

e-learning

Steering conversations to success



You're in a meeting and notice that the conversation is fizzling out. No one seems able to steer it and when it's over, everyone leaves feeling unhappy and complaining it was a waste of time. Later, you have to clarify a conflict with your colleague because they misunderstood you once again. Do situations like that sound very familiar to you?

Then it's high time you acquired the skills you need to steer your conversations and arrive at clear results. This e-learning course will show you methods and tips to prepare for your conversations. Step by step, you will prepare for an important conversation by directly applying what you have learned. You will see how your conversations rapidly become more focused and fruitful.

Booking Number: **34908**

Group of participants:
All those involved in the organisation of meetings or working groups

Duration: **approx. 2 hours**

Language:  

Unit price:

€ 119,- zzgl. MwSt. | € 141,61 inkl. MwSt.

Package prices from 50 licenses on request

Learning objectives

You will be able to...

- ✓ positively influence the atmosphere of your conversations during the contact stage.
- ✓ ensure everyone shares the same basis for the conversation during the information stage.
- ✓ clearly convey your position during the argumentation stage.
- ✓ ensure you arrive at an outcome together in the decision-making stage.
- ✓ let the conversation come to a positive finish in the concluding stage.
- ✓ show the other person you are listening actively.
- ✓ express your respect for the other person.
- ✓ ensure you have understood the same thing using the method of paraphrasing.
- ✓ steer the conversation in a certain direction by asking questions.

Contents

- The role of the five stages of conversation throughout a conversation
- Establishing a positive atmosphere in a conversation
- Ensuring everyone shares the same basis for the conversation
- Creating strong arguments that have emotional and rational appeal
- Recording the result you arrived at together
- Rounding off your conversations on the relationship level
- Expressing respect through active listening
- Using the method of paraphrasing to ensure you have a common understanding
- Steering the conversation in a specific direction by asking questions



Information on the web

www.haufe-akademie.de/34908



Let us advise you

Tel. +49 761 595339-10 • digitales-lernen@haufe-akademie.de