



Title

Dealing with difficult contemporaries

Duration

2 Days

Objectives

Learning basics to understand yourself for more calmness in critical situations. Besides you will get knowledge about verbal and non-verbal communication to better understand your conversational partners and to better lead a conversation.

Content

- Basics of dialectics
- Emotional reaction
- Stress and its effects
- Perceptual model
- Ways and means to calmness
- Self-confident manner
- Basics verbal/non-verbal communication
- Tips for successful negotiation
- How to handle unfair tactics

Target Group

Executives, employees, self-employed persons that depend internally or in dealing with customers and/or suppliers on good and empathetic relations for their own success.

Comments

No basic knowledge required.