

Communicate engagingly and convincingly

Resolve conflicts and shape relationships

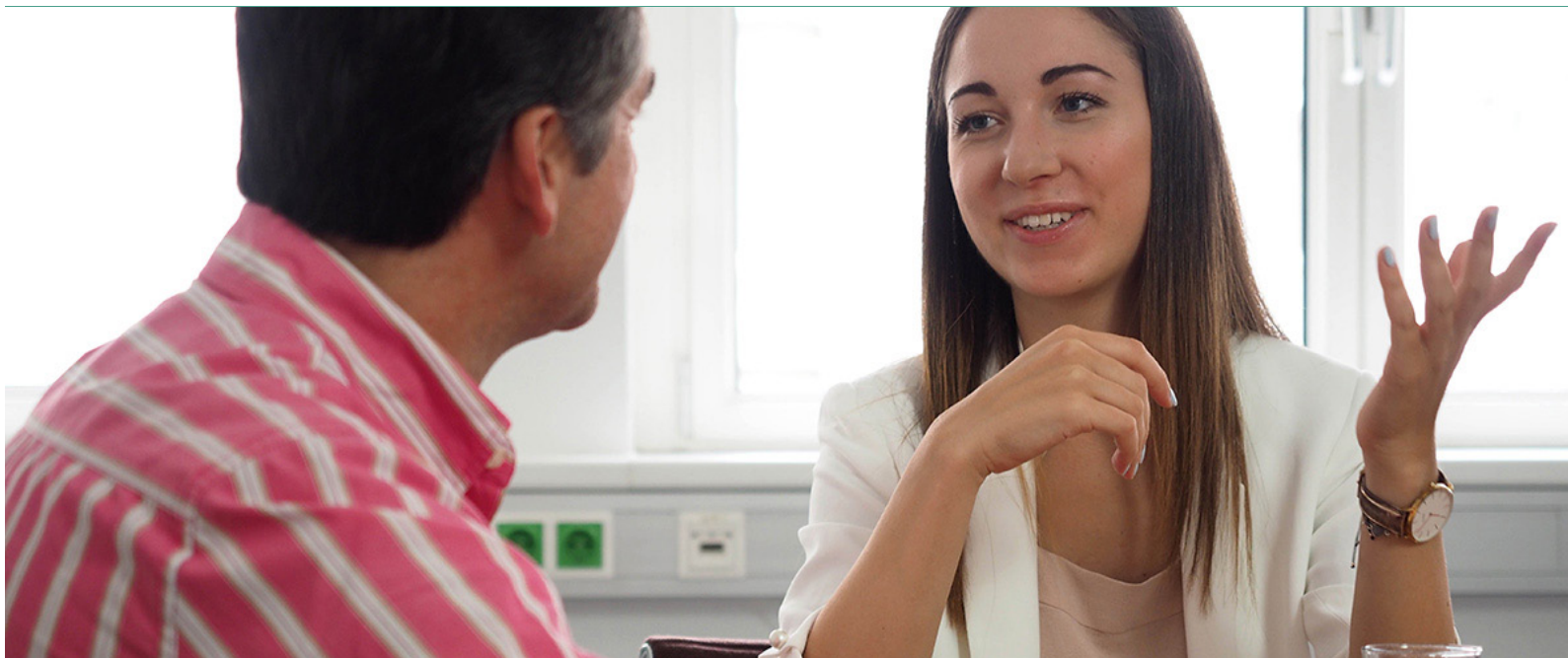
Why this is a must

You resolve conflicts, shape relationships and turn difficult issues into positive outcomes.

You will be the saviour of the situation.

Who benefits

Anyone who needs to discuss difficult issues within their team, with their superiors or clients, and who wants to respond to conflicts in a professional manner. All participants receive Schulz von Thun's book "Miteinander Reden".



Training course contents

- You will learn how to communicate in a flexible and structured manner
- You will learn how to use systematic conversation and to resolve difficult issues within the allocated time
- You will learn how to combine professionalism in business conversations with empathy
- You will experience your own impact on others, and will be able to recognise and avoid interferences in your speaking and listening
- You will practise voicing criticism respectfully, clarifying and resolving crises and conflicts in lots of realistic exercises – teaching you how to act confidently even when under pressure
- You will increase your potential to be understood by others and to understand others, and you will get your projects and ideas approved
- What you have learned will give you persuasiveness, and get you recognition and agreement from your team, your superiors and customers

Training methods

- Theoretical inputs, role plays, working on conflict situations (partly provided by us, partly taken from participants' professional lives)
- Solve problems together, providing ideas on how to act in specific situations in line with participants' individual personalities
- New behaviour is tested and cemented immediately with practical exercises within the entire group, in small groups and in face-to-face interviews

Keyfacts

2 days of intensive training with up to twelve participants

Day 1: 9:00 – 19:30

Day 2: 8:30 – 17:00

For Individuals

You can find our public dates for the training on our website: www.hps-training.com/trainings

For Teams

In-house seminars are the best value for groups of 5 or more.



a confidential environment



learning partnerships



your ideal date & location



tailor-made solutions



teambuilding effects



real individualisation



Do you have questions?

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