

Efficient Management 2

Solving conflicts

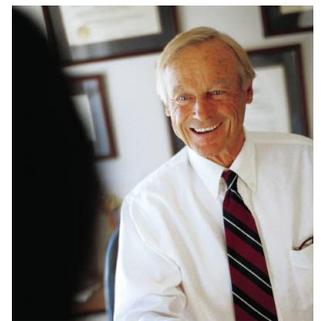
Seminar objectives

The participants

- Know how to deal with conflicts
- Learn how to solve a conflict of goals
- Learn to give and take the right feedback
- Learn to identify and interpret the background of a conflict
- Learn how to understand other people's standpoint and to show interest from a management point of view
- Know the various team behavioural patterns
- Know the various team situations and their natural consequences
- Improve their work in their team
- Control and achieve their sales targets through their team
- Learn how to hold efficient meetings

Contents

- Target conflicts
- The mind map (from NLP)
- Team clock
- Team development
- Motivation of a team



Methods

- Lectures
- Group work
- Role-play
- Feedback

Organisation

- Target Groups
 - Managers
 - Product Managers
 - Group leaders
- Period
 - 2 days