

TUM School of Management organizes a number of soft skills seminars each year. The aim of the seminars is to ensure that you are not only qualified in your specialist technical field, but also have a range of skills that cut across different disciplines. We are offering the following seminars in Summer Semester 2019:

- Presenting and facilitating / Präsentation und Moderation
- Managing conflict and conducting negotiations / Konfliktmanagement & Verhandlungsführung

## Registration

**Who?** All students of TUM School of Management

**When?**

Trainer	Seminar / Teaching language	Date	General Group
Ute Strohmeyer	Konfliktmanagement & Verhandlungsführung <b>German</b>	26.-27. April	1
Richard Hörtlackner	Konfliktmanagement & Verhandlungsführung <b>German</b>	10.-11. May	2
Ingrid Cavalieri	Präsentation und Moderation <b>German</b>	17.-18. May	3
Steffi Schwarzack	Präsentation und Moderation <b>German</b>	24.-25. May	4
Monika Thiel	Presenting and facilitating <b>English</b>	14.-15. June	5
Monika Thiel	Managing conflict and conducting negotiations <b>English</b>	28.-29. June	6
Ute Strohmeyer	Konfliktmanagement & Verhandlungsführung <b>German</b>	05.-06. July	7
Richard Hörtlackner	Konfliktmanagement & Verhandlungsführung <b>German</b>	12.-13. July	8

**Where?** The seminar rooms can be found in TUMonline

**How?** Please preregister in TUMonline for a topic and date. Be aware that you can only register for one seminar.

Please send a short motivation letter (half a page) until April 5th to [softskills@wi.tum.de](mailto:softskills@wi.tum.de). The header of the Email should be formatted as follows: "SURNAME\_Number of General Group".

You will then be registered by faculty, after your motivational letter has been checked.

**Registration period:** 02.04. – until one week before the seminar starts.

Please note: Only students who began the TUM BWL Bachelor's program, TUM WIN Master's program or TUM NAWI Master's program before Summer Semester 2013 can have the soft skills seminars recognized as an examination for the interdisciplinary qualification. Only students who began the TUM BWL Bachelor's program on or after Winter Semester 2013/14 can have the soft skills seminars recognized as an examination for their International Experience & Communication Skills component. Please inform us during registration if this applies to you. Information about examinations will be provided during the seminars.  
[See below for detailed contents of seminars.](#)

## Presenting and facilitating / Präsentation und Moderation

How do I come across in meetings or when making presentations? Can I change this myself? And if so, how can I make a specific impression on my audience – and win them over to my ideas or products?

In the seminar we will address these and other questions. The focus will be on you as participant and on practical exercises. Working in small groups, you will receive personal feedback on your presentation skills, give a short talk and try out different moderating techniques.

In the presentation section we will ask questions such as: What should I do with my hands while I'm speaking? Can I move around? How can I deal with nerves?

During the section on facilitating you will learn to be aware of the impact of different question techniques. You will also learn how to keep discussions on track but relaxed and discover classic moderating techniques. Want to work on how you come across? Then this is the seminar for you.

### Contents:

- Mastering presentation skills
  - o Good vs. bad presentations: What's the difference?
  - o Feedback: How do I come across?
  - o Using your hands: What should I do with them?
  
- Facilitating with confidence
  - o Discussions: How can I lead without appearing to do so?
  - o Facilitating meetings: What makes a good facilitator?
  - o Conversation techniques: How can I subtly influence conversations?

### Coaches:

Steffi Schwarzack: (<http://www.schwarzack.de>)

Ingrid Cavalieri: ([www.cavalieri-procoaching.com](http://www.cavalieri-procoaching.com))

Monika Maria Thiel: (<https://www.creativedialogue.de>)

### Exam / grading:

A short presentation (approx. 10 min.) will take place. The coach will coordinate the time/day with the students. Further information is given in the seminar. Grading consists of *passed* or *not passed*.

## Managing conflict and conducting negotiations / Konfliktmanagement & Verhandlungsführung

Whenever people work closely together, situations may arise that are perceived as difficult, stressful or unproductive. Differences in people's interests, behaviors and attitudes frequently give rise to conflict. This can make it hard for those involved to get the job done and achieve the desired aims and objectives. But conflicts also offer opportunities and create potential for change. The aim of the seminar is to enable participants to spot conflict situations early on and take a constructive approach to them. Participants will learn how to maintain some distance in situations where they are involved in conflicts themselves. They will also develop a feeling for how to conduct negotiations in situations where they can act as a neutral third party, arbitrating between the two sides. The seminar will also teach strategies and conversation techniques that participants can use to deescalate conflicts and effectively manage the post-conflict process.

### Contents:

Recognizing and analyzing conflict situations

- o Types of conflict
- o What causes conflicts and how they arise
- o Preventing conflicts by spotting them early on
- o Systematic conflict analysis (e.g. Glasl's stages of conflict escalation)

Understanding your attitude toward conflicts and other people

- o Conflict as an opportunity
- o Recognizing your own conflict-solving pattern and that of others
- o Factors influencing willingness to communicate and compromise

Dealing with conflict and conducting negotiations

- o Strategies for dealing with conflict and possibilities for intervention
- o Effectively deescalating conflicts
- o Managing conversations in conflict situations
- o Concepts in conducting negotiations and dealing with conflict
- o Practicing constructive criticism

### Coaches:

Ute Strohmeyer, Trainerin ([www.personalentwicklung-strohmeyer.de](http://www.personalentwicklung-strohmeyer.de))

Richard Hörtlackner, Trainer ([www.hoertlackner.com](http://www.hoertlackner.com))

Monika Maria Thiel, Trainerin (<https://www.creativedialogue.de>)

### Exam / grading:

The students are asked to write a short reflection concerning the learned topics. This is usually due four weeks after the seminar and is sent to the coach. Further information is given in the seminar. Grading consists of *passed* or *not passed*.