with intention.”

From La confiance comme système de jeu collectif, Romain TISNE, 2026

WeAre Trainers brings together experts and organisations, with Talantlers, an authorised training provider in Luxembourg, as its lead delivery entity.

The WeAre collective



For your project: Romain as your contact, Talantlers coordinating delivery. Experts selected for the function, audience and language, working to a shared brief and agreed outputs.

Explore the collective:
[group.we-are.lu →](https://group.we-are.lu)

YOUR NEXT STEP

Let's discuss your HR or L&D priorities.

An exploratory conversation to define the audience, the situations you want to improve and the outcome you are seeking. We then propose the right programme.

[Book a meeting →](#)

romain.tisne@talantlers.com

A CLEAR FRAMEWORK

Available on request in Luxembourg, in French or English. Every format can be tailored through a proposal. The assessments, materials and follow-up specified in the proposal are included. Scoping confirms duration, group size, delivery arrangements and timing. Accessibility needs are discussed at this stage.

7C+1 →

CLIENT CENTRICITY →

ATOMIC LEADERS →

OUTPLACEMENT →