



# Highly Interactive *online* Trainings



... on Personal Skills & Mindset

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## 1. Basics of Communication

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Learning to communicate effectively and understand your counterpart

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Goal of this Live Online Training is to equip you with a clear understanding of why we often misunderstand each other and what can be done to communicate effectively. With a mix of theoretical communication models, tools and practical exercises, you will learn to communicate clearly and understand your counterpart better.

### After attending this Live Online Training, you will...

- understand why we often **misunderstand** each other in our daily communication
- get to know the different **levels of communication**
- **practice effective communication** based on situations from your private or professional life

### Design of the Live Online Training

<b>Set up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	As <i>PreWork</i> you watch a short video and think about a relevant communication situation from your private or professional life.
<b>Course flow</b>	You ... <ul style="list-style-type: none"><li>▪ get to know the different communication levels</li><li>▪ learn about effective communication tools</li><li>▪ practice these tools with practical examples</li></ul>

**PostWork**

As *PostWork* you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 2. “Change“ is everywhere!

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### Motivation & Exhaustion: Understanding, encountering and managing change

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In an ever-changing world, Covid-19 is just the latest factor to drastically change our world:

Every day we have to invent and implement new processes, find solutions for novel problems, and initiate new digital communication solutions.

This variety of changes happening simultaneously is new! And whether you are initiating, responsible for or impacted by the change – you are confronted with many emotions, your own and others’.

Goal of this Live Online Training is to to equip you with the knowledge and tools to

- understand yourself and others in change situations
- steer your own change projects and deal with resistance or frustration
- integrate the right people at the right time
- understand and develop your own “change-ability“

#### **After this Live Online Training you will know...**

- which **change types** exist and which type you are
- which phases a **change process** goes through and which behaviors are necessary in the various phases
- which **roles** play a part in change processes and how to actively manage them
- which strategies you can use to expand your **own change-ability**

### Design of the Live Online Training

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	As a <i>PreWork</i> you will collect situations from your work and area of responsibility to work on during the training.
<b>Course flow</b>	<p>You ...</p> <ul style="list-style-type: none"><li>▪ work through relevant, empirical neuro-scientific research on the topic of “Change“</li><li>▪ apply these in various change situations</li><li>▪ actively work on the situations which you have brought to the training</li></ul>
<b>PostWork</b>	As a <i>PostWork</i> you have the chance – with a learning partner - to reflect on your practical experiences as well as to support and coach each other in your change processes

### Registration Information

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

### 3. Creativity and Innovation

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#### Exploring structured creativity

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If we can define creativity, describe its process, and replicate it in other brains, then we would have “structured creativity” that can be taught and improved.

This is what this course is about: a systematic, step-by-step approach to creative thinking.

Goal of this Live Online Training is to equip you with a strong understanding of what creative thinking really is, to present a scientific description of how creative ideas come about, and to practice generating creative output.

#### **After attending this Live Online Training, you will...**

- be able to **describe** the nature of **creative thinking**
- be exposed to the concept of **creative thinking as an acquired skill**
- learn and practice formal, **systematic creative thinking** tools and techniques

#### **Design of the Live Online Training**

**Set-up** 3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)

**PreWork** As *PreWork* you will watch a video on creativity.

**Course flow** The session starts by working on the conceptual level, discussing the nature of creative thinking and whether it's an acquired skill or not.

The participants are then taken into describing some scientifically proven creative thinking tools and techniques.

The session then moves to the biggest part which is practicing these tools and techniques in a highly engaging and energy-filled style.

**PostWork**

As *PostWork* you will be encouraged to further apply these tools and techniques to specific creative tasks. (An additional charge will apply here.)

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 4. Developing an Agile Mindset

### Leading meaningful transitions in your organization

The world today changes exponentially and managing change processes in today's VUCA world (volatility, uncertainty, complexity, ambiguity) demands new methods and different approaches.

Grasp the secrets of Silicon Valley experts and how they differ from business approaches in traditional companies. Understand how they lead change from the inside out to continually stretch the potential in yourself, your team and your organization!

Goal of this Live Online Training is to equip you with a success mindset and toolkit for maximizing your power and influence for driving change. The result: Lead successful change processes in the new VUCA world through the systematic leading and involvement of relevant stakeholders!

