

Communication training

Communication and feedback – the key duo in everyday business

Communication and feedback

Do you want to really understand your dialogue partner? And mainly: Do you want to make sure that your opposite number really understands you? Then, besides general communication rules, you have to know also the underlying principles: conversational psychology. In this training you will learn how to recognize and consider the aspects that are really relevant for effective communication better and earlier. As a result, you will communicate in a more targeted and more convincing way.

Competent and successful communication requires communication techniques. Feedback, as a special form of communication, is gaining more importance in everyday business, not only as a communication technique, but also as a leadership instrument. Learn about the basics of feedback techniques and how to integrate them into everyday work. At this seminar you will see how different conversational situations can be managed successfully using professional techniques. Organizations want to have outgoing, open-minded employees who are willing to learn and executives who, with the help of speedy queries and a feedback culture, are able to optimally involve their employees and take responsibility. Namely at the interfaces of processes, friction often occurs in everyday situations. This is not supposed to result in a loss of energy but in innovation. People are encouraged to express criticism if they feel that they are appreciated as a communication partner, which in turn leads to maximum acceptance and a rational working style.

Focal topics:

- Communication and personality
- Basics of communication, theory and practice – Understanding and being understood –
- Communication models and their application
- The Iceberg Model of communication
- Basic principles of constructive communication
- Feedback and the Johari Window
- Feedback and the Transaction Analysis TA
- Rules for constructive feedback
- Accepting and giving feedback
- The feedback interview