

## Leadership Training for Masters

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### OBJECTIVE

Participants develop their understanding of management and their management responsibilities.

They will learn how to develop and manage their team and its individual members.

They will learn how to optimize their communication skills, particularly in difficult conversations or when being challenged or criticized.

### CONTENT

- Task and role of the master
  - Achieve expectations and requirements in the areas of “Managing Employees“ and “Reaching Goals“
  - Special challenges of the new role: changes, former colleagues, new managers
  - Management responsibility
  - Achieving personal and professional impact
- Management basics
  - Management behaviour in different situations
  - Deciding and organizing
  - Delegating and checking
  - Promoting learning and development
  - Including employees and teams in the solution of problems
- Using communication as a management tool, including:
  - Preparation and structuring of conversations
  - Asking in the right way
  - Providing constructive feedback
  - Managing in difficult situations
  - Bringing up difficult topics
  - Conducting solution oriented conversations
- Management practice
  - Practicing management based on everyday examples and issues from the participants with case studies and role plays
- Evaluation and planning of transfers

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<b>TARGET GROUP</b>	Masters, deputies of masters
<b>PREVIOUS KNOWLEDGE</b>	No previous knowledge mandatory
<b>DURATION</b>	2 days
<b>PRICE</b>	EUR 690.00 per participant
<b>DATE</b>	On request
<b>VENUE</b>	Training rooms in Schrobenhausen
<b>TRAINER</b>	Mr. Karl Kreuser
<b>CONTACT</b>	Mrs. Daniela Eisinger, +49 8252 97-1192

**AZWW-certified**