#### After attending this Live Online Training, you will...

- **lead strong from within**, instead of being driven from constantly changing outer requirements
- know where organization **patterns** come from and analyze which are no longer relevant and need **to be redefined**
- **engage in the new work environment of VUCA world** with a competitive advantage
- understand where to start from in the **process of stakeholder engagement**

#### Design of the Live Online Training

**Set-up** 3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)

**PreWork**

In the *PreWork* you

- watch a video by Spotify about their Agile Culture
- read the overview of Yuval Noah Harari  
“Sapiens - A Brief History of Humankind”

You reflect on the following questions:

- What do I know about the VUCA world?
- If I think about change within my circle of influence, in which state are we?
- Who is a possible leader role model and why?
- Which qualities are necessary in an exponentially changing world?

**Course flow**

You will explore impactful trends, best practice examples and understand where leadership and stakeholder management truly start. This will be an excursion into history, neuroscience and current trends to thrive in the future as a leader, with your teams and your company.

**PostWork**

As *PostWork* you get together with a learning partner to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 5. Get your Messages across

### Tailoring and conducting presentations - Create impact!

Let's face it -- communication is difficult. It doesn't matter who you are, where you're from, or what you do - getting your point across in the way you intend is one of the hardest things to do in business. Whether you're putting together a presentation, knowing how to craft your message in the most effective manner can mean the difference between rousing success and terrible failure.

Goal of this Live Online Training is to equip you with tools and ideas that will help you to create impactful presentations and to bring your message across in a clear and interesting way.

#### After attending this Live Online Training, you will...

- have an overview of relevant questions to consider as a part of your **preparation**
- improve in terms of **impact and clarity**
- develop a professional way of **dealing with objections**
- get further inspiration on how to **connect** with your audience and **stay present**

#### Design of the Live Online Training

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	As <i>PreWork</i> you prepare a business case = a draft of the presentation you are to prepare at the moment

**Course flow**

Throughout the training you work on your individual case and apply your learnings directly.

You ....

- gain input on the given topics
- Get various examples
- Apply what you have just learned and present it to your peers

**PostWork**

As *PostWork* you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 6. Influencing Skills

### Convincing with psychological argumentation and influencing tactics

Many ideas are presented in business settings- but why are some ideas more compelling than others? The answer is not surprising: it's not the idea itself that convinces, rather it is how the idea is delivered. In order to agree to a proposal our conversation partner needs to understand it first. A psychological structure supports the process of understanding. The presented arguments need to be based on my conversation partner's interests and goals to be convincing. As presenters we can formulate our arguments to meet these needs and fine tune them with influencing tactics to boost the success of our ideas and statements.

Goal of this Live Online Training is to equip you with a structure and psychological argumentation tactics so they can present your ideas in a convincing and compelling way to your conversation partner.

#### After attending this Live Online Training, you will...

- be able to create an **elevator pitch** (a short and catchy statement) to push your idea
- create **argument chains** based on the interest of your conversation partner
- know a **presentation structure that convinces** others psychologically
- fine tune your pitches with the **6 factors of influence**

#### Design of the Live Online Training

**Set-up** 3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)

**PreWork**

As *PreWork* you watch a video by Robert Cialdini explaining the six most impactful influencing tactics. You select a case in which you want to influence another person. You arrive at the training prepared to present yourself and your influencing case.

**Course flow**

You ...

- work on your own prepared cases and apply learnings directly to your influencing cases
- present your pitch and receive feedback from your peers as well as the trainer

**PostWork**

As *PostWork* you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size                    max. 10 participants

Prerequisites                No prerequisites for participation

## 7. Intercultural Competence

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A vital building block for international collaboration

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Creating trust-based relationships with international business partners is key to operating successfully on global terrain. Understanding the mentality of your business partner and what makes them tick is vital when focusing on international collaboration. Also, in areas such as team development, project management, and negotiation strategies - and even working virtually - you will benefit from the knowledge of culture specifics.

Different cultures often have a different understanding of time, work structures and processes, negotiation techniques, and communication strategies.

The goal of this Live Online Training is to become aware of these differences. To understand specific correlations, work- and communication patterns to gain cross-cultural understanding for better long term collaboration.

### After attending this Live Online Training, you will...

- better **understand the mentality** of your international business partners
- create effective **international collaboration**
- recognize and **avoid cultural stumbling blocks**
- **optimize** intercultural and virtual **communication**

### Design of the Live Online Training

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	As PreWork you will receive a questionnaire to bring in your questions and goals for the training.

