

Overview Training:

## Efficient Communication - Efficient Meetings

We offer our training to all manufacturing companies that want their employees to know the most efficient methods of communication, running meetings and leading teams.

**Target group:** Leaders from all levels will profit from this training:

General managers, heads of divisions, project managers, masters and team leaders.

**Contents:** The training offers primarily an introduction to that *know how about communication* that enables leaders to know, to recognize and to actively improve the effect of their own communication.

Additionally we offer an *introduction to group dynamics*. This allows in a first step to recognize and understand basic group processes, and to see the own role taken within them. In a second step methods are introduced to actively lead these processes and appropriately modify the own role.

Then these aspects of communication and group dynamics are applied to meetings. We discuss *methods to structure meetings* and, most importantly, techniques to bring into play and to time team members according to their abilities.

Furthermore we can offer an *introduction to general systems approaches*. These allow to structure complex technical issues comprehensively and clearly, and, based on that, to systematically develop optimal solutions.

**Simple, but efficient tools:** In this training we introduce you to the most powerful tools we use ourselves to achieve objective and goal-orientated communication in a friendly and productive atmosphere. These tools always proved reliable in our consulting practice.

**Individual Programs:** We can put together a training matching your specific needs by selecting from the following topics:

## 1. Basics of Objective Communication

- Language patterns:  
Evaluating versus describing language, sense-specific language
- Ego - States:  
The behavior of the speaker and the effect of her / his speech
- Controlling Ego - States:  
Efficient versus interrupted communication

## 2. Basics of Group Dynamic

- Introduction to basic “games” played in groups:  
One up - one down games
- The drama triangle
- Forms of Groups:  
Basic groups (fight / flight groups, dependent groups and vision groups) versus work groups
- Group leaders:  
Leaders of basic groups versus leaders of work groups
- Ranking dynamics in groups:  
Recognition and goal-orientated application of ranking processes

## 3. Techniques for Efficient Meetings

### *3.1. Giving Structure to Meetings*

- Defining objectives
- Making a team:  
Selecting team members due to their abilities
- Planing efficient schedules for meetings
- Conducting meetings from the flip chart
- Leading by asking

### *3.2. Bringing into Play the Team Members*

- The Disney strategy: The constructive way from objectives to solutions
- Techniques to bring into play and to time team members according to their abilities
- Dealing productively with objections and critique
- Categories of legitimate objections

### *3.3. General Systems Approaches to Structure Problems and Find Solutions*

- Techniques to structure problems:  
From decision trees and reality trees, via value stream maps, to an introduction into system dynamics
- Creativity techniques
- Tools for systematic conceptualization:  
Introduction to Quality Function Deployment and systematic innovation with TRIZ / ARIZ

Selecting from the named topics we can put together one to three day seminars matching exactly your demands.

In addition to the introduction to these “soft” facts we offer, too, an introduction to the “hard” facts of process optimization - ranging from the definition of objectives, via the selection and preparation of profitable projects, the systematic generation of telling data and their interpretation, to the successful realization of the found optima. You can find more about this training program at:

[www.nechansky.co.at](http://www.nechansky.co.at)

Or contact us directly: + 43 / 1 / 817 58 63.

As an ideal we see the training in all these “hard” and “soft” techniques within an optimization project we carry out mutually. So we can train your team members in all these techniques.

Please contact us, so that we can put together a program satisfying your specific needs.