

Efficient Management 2

Solving conflicts

Seminar objectives

The participants

- Know the optimal way of dealing with a conflict of goals
- Learn to deal with and solve a conflict of goals
- Learn to give and take the right feedback
- Learn to recognize conflict backgrounds
- Learn how to understand other people's point of view and to show interest from a management point of view
- Get to know the various team behavioural patterns
- Know the various team situations and their natural consequence
- Improve their preparation 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
 - Service Manager
- Period
 - 2 days