**Course flow**

You will ....

- acquire intercultural competence
- recognize and avoid cultural stumbling blocks
- receive input on different cultural dimensions to help you understand different cultures
- apply strategies and methods to optimize intercultural communication and cooperation
- develop approaches to solutions in dealing with cultural and virtual challenges
- receive recommendations for dealing with difficult situations

**PostWork**

As PostWork you will be asked to form virtual peer groups to exchange experiences in implementation and support one another.

**Registration Information**

Group size

max. 10 participants

Prerequisites

First-hand work experience with people from different cultures is an advantage but by no means a mandatory prerequisite

## 8. Leading Difficult Discussions

### Steering the conversation with question techniques

Everyone is faced with difficult discussions - e.g. addressing critical feedback or conflict situations. The more crucial the topic is, the more important it is to be prepared with a skill set to help lead the discussion in a goal and partner-oriented way.

This skill set includes a conversation guideline- concrete steps to lead through the discussion, enabling leaders to keep on track especially in critical moments. Excellent discussion leaders also rely on questions techniques, both to gain insights into their partner's perspective, while steering the discussion in the desired direction and keeping control of the process and professionally dealing with emotions. As we are currently operating mainly in a virtual set up, communication challenges are getting more visible and an updated approach for creating a meaningful conversation online is needed.

Goal of this Live Online Training is to equip you with a conversation guideline and essential question techniques so you can lead a discussion of any topic with confidence and control. On top, participants learn techniques helping them to facilitate meaningful conversations in a virtual set up.

#### After attending this Live Online Training, you will...

- be able to **conduct a conversation** based on the five phases of a discussion
- know how to **re-direct the conversation** to a more promising way when the situation becomes difficult
- **use high-impact questions** to gain insight into your partner's interests and create insights in him/her
- **use solution-oriented strategies** to come to a mutually successful agreement
- develop strategies for **dealing with emotions**
- learn how to create the feeling of **being connected in virtual reality**
- explore the topic of **virtual presence**

### Design of the Live Online Training

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	In the <i>PreWork</i> you explore a variety of question techniques and reflect on their impact, as well as the application area. Every participant will present one of the techniques to the others in the training group during our session. Also, you arrive at the training prepared to present yourself and the real-life discussion case you would like to work on.
<b>Course flow</b>	<p>Throughout the training you work on your individual cases and apply your learnings directly. You lead a discussion on your topic with a conversation partner and receive feedback from your peers as well as the trainer.</p> <p>You ...</p> <ul style="list-style-type: none"><li>▪ work on your individual situations and apply the learnings directly to your <i>self-management concept</i></li><li>▪ exchange perspectives and develop strategies for your time wasters through collegial consulting and personal feedback from the trainer</li></ul>
<b>PostWork</b>	As <i>PostWork</i> you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

### Registration Information

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 9. Managing Stress

### Protecting yourself in challenging times

Ongoing stress can be harmful for health and wellbeing. Excessive demands, limited resources and unrealistic time frames are daily routine for many of us working in a professional environment. Since avoiding those stressful situations is sometimes not a feasible option, we have to learn to cope with it better. Understanding the stress mechanics is a key to manage stress successfully on an individual base.

Goal of this Live Online Training is to equip you with insights and tools that will help you to develop your own stress coping strategies

#### After attending this Live Online Training, you will...

- know and understand the three cornerstones of the **stress triad**
- identify options to **influence** your **individual stress level**
- develop first **coping and balancing strategies** to stay calm and healthy in turbulent situations

#### Design of the Live Online Training

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	As <i>PreWork</i> you prepare a set of situations that trigger your individual stress level significantly
<b>Course flow</b>	You <ul style="list-style-type: none"><li>▪ gain input on the psychological aspects of stress reactions</li><li>▪ work on your individual stress coping strategy</li><li>▪ will apply stress reduction techniques</li></ul>

**PostWork**

As *PostWork* you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings).

Individual Coaching available on request.  
(An additional charge will apply here.)

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 10. Mindfulness and Resilience

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### Leading strongly with emotional intelligence & resilience

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In this online training you will explore what it means to be a mindful leader. How to build better relationships, find strong solutions and drive your team with humbled influence and impact.

