

## Management Training II - Motivation and Conflict Management

### Target Group

Executive and junior executive personnel, project leaders, team leaders.

### Prerequisites

Sem. 17700 "Management Training I - Management Skills and Techniques" or comparable skills. Adequate command of English.

### Seminar Objectives

Leading and motivating employees requires not only understanding, energy and patience but knowledge as well. This seminar is designed to familiarise you with some practical and psychological basics which will help you and your employees to change attitudes and behaviour

### Seminar Overview

**Motivation - a myth?:** Some important theories on motivation and possible courses of action • Limits to motivation • Motivation and needs • Motivation and satisfaction • Intrinsic and extrinsic motivation.

**Giving praise and criticism:** Preparation • Flexibility • Respecting and strengthening the self-esteem of my employees.

**Dealing with conflict:** Recognising conflict signals and their effects • Symptoms of conflict and their causes • Personal and structural conflicts • Strategies for overcoming conflict.

**How to deal with conflict in specific management situations:** Do you avoid conflict? Do you generate conflict? • Emotional and rational aspects of conflict • Advantages and disadvantages of different behaviour in your specific management situations • Dealing with conflict constructively?.

**What do you know about the personality of your employees?:** Recognising deadlocks • Finding a way out.

**Communication models:** Transaction analysis • The interaction model of communication • Systemic approaches.

**Change management:** Helping employees to deal with new challenges and tasks.

### Methods

Presentation, discussion and exchange of experience, group work, practice activities, video recordings and analyses.

### SEMINAR-NR. 17706

**Inhouse-Seminar.  
Termine und Orte  
nach Absprache.**