The TUM School of Management organizes a number of Softskills 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 are relevant for different disciplines. We are offering the following seminars this semester:

- Presenting and facilitating / Präsentation und Moderation (WI000252)
- Managing conflict and conducting negotiations / Konfliktmanagement & Verhandlungsführung (WI000253)

<table>
<thead>
<tr>
<th>Group Number</th>
<th>Seminar</th>
<th>Trainer</th>
<th>Date*</th>
<th>Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Presenting and facilitating (German)</td>
<td>Steffi Schwarzack</td>
<td>29./30.10.21 9:00-17:30 (if online: 29.10.21 9:00-15:00 and 05.11.21, 9:00-14:00)</td>
<td>Presentation 19.11.21 9:00-16:00 (if online same date)</td>
</tr>
<tr>
<td>K1</td>
<td>Managing conflict and conducting negotiations (German)</td>
<td>Ute Strohmeyer</td>
<td>12./13.11.21, 9:30-18:00 (if online: 12./13.11.21 and 22.11.21, 10:00-13:00)</td>
<td>Report 20.12.21 (if online same date)</td>
</tr>
<tr>
<td>P2</td>
<td>Presenting and facilitating (English)</td>
<td>Monika Maria Thiel</td>
<td>03./04.12.21 9:00-17:30 / 9:00-16:30 (if online same dates)</td>
<td>Presentation 17.12.21 9:00-16:00 (if online same date)</td>
</tr>
<tr>
<td>K2</td>
<td>Managing conflict and conducting negotiations (German) ONLINE</td>
<td>Ute Strohmeyer</td>
<td>10./11.12.21 and 17.12.21, 10:00-13:00</td>
<td>Report 17.01.22</td>
</tr>
<tr>
<td>K3</td>
<td>Managing conflict and conducting negotiations (German)</td>
<td>Richard Hörtlackner</td>
<td>14./15.01.22 9:30-18:00 (if online same dates)</td>
<td>Report 13.02.22 (if online same dates)</td>
</tr>
<tr>
<td>K4</td>
<td>Managing conflict and conducting negotiations (English) ONLINE</td>
<td>Monika Maria Thiel</td>
<td>14./15.01.22 9:00-17:00</td>
<td>Report 13.02.22</td>
</tr>
<tr>
<td>K5</td>
<td>Managing conflict and conducting negotiations (German) ONLINE</td>
<td>Richard Hörtlackner</td>
<td>21./22.01.22 9:30-18:00</td>
<td>Report 20.02.22</td>
</tr>
</tbody>
</table>

* As of August 2021, the place (room number) for the different seminars can be found in TUMOnline.

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 the Communication Skills part for their International Experience & Communication Skills component.
Who?

All students at TUM School of Management

Where/When?

When attending in-person seminars, FFP2- masks are required in all rooms and buildings – a negative COVID-19 test is required if 7-day incidence is above 50 (as of July 2021). Before attending the seminars, you need to check the existing Corona restrictions: TUM Corona!

Moreover, due to the regulatory restrictions, the seminars that are currently planned to take place in-person may be switched to online on short notice.

Attendance is mandatory during all seminar hours.

How?

Application/Registration:

1. Please send a short motivation letter (half a page) to softskills@mgt.tum.de. The header of the email must be formatted as follows: “SURNAME_Group Number”. Please also give your student ID number and name of your study program in the email.

   Applications may be send from 15th September on. After your motivation letter has been checked and the minimum number of participants for the seminar has been reached, you will be registered and informed by our faculty staff. The deadline to apply for a course is three weeks before the course starts.

   Your registration is binding. The faculty encounters additional costