

## 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

## Training Centres worldwide



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