Goal of this Live Online Training is to prepare you to face the fast pace and demanding requirements of daily life with more ease, better relationships and a focused mind, as well as decrease pressure and see exponential change as an opportunity instead of a threat.

#### After attending this Live Online Training, you will...

- feel more **centered** and **focused**
- be able to build **better relationships**
- lead your team or project with **more impact**
- **decrease your stress** level
- **increase your creativity** and **resilience**

#### Design of the Live Online Training

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	not required
<b>Course flow</b>	You .... <ul style="list-style-type: none"><li>▪ understand why mindfulness is the secret power weapon of our times to succeed</li><li>▪ learn the basics of mindfulness</li><li>▪ understand to tap into all your 'intelligences'</li><li>▪ practice the first steps</li></ul>

**PostWork**

As *PostWork* you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learning's.

We will provide you also with a few further videos and book recommendations to dive deeper. (An additional charge might apply here.)

**This training is also available as a series and for teams to dive deeper into the practice of mindfulness.**

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## **11. Motivational Types – Why cat food is not for your cat**

Finding your counterpart's true motivation and doubling your persuasiveness

Your argument is sound and true – yet it just doesn't seem to convince your counterpart. Does this sound familiar? No matter if you are facing an employee, your supervisor or colleagues: everyone has their individual motivational "sweet spots" and knowing how to align your argument with these gives you the extra persuasiveness that you're looking for.

Goal of this Live Online Training is to equip you with a very well applicable overview about different motivational types to help you tailor your persuasion strategies to your counterpart – and become twice as persuasive.

### **After attending this Live Online Training, you will...**

- know four different **motivational types**
- be able to **recognize** your counterpart's **motivational type**
- know how to **tailor your persuasion strategy** to your counterpart
- become persuasive in a very **constructive way**

### **Design of the Live Online Training**

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	As <i>PreWork</i> you prepare your own case in which you had great arguments in the past, yet they didn't convince your counterpart, and watch the video "Disney's Wreck it Ralph 3D-Vanellope Cannot be allowed to race" – enjoy!

**Course flow**

You ....

- gain input on the given topics
- get various examples of their application
- apply what you just learned and present it to your peers

**PostWork**

As *PostWork* you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size            max. 10 participants

Prerequisites        No prerequisites for participation

## 12. Navigating Through Uncertainty

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### Finding clarity and calm in uncertain and challenging times

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In times of disruption and change, we are facing many challenges and questions. At the same time, we have to take possibly far-reaching decisions despite minimal sight. How can we respond responsibly to the challenges ahead?

Goal of this Live Online Training is to equip you with insights, strategies and tools on how to better navigate through challenging times. You will learn how to find clarity and calm, move forward from a place of thought-through intention and make impactful decisions.

#### **By attending this Live Online Training, you will...**

- gain insights about the importance of **mastering the inner game of your emotions**, particularly fear and overwhelm, and how to tackle these
- learn how to fully tap into your **resourcefulness to find constructive solutions** to looming problems and challenges
- explore and apply the **'STOP' coaching tool** to discover the importance of **taking a step back and asking the right questions** to move forward with confidence and courage

#### **Design of the Live Online Training**

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	You receive a questionnaire for individual reflection as <i>PreWork</i> .

**Course  
flow**

You ...

- gain insights about scientifically proven tools and strategies
- have the opportunity to apply these in the context of your individual (past or present) experiences
- explore how to use the tools and insights in the future
- find a space for individual reflection and exploration as well as peer exchange

**PostWork**

As *PostWork* you will have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

### 13. Negotiating with Goliath

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Learning the strategies behind dominant-assertive negotiation behavior and how to deal with it professionally

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If you work with people, negotiation is part of your daily life. And daily life would be awesome, if all negotiation counterparts were just as cooperative and solution oriented as you, right? Unfortunately, this is not always the case. Amongst several negotiation partners, the dominant-assertive one seems to be the most difficult to handle. If you happened to experience one of them before, you know what I'm talking about.

Goal of this Live Online Training is to equip you with the strategic aspect of such behavior and verbal techniques to help you volley it – professionally and calmly.

