

## Goal-Oriented Communication (LOK)

**ID** LOK **Price** 1,540.— €(excl. VAT) **Duration** 2 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 reflect your own attitude towards your conversation partners.
- You can create a conducive basis for conversations.
- You can identify problems and conflicts in a timely manner.
- You can handle difficult situations confidently.

### Course Content

#### Perception as the basis of communication

- How reality is being created
- Interpretation and meaning
- Perceptual filters
- Recognize your own values and interests
- My own attitude

#### Early recognition of difficulties

- Identifying signs of potential communication problems.
- Training in active listening and understanding non-verbal signals

#### Build and maintain relationships

- Appreciation for myself and others
- Establish credibility and trust
- Restoration of the relationship level

#### Special features of digital communication

- Restrictions and limits
- Tips for using WhatsApp, Teams, Slack & Co.

### Conflicts, blame and escalation

- Master feedback, problem and conflict discussions
- Nonviolent Communication
- Escalate and de-escalate

### Self-management

- Remain able to act
- Dealing with frustration and overwhelm
- Get help if I can no longer manage it myself

### Implementation in everyday work

- Development of individual action plans to implement your learnings into your everyday life
- Establish regular feedback mechanisms to reflect on progress and make adjustments

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## Training Centres worldwide



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