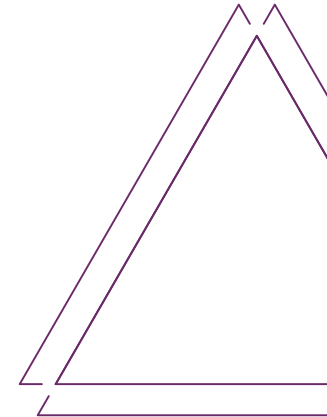




TRAINING SERVICES

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ITIL® 4 Foundation

As affiliate partner of Quint, NSI can propose the official ITIL® 4 Foundation track including examination.

It is a highly intensive three-day course for IT managers, team leaders, and other IT professionals who need an understanding of the ITIL® 4 framework and how it can be used in your digital transformation journey. It provides **an understanding how the ITIL® best practice** can be **adopted** and **adapted** within an organisation, achieving a **lasting value proposition**.

The course focuses delegates on **end-to-end service quality** and **consumer value**. It provides an insight into current Service Management thinking as well as preparing delegates for the **ITIL® 4 Foundation Certificate** in IT Service Management examination.



3 days



1 450 € / student
Exam included



- 09/02/2026
- 09/03/2026
- 29/04/2026
- 04/05/2026
- 08/06/2026
- 14/09/2026
- 05/10/2026
- 16/11/2026

IREB Foundation

The "International Requirements Engineering Board" (IREB) is an international non-profit organization that focuses on the professional nature of requirements engineering, similar to ISTQB for software testing. International requirements engineering experts such as Chris Rupp and Suzanne Robertson are members of this international board, which has developed a certification program for requirements engineering (CPRE).

This three-day training course is a preparation for the exam "Certified Professional for Requirements Engineering - Foundation Level" and is accredited by IREB. When you pass the exam, you receive a certificate that is recognized by IREB.

This course is a must for everybody involved in the requirements engineering process and is the best preparation for the certification exam.



3 days



1 375 € / student
275€ / exam (optional)



- 16/11/2026
- 11/05/2026

ISTQB Foundation

The International Systems Examinations Board (ISEB) is a recognised institute organising certifications for IT professionals (incl. test professionals). Since 2002, the **International Software Testing Qualification Board (ISTQB)** is supporting a **single, universally accepted international qualification scheme intended for software and system testing professionals.**

This three-day training course is a preparation for the exam **“Foundation Certificate in Software Testing”** and is accredited by ISTQB and ISEB. When you pass the exam, you receive a certificate that is recognised by ISTQB. At present, over 200.000 test professionals are already ISTQB accredited.

This course is a must for each **test professional** and is **the best preparation for the certification exam**: the pass rate after our course is 94%!



3 days



1 425 € / student
275€ / exam (optional)



• TBD

Communication and Assertiveness

This training invites you to explore the mechanisms of interpersonal communication and assertiveness to enhance your professional presence and workplace relationships.

- Understand the foundations of your worldview to broaden your perspective and break free from automatic behaviors.
- Identify the impact of emotions and learn to manage them to strengthen your emotional intelligence.
- Develop an assertive attitude: express your ideas and needs clearly, respectfully, and without aggression.
- Master active listening and constructive feedback techniques to foster a climate of trust.
- Learn to say no without guilt, manage tension, and reinforce your professional credibility.

At the end of this program, you will have practical tools to communicate with confidence and serenity.



8 hours



700€ / student



- 18/06/2026
- 12/09/2026

MBTI Step 1

Described by Carl Gustav Jung (followed later by the works of Katherine Briggs and Isabel Myers).

A good and healthy working environment is all about people interaction and communication. Usually this works fine, sometimes it doesn't work at all. For example, with some colleagues, we have to communicate to the point and present facts, while others need to see the bigger picture before they can be mobilized.

Usually this is by gut feeling. Sometimes our gut is out of feeling. There is a better way: **NSI's "Myers-Briggs Type Indicator" (MBTI) training.**

MBTI is about making the theory of psychological types described by Carl Gustav Jung understandable and useful in people's lives. The essence of that theory is that much seemingly random variation in behaviour is actually quite **orderly** and **consistent**, due to basic differences in the ways individuals prefer to use their perception and judgment.



3 hours



550 € / student



- 23/03/2026
- 01/10/2026
- 19/11/2026

TOP

Potential Optimization Techniques (TOP) were born in the 1990s. Initially designed to meet the needs of the armed forces in situations of extreme stress and demanding environments, these techniques quickly proved their effectiveness with elite units such as the GIGN and RAID.

Their aim: to enable individuals to mobilize their psychological and physiological resources to the full.

TOPs are based on principles derived from cognitive and neurophysiological sciences. They combine simple, accessible tools such as **controlled breathing, multisensory representations (mental imagery), relaxation and internal dialogue.**

These techniques help to **improve stress management, enhance sleep quality and sustain motivation over time.**

Today, TOPs are no longer confined to the military. They are now widely adopted in civilian environments: business, high-level sports, health and education. **Easy to learn and scientifically validated**, they are a **valuable toolbox** for anyone seeking to develop **resilience, serenity and efficiency** in their daily activities.



3 non-consecutive days



1 200 € / student



1st session

- 12/03/2026
- 01/04/2026
- 23/04/2026

2nd session

- 17/09/2026
- 08/10/2026
- 29/10/2026

Call Handling

Master the art of telephone conversations and transform your customer interactions!

This intensive 3-hour course will give you all the keys you need to :

- **Communicate effectively** with your customers, even in the most delicate situations.
- **Enhance your professionalism** and **leave a lasting impression**.
- **Develop your potential** by identifying your **strengths** and working on your areas for **improvement**.

Using practical examples and realistic simulations, you will learn how to :

- **Greet your contacts** in a warm and personalised way.
- **Handle difficult calls** calmly and confidently.
- End **conversations** on a **positive** note.

Our trainers, all experts in customer relations, will share their tips and advice to help you become a true telephone professional.



3 hours



200 € / student



- 18/03/2026
- 25/03/2026
- 23/09/2026
- 30/09/2026

Contact Us

Empower your IT journey with [NSI Training Services](#).

Elevate your skills, stay ahead of industry trends, and shape your future in the dynamic world of technology.

Join us for top-notch training and unlock new career opportunities!



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