



Communication and social competence for managers

Seminar objective

In this seminar you will be familiarized with the most important communication techniques. Further, you will receive essential feedback on your own communication behaviour and style. Alternative communication strategies will be considered and worked on.

Seminar content

Having successful conversations:

- How do I communicate? Self-reflection of the inner attitude
- Knowing your own communication style: Where do I repeatedly encounter conflicts in conversations?
- Self-perception and perception of others: unconscious communication patterns
- Competence training and social competence
- Training empathy skills to improve social competence

Basics of better communication:

- Distinguish between factual and relationship levels
- Increasing knowledge of human nature: the different views of people
- Controlling conversations through questioning techniques - controlling one's own behavior
- The most important communication traps
- How do I communicate without conflict?
- Messages: I-, you- and we-messages
- Active listening

Difficult conversation situations: Dealing with feelings:

- The most important "soft factors": hiding or showing feelings?
- Communicating tactically or authentically?
- Asserting goals and being accepted
- The mutual influence
- The relationship between emotion and reason
- Manipulate or convince?

Methodology

Reflection on one's own leadership style
Supervision
Short trainer inputs
Moderated exercise sequences
Case studies

Target audience

The seminar communication and social competence for managers is aimed at specialists and managers from business enterprises of all sizes and sectors as well as from public administration.

Course ref.

F2005

Participants

not more than 9 participants

Schedule

1. Day: 10:00 - 17:00
2. Day: 09:00 - 16:00

Location & dates

Münster

04.11.2024 – 05.11.2024
10.03.2025 – 11.03.2025
16.10.2025 – 17.10.2025

Hamburg

23.09.2024 – 24.09.2024
13.03.2025 – 14.03.2025
29.09.2025 – 30.09.2025

Berlin

06.06.2024 – 07.06.2024
12.12.2024 – 13.12.2024
05.06.2025 – 06.06.2025
11.12.2025 – 12.12.2025

Cologone

13.06.2024 – 14.06.2024
25.11.2024 – 26.11.2024
24.07.2025 – 25.07.2025
24.11.2025 – 25.11.2025

Frankfurt am Main

09.09.2024 – 10.09.2024
20.01.2025 – 21.01.2025
08.09.2025 – 09.09.2025

Munich

14.10.2024 – 15.10.2024
20.03.2025 – 21.03.2025
03.11.2025 – 04.11.2025

Fee

1.150,00 € (ex. VAT)
1.368,50 € (inc. VAT)

Included in the price: Working documents, certificate of participation, lunch and coffee breaks.



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Mobilnummer

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Ort Termin

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Branche

Datum

2. Teilnehmer

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Veranstaltung Seminarcode

Ort Termin

Anzahl der Mitarbeiter in Ihrem Unternehmen

Kundennummer

Anmeldebestätigung (E-Mail)

Unterschrift