



CONFLICT MANAGEMENT AND CULTURALLY-AWARE COMMUNICATION IN ADMINISTRATIVE ROLES

Strategies for being understood and understanding others

Zielgruppe

This two-day workshop is designed for individuals working in administrative roles with frequent customer interaction.

Einführung

In the workshop, you will practice effective communication strategies such as listening skills, clear messaging, and adapting to cultural differences. You will engage in interactive activities to practice these techniques and you will acquire essential conflict management skills to resolve conflicts with clients or colleagues.

We will explore cultural barriers as well as ways to overcome them through effective communication and cultural awareness. You will work through realistic scenarios and receive peer and facilitator feedback. After the workshop, you will feel more confident of your abilities and better equipped to navigate diverse cultures in your administrative roles.

Ziel

- Enhance general communication skills and adapt to cultural differences.
- Resolve conflicts and overcome cultural barriers.
- Increase cultural awareness and navigate diverse cultures.

Leitlinien- bzw. DV-Bezug

- Wandel ist unser Alltag. Wir sind veränderungsbereit und suchen stets nach noch besseren Lösungen.

Programm

- Identify and prevent conflicts
- Improve active listening and empathy skills
- Understand cultural differences and overcome barriers
- Practice effective communication and conflict resolution strategies
- Create a personalized action plan for real-life customer interactions

Seminarnummer:
Q3.2.3-4

Methode:
Vortrag, Praxisbeispiele, Fallbeispiele, Fragemöglichkeit, Energizer

Referent*in:
Eva Fernandez
Trainerin und Coach

Termin:
17.07.2023 und
12.09.2023

Zeit:
jeweils 08:30 Uhr – 16:30 Uhr

Ort:
Studieninstitut Rhein-Neckar,
U 1, 16-19, 68161 Mannheim
Raum 520/521

Anmeldeschluss:
12.06.2023

Gebühr:
zentral finanziert

ANMELDEFORMULAR

ANMELDESCHLUSS
VERLÄNGERT:
03.07.2023