

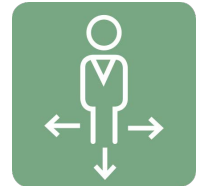
Our trainings show effect



flow leadership®: training managers

seminar program

leadership communication



Practical, Solid, Suitable for Everyday Use – Valuable Tools for Your Management Communication

Your employees may expect you as manager setting the tone in the team. Therefore, it is important to pluck the correct string in different situations.

Due to their professional competence, many managers climb up the ladder. But with that alone you won't get far. Your communication skills are at least as important for your professional success. A manager, assigning tasks, criticizing and motivating, giving feedback and addressing conflicts, will convince employees and enter into a real dialogue. This is often challenging and new. The most important thing is that you acquire the communicative tools which you can rely on even in difficult conversations.

In this training you will reflect your own communication skills and enhance them. Practical tools for every conversation situation will be given. Experience-based learning situation will help you to use them successfully in your daily work. To strike the right note will become easy after this seminar.

Target Group

- Executives at all levels

This in-house seminar is tailored to your individual needs. Contact us so that together we can develop a tailor-made training concept for you.

Main Focus

- Constructive and respectful communication
- Motivate employees and win them over for your goals and perspectives
- Moderation of team meetings and group processes
- Effectively countering conflicts, resistance and blockades
- Conducting difficult conversations – bringing criticism, feedback and bad news to the table

Contact

flow consulting gmbh
Spörckenstraße 89
29221 Celle
Tel.: +49 5141 740074
E-mail: mail@flow.de
www.flow.de/en

leadership communication: Example topics from the seminar content

Give and Take Feedback

Feedback is an important management tool. After all, your feedback shows your employees that they are seen. As long as it's about positive feedback, it's relatively simple, but it's too often forgotten, at least from an employee's point of view. Negative feedback, on the other hand, often presents managers with real challenges. In training, we use sensitive topics to practice conveying critical feedback constructively.

Giving and receiving feedback

Principles for giving feedback

- Descriptive - naming the perceptions, not evaluating them
- Concretely - related to the current situation
- Constructive - geared to positive change
- Timely - closely linked to the incident in terms of time

Principles for accepting feedback

- Listening - not justifying or defending yourself
- Check - which aspects apply?
- Ask questions - To remove uncertainties

Guidelines for Successful Meetings

Many employees regard meetings as a waste of time. Well prepared, however, they help to manage processes, develop topics and communicate content. If the preparation is up to you, ask yourself these questions:

Content: occasion, topics, objective

On what occasion and with what objective does the meeting take place?
Which topics should be addressed?
What should the agenda be?

Participants

Who should take part?
Which functions do the different participants have?
What expectations do you have of the content and objectives of the meeting?
What prior experience or information do the participants have on the topics?
What additional information do the participants need in advance?

Organizational preparation

Where and when does the meeting take place?
What is the maximum duration of the blocking?
What equipment is required?
Which seating arrangement is suitable for this meeting?
What should the invitation say?
What documents do participants need before and during the meeting?