

SELECTION OF TOPICS FOR WORKSHOPS AND LECTURES

Content description and framework in online and face-to-face format

OUTDOORWORKSHOP NEW!!!

- **LEADERSHIP IN MOTION** - A hiking day in the surroundings of Vienna
Sort thoughts in motion, perceiving the inner voice, reflection of case studies and leadership topics, stress reduction with the help of nature.

COMMUNICATION

- **BASICS OF COMMUNICATION**
Authenticity/congruence, objective/subjective perception, self-perception and perception of others, empathy, communication models: sender/receiver principle, iceberg, four sides of a message, drama triangle, transactional analysis.
- **STORYTELLING**
Using a story to create trust, activate empathy, feelings are more convincing than facts.
- **SALES CONVERSATIONS - TELEPHONE / SALES FORCE MANAGEMENT**
Recognizing the customer's needs, storytelling technique, arousing interest, strategies for difficult conversations, dealing with one's own stress behaviour.
- **THE GOOD CONVERSATION VERSUS THE DIFFICULT CONVERSATIONS**
Distinguishing factual and emotional aspects, recognizing needs, peace language, negotiation talks, feedback talks, conflict situations, difficult situations in customer service, dealing with difficult personalities, objection strategies.

STRESS MANAGEMENT / MINDFULNESS IN BUSINESS

- **STRESS MANAGEMENT IN EVERYDAY LEADERSHIP**
Recognize and reflection of leadership style, stress reduction in the team, how to handle the tension between management and employees, communication, conflict-management, dealing with errors, active breathing training.
- **BREATHE FREE AGAIN**
Focus on the methodology of breathing, meditation techniques, relaxation techniques, mental strategies, actively activating the parasympathetic nervous system.
- **NEW THINKING- RESILIENCE MODELL**
Checking and redefining ingrained thought patterns, recognizing needs / say stop - setting boundaries / recognizing stress-triggering factors, getting out of powerlessness - self-control;

MOTIVATION / PERSONALITY DEVELOPMENT / TEAMBUILDING

➤ FROM DIFFICULTY TO EFFORTLESSNESS

Tailored specifically to the participants, why does something seem to be difficult for us? Why do we think how we think? Recognizing the evaluation system, detect the causes of stress, reflecting on communication and conflict behaviour.

➤ TEAM CLAUSURE

Tailored to the needs of each department or for each team. Time management, new strategies, alternative actions or current topics discussion. Moderation set up, if desired.

➤ RESISTANCE IN CHANGE PROCESSES

Dealing with innovations or technical Upgrade - from fears to understanding -to acceptance - to rethinking, how do I motivate myself as a manager and how do I motivate my employees? Training of the "open mindset".

SETUP

The workshop fundamentals have developed from my professional background as a coach, mental burnout counselor, mediator and psychological consultant. The method is based on business training, breath training, mental training and scientific theories.

Analysis and discussion of case studies is an included service if desired and time is available.

All workshop topics consist of three basic parts:

- Self-reflection / Coaching
- Theory input
- Exercises and active design

The course is adapted according to the needs of the participants.

The optimal workshop group size is twelve participants and a duration of two days.

The Group size online is limited to seven participants. Impulse presentations and lectures excluded. Contents and modifications to the setting will be customized after an order clarification meeting.

With a few exceptions, the event format is offered as a workshop in presence.

Workshop online or impulse lecture after individual order clarification. The focus, duration and number of participants will be adapted to the format.

The mentioned titles are suggestions and variable on request.