



KVALIKON

VEZETÉSI TANÁCSADÓ ÉS
RENDSZERFEJLESZTŐ KFT.



1125 BUDAPEST, ISTENHEGYI ÚT 63/B.

LEADERSHIP COMMUNICATION AND CONFLICT MANAGEMENT TRAINING

2 DAYS TRAINING

Goal of the training:

„ The work of the leader is influencing, which takes place through communication with colleagues, so leadership communication is the key determinant of the effective and efficient leadership work.”

- To get to know and practice the conditions and tools of effective and efficient organizational communication, to develop participants' communication culture
- To improve the efficiency and effectiveness of the personal and leadership communication
- To get to know the basics of effective and efficient organizational cooperation and conflict management

1. day

Communication

- Communication purpose and process
- Communication channels
- Workplace communication features and types
- Managerial and communication styles
- Communication strategies and tactics
- Effective communication barriers
- Listening and understanding five levels
- Managerial communication special tools:
 - o mediation and acceptance of purposes
 - o release tasks
 - o training, advice, support
 - o feedback, evaluation
- Examination and evaluation

- Communication dynamics, structure and psychological background
- Assertive communication
- Convince and win over other people for cooperation, mobilization
- Role of communication in performance-encouraging
- Effective meetings
- Negotiation inside and outside
- Role playing games

2. day

Conflict management, stress management

- Conflicts during intervention
- Personal conflict management attitudes surveys
- Thomas-Killmann conflict management test
- Conflicts at the company
- Dealing with difficult people



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- Reducing tensions between groups and within groups
- Stress causes, consequences and workplace stress management tasks
- Practice: XY game
- Conflict management techniques (Thomas-Killmann model)
- Create winner – winner situation

Exam