

Communication skills are quite rightly viewed as one of the most important competencies in effective management. The aim of our training is to provide you, the manager, employee or counsellor, with the tools and processes necessary for organising appraisal/feedback interviews, managing goal-planning and coaching sessions, handling conflict discussions as well as holding sales talks and negotiations.

You will find that our training deals with those communication techniques and process models that correspond with a modern, cooperative and objective-oriented management style, and which are also well suited for implementation in the day-to-day business activities internationally.

The following subjects and skills will be trained in our communication seminars:



- PROCESS COMMUNICATION IN BUSINESS
- MANAGEMENT SKILLS FOR CONFLICT RESOLUTION
- SOLUTIONS FOR EVERYDAY CUSTOMER SITUATIONS
- KEY SKILLS FOR EMPLOYEE DISCUSSIONS
- COMPETENCIES FOR BUSINESS NEGOTIATIONS
- COMMUNICATION AND COACHING SKILLS FOR EXECUTIVE COACHING

Joachim Armbruster



- Business Economist
- Marketing and Event Manager
- Manager of Advertising Agency
- Trainer for Communication Skills and Change Processes
- Consultant, Supervisor, Coach
- Systemic Trainer, Change Catalyst
- Counsellor (Psychology)

Life Works
81675 Munich, Nigerstr. 4
tel 0049.89.47087056
fax 0049.89.47087058
e-mail: ja@life-works.biz
www.life-works.biz



EFFECTIVE COMMUNICATION IN BUSINESS

Process Communication for Employees, Manager and Counsellor



Process Communication

- focus on solutions
- enhance the involvement
- dispel doubts and complaints
- get precisely to the point
- expand your capacity
- develop options
- support making decisions
- deal consistently, based on workable agreements.

Effective Communication in Business

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What is Process Communication?

These days, the dialogue structure and arrangement of psychological aspects in communication are largely consistent throughout the English speaking world. Many communication and counselling techniques used in management have been developed from psychological approaches like for e.g. the humanistic non-directive counselling approach of Carl Rogers.

As a further development of this psychological approach, Process Communication is effective in all types of verbal interaction such as coaching, leadership, selling, etc. Process Communication can be understood as a "multi-tasking tool" that is fitting in every situation. Yet this tool is not a thing or technique, it's a process. And this process follows along the energy thread of "hot points" to the essential information – a major competence in leading positions.

Why is Process Communication so efficient?

Instead of techniques, hints and tricks, process-oriented communication, in contrast, is assertive and effective as well as authentic and solution-oriented.

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This happens by changing the leader's inner attitude in communication from "I have to manage it," to an active integration of the answers obtained from asking the right questions. Based on your possibilities, you will learn to develop your own communication tool. Whatever the demand, process-oriented communication has many advantages:

- you focus on solutions instead of problems,
- you enhance the involvement of your employees and customers,
- you dispel doubts and complaints professionally,
- you get precisely to the point with your colleagues and customers,
- you expand your capacity and develop options,
- you are capable of making decisions in complex situations,
- you deal consistently, based on workable agreements.

Even the most difficult problem may be solved if understood as a message with bound energy looking for release. Focusing on the solution, by contrast, releases this held energy for greater growth and success.



WHO SAID COMMUNICATION IS A BAG OF TOOLS?

Major Skills of Process Communication in Business

To be truly successful in a leading position, you must be an effective communicator. You must learn how to build rapport and trust, listen empathetically, create understanding, read and use body language effectively, and develop an entire array of communication skills. And that's only the basis.



THE PROBLEM IS THE SOLUTION!

Management Skills for Conflict Resolution

How can sustainable solutions be developed from conflicts? On the one hand, we must learn how to deal with difficulties in the workplace. And this requires the competence of solution-oriented communication. On the other hand, we must regard conflicts as opportunities by looking for their hidden resources.



SUCCEEDING AT CUSTOMER SERVICE!

Solutions for everyday Customer Situations

Customer Service is the single most important key to success in today's highly competitive workplace. That's why you need to connect to your customers, as well as deliver the goods. Effective communication will not only ensure customer satisfaction – it will keep them coming back for more.



REALLY GET RESULTS

Key Skills for Employee Discussions

Employee discussions are quite rightly viewed as one of the most important aids in effective management. Orientation on objectives is one of the key considerations in holding employee discussions. Another important aspect is that there is usually only limited amount of time available. So one of the main points of successful, effective discussions consists of planning them carefully, conducting them in a skilled manner and doing results-oriented follow-up work.



CHANGE THE GAME IN IMPORTANT DEALS

Competencies for Business Negotiations

We are frequently faced with situations where we need or want to negotiate, particularly in the sales field. Often, sales personnel are not even conscious of having entered into negotiation talks and go on to conduct the discussion without clear objectives. But for important business negotiations, negotiations for large sums of money or in negotiations with international partners, good planning, preparation and strategic procedure are needed.



OVERLOADED?

Communication and Coaching Skills for Executive Coaching

Coworker Coaching provides the conditions for and a basis for management by objectives, delegation and results. If coworkers are enabled, encouraged and authorized to act with personal responsibility, the creativity, self-employment and positive motivation will be the result. This is why Coworker Coaching has a direct and unique impact on the working atmosphere of a company, division, or team, and in turn, on its financial profit.