#### After attending this Live Online Training, you will...

- know the **strategic** aspect of dominant assertiveness
- stay **calm** in heated negotiations due to it
- have your own catalogue of your favorite **verbal techniques** and your personal examples

#### Design of the Live Online Training

**Set-up** 3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)

**PreWork** As *PreWork* please watch on YouTube:  
„Michael Corleone Ask Apollonia's Father Permission To Court Her (The Godfather)“  
<https://www.youtube.com/watch?v=TERvoFSUGKk>  
unless you know The Godfather by heart and can voice-over the whole movie series^^

**Course  
flow**

You ....

- work on your verbal sovereignty
- gain input on verbal techniques
- practice your own objection management style with others

**PostWork**

As *PostWork* you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 14. “Personality” matters

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### Using the science of personality to enhance relationships and results

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We communicate and cooperate with others – every day and on many different levels. It doesn't matter whether we lead others, are a member of team, or serve a client – our ability to build lasting relationships and drive results is vitally dependent on our ability and willingness to tailor the way we interact with others. Easier said than done.

The science of personality provides us with some interesting and easily transferable insights that help us in better understanding differences in personality types, personal preferences and related behavioral patterns.

Goal of this Live Online Training is to provide you with an introduction to the Insights Discovery® personality instrument, its underlying theory and how we can use it to successfully tailor our communication, cooperation, decision-making and leadership style to effectively collaborate with others.

#### **By attending this Live Online Training, you will...**

- gain insights about **different personality types** and **ways of identifying** them
- increase **self-awareness** by learning about your **own personality type** and preference profile and how these might impact your behavior
- understand what matters to different personality types in terms of **leadership, communication, cooperation and decision-making**
- derive **strategies on how to effectively meet the needs and expectations** of others to strengthen relationships and further enhance performance

#### **Design of the Live Online Training**

##### **Set-up**

The set-up of this multi-session online training is flexible and can be – duration and content-wise – tailored to your organization's needs.

We suggest four consecutive online sessions, each 3.5 hours.

All sessions are virtual (e.g. via WebEx, Zoom, or others).

**PreWork** You receive access to the online personality profile assessment Insights Discovery ® as *PreWork*. Once you have filled out the profile, you receive a personalized personality profile for your reflection and as basis for the discussions within our online training. Both, the assessment and the report are confidential.

**Course flow** You ...

- gain insights about the scientifically proven Insights Discovery ® personality type theory
- learn how to transfer these finding into your day-to-day business reality
- have the opportunity to practice how to tailor your communication by engaging in peer case studies
- find a space for individual reflection and exploration as well as peer exchange

**PostWork** As *PostWork* you will have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

We also suggest to arrange for an individual 1-hour coaching session to allow for a more in-depth reflection and creation of transfer strategies. (An additional charge will apply here.)

### Registration Information

Group size	max. 10 participants
Prerequisites	Use of the Insights Discovery ® Personality Assessment as a <i>PreWork</i> .
	Please note that the Personality Profile Report comes at an additional cost. Please contact us for further information.

## 15. Professional Feedback

### Providing meaningful and effective feedback

Providing feedback is one of the most important communication instruments for people development, building relationships and negotiating agreements. Yet people often struggle to find the right start or set the proper tone for a critical topic.

Goal of this Live Online Training is to equip you with a structure and formulations for giving constructive feedback, so it is easier for you to provide meaningful feedback to your conversation partners in the future.

#### After attending this Live Online Training, you will...

- know your individual **strengths and development areas** for giving feedback
- gain **awareness of the emotional factors** when receiving feedback
- apply the **"NASA structure"** for effective communication
- acquire **helpful formulations** for difficult feedback topics
- understand the **does and know the don'ts for constructive feedback**

#### Design of the Live Online Training

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	As <i>PreWork</i> you prepare your introduction and a difficult feedback case for the training.

**Course  
flow**

You ....

- work on your own prepared cases and apply learnings directly to your business examples
- gain input on delivering sensitive and difficult feedback
- deliver challenging conversations and receive feedback and insights from your peers and the trainer
- collect Best Practice resulting from the conversations

**PostWork**

As *PostWork* you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 16. Reset by Default or Restart by Design

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Choosing to cooperate with change to ultimately benefit from it

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Change is inevitable. It's happening at this very moment, impacting the way we live, work, and do business. It's very tempting to resist change – hoping that it'll be possible to go back to how things were before. Hoping that we can RESTART BY DEFAULT, meaning that we can fall back to our default way of being, thinking, and acting. What, if instead, we decide to RESET BY DESIGN, which means to choose to cooperate with change to ultimately benefit from it?

