

Effective Communication – Professional Argumentation and Discussion (KAD)

ID KAD Prix 1 790,- € (Hors Taxe) Durée 3 jours

A qui s'adresse cette formation

Specialists and managers from all areas of the company

Pré-requis

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

Objectifs

- 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.

Contenu

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

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Centres de formation dans le monde entier



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