

Solving team conflicts with courage and sensibility

Target group:

Designed for those teams interested and willing to find new ways for solving current team challenges and conflicts.

Training's main focuses of interest:

- ✓ What are the causes of conflicts?
- ✓ How can I actively influence and shape my relationship to the conversation partner?
- ✓ How do I acquire specific techniques of conscious communication, such as active listening, looping or paraphrasing?
- ✓ How can I employ certain interview techniques most efficiently?
- ✓ How do I personally cope with conflicts? What specific "conflict-type" am I?
- ✓ What are the four main messages addressed by Harvard-principle? How can I deploy these principles in a most effective manner?
- ✓ With which methods do I accomplish a change in perspective?
- ✓ How do I most constructively lead conversations in conflict situations?

Duration: 2 days.

Appointments: on request.

How does the training proceed? All the training's contents are conveyed in a practical and active manner. The main focus, thus, will be placed on group work, immediate transfer of knowledge to practice, experience and reflection (use of video camera), exchange of experience and an active communication of our training's contents.

Contact information: Please do not hesitate contacting us via mail: mail@courage-courage.com or via phone: 0049(0)89-12094022 or 030-39208992.

On your way we wish you

*bon
courage!*