Goal of this Live Online Training is to provide you with an overview of three critical steps that will help you to respond to change proactively. You will find insights as well as actionable strategies and tools that support you in RESETTING BY DESIGN.

### **By attending this Live Online Training, you will...**

- understand about our **natural tendency to resist change**, where it comes from and **how to tackle** it
- learn how to take a **proactive view** and become **response-able**, meaning being able to respond intentionally and impactfully
- explore the concept of a **growth mindset** and learn how to shift from a fixed to a growth mindset to **facilitate change, growth and learning**
- assess how **redesigning your work and loop learning** can help you in finding impactful strategies on how to use change for your advantage

### **Design of the Live Online Training**

**Set-up** 3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)

**PreWork** You receive a questionnaire for individual reflection as *PreWork*.

**Course  
flow**

You ...

- gain insights about scientifically proven tools and strategies
- have the opportunity to apply these in the context of your individual (current or past) experiences
- explore how to use the tools and insights in the future
- find a space for individual reflection and exploration as well as peer exchange

**PostWork**

As *PostWork* you will have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 17. Setting Priorities

### Boosting your personal effectiveness

We all know days when there are numerous tasks on our list, every single one waiting for us to be accomplished. These situations can be overwhelming because we're unclear about what task to prioritize and how to make the most of the time and resources we have.

In order to handle these challenging situations effectively we need a systematic, value-based approach which focuses on what is really important to us. Then we can schedule our time and energy around our priorities and master time wasters along the way.

Goal of this Live Online Training is to equip you with the tools you need to find your focus, to set priorities based on your focus points and to handle time wasters more effectively in the future.

#### After attending this Live Online Training, you will...

- have a clearer understanding of your **personal and professional focus**
- know how to **set priorities** to live and work by what is important
- be able to **invest time and resources** for a task more effectively
- have a **set of strategies** on how to handle your time wasters

#### Design of the Live Online Training

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	As <i>PreWork</i> you watch a ted talk by time management expert Laura Vanderkam. You compile an exercise on identifying what is important to you personally and professionally (called your focus). You arrive at the training prepared to present yourself and one of your focus points.

**Course  
flow**

You ...

- work on your individual situations and apply the learnings directly to your *self-management concept*
- exchange perspectives and develop strategies for your time wasters through collegial consulting and personal feedback from the trainer

**PostWork**

As *PostWork* you have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings.

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation

## 18. Witty Reactions and Smart Retorts

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### Learning the art of not losing your temper

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Pointed or condescending remarks – whether they are intended to hurt or not – may easily drive us up the wall. Such situations are not only irritating, but also time consuming. We are upset about the other person or our own helpless, clumsy, or gauche reaction and the anger persists. We brood about all the things we could have said, had we only thought of them at the time... This keeps us from more important things and leads nowhere.

Goal of this live online-training is to understand underlying behavioral mechanisms, and to learn and implement methods to control our emotions. You will get some “ready-to-use” formulas and options for reaction and develop individual variations of witty as well as professional repartees.

#### After attending this Live Online Training, you will...

- Understand why others may drive us up the wall: about **trigger points**, **emotional memory**, and individual **mental programming** guiding individual behavior
- Have some practical ideas how to **control your emotions**
- Have learned **techniques, methods, patterns** for quick repartee
- Know how to manage situations through **power talking**

#### Design of the Live Online Training

<b>Set-up</b>	3.5-hour virtual session (e.g. via WebEx, Skype for Business or Zoom)
<b>PreWork</b>	As <i>PreWork</i> you prepare individual real-life examples of situations when you lacked appropriate response
<b>Course flow</b>	You .... <ul style="list-style-type: none"><li>▪ work on your personal aplomb and confidence</li><li>▪ gain input on techniques and ready-to-use pattern for repartee</li></ul>

- develop witty as well as professional reactions for your individual as well as general examples

**PostWork**

As *PostWork* you will keep a logbook on every-day experiences and have the option to get together with a learning partner (virtually or physically) to reflect on your practical experiences while implementing and intensifying your learnings

**Registration Information**

Group size	max. 10 participants
Prerequisites	No prerequisites for participation