

# Effective Communication – Professional Argumentation and Discussion (KAD)

**ID KAD** Price 1,790.— €excl. VAT Duration 3 days

## Who should attend

Specialists and managers from all areas of the company

## Prerequisites

- Openness and willingness to reflect on your own communication patterns.
- The desire to improve the quality of your conversations.

## Course Objectives

- You can create a conducive basis for conversations.
- You can empathize better with others.
- You can present your own point of view argumentatively and represent it to others.
- You can lead conversations.

## Course Content

### Perception as the base of communication

- Basics of constructivism
- Perception filters
- Recognize your own values and interests
- Develop perception

### Personal impact

- Self and external perception
- Feedback

### Credibility and trust

- Appreciation for myself and others
- Recognize your own blockages
- Understand and respect the perspectives of others
- Resolve difficult situations

### Conversations

- Conversation situations

- Expand your own scope of behaviour

### Find good arguments

- Argue in a structured manner
- 5 sentence technique
- Dealing with dissent
- Timing

### Moderation and discussion management

- My role in moderation
- Dealing with hierarchical structures

### Self-management

- Remain able to act yourself
- Dealing with frustration and overwhelm

### Practical application and feedback

- Simulation of real conversation situations
- Development of individual action plans to continuously improve your communication skills

# Effective Communication – Professional Argumentation and Discussion (KAD)

---

## Training Centres worldwide



## Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3  
CH-8304 Wallisellen  
Tel. +41 44 832 50 80

info@flane.ch, <https://www.flane.ch>