



## Leadership and Negotiation – LAN II

### Improvement of the own learning attitude and the individual conflict behavior!

#### Your benefit

Improvement of the self-responsible learning attitude on site by applying a professional leadership style. In addition, your competence in terms of dealing with conflicts in difficult situations will be increased.

#### Objectives

The participants

- advise their employees / the members of their staff on both work related and conduct related matters
- mediate in case of dissent or conflict interests in an international environment
- conduct difficult meetings, negotiations and one-on-one interviews
- evaluate the performance and conduct of their employees based on recognized personal evaluation standards

#### Target Group

Field service personnel

#### Prerequisites

Leadership and Negotiation LAN I course or equivalent

#### Content

- communication and cooperation with internal and external partners
- guidelines for the assessment of employees
- actual cases from student's practice
- introduction into practice oriented (collegial) counselling – work oriented supervision
- behavior, demeanor and conduct in conflict situations, especially in conflict prone meetings and negotiations
- leadership in critical situations
- multi-cultural aspects in international surroundings
- learning attitude on installation sites through professional management

#### Methods

Discussions, role play with video recording and feedback  
Mutual appraisal of the various tasks performed in the course and mutual assessment of potential

#### Duration

5 days

#### Language

English

---

#### Weitere Informationen erhalten Sie:

##### Inhalte

Michael Rammler  
Bühlstrasse 19  
D-72172 Renfrizhausen  
**tel:** + 49 (0) 7454 980 8004  
**mail:** [info@global-experts.eu](mailto:info@global-experts.eu)  
**web:** [www.global-experts.eu](http://www.global-experts.eu)

##### Anmeldung / Administration

Swissmem Academy  
Brühlbergstrasse 4  
CH – 8400 Winterthur  
**tel:** + 41 (0) 52 260 54 54  
**mail:** [info@swissmem-academy.ch](mailto:info@swissmem-academy.ch)  
**web:** [www.swissmem-academy.ch](http://www.swissmem-academy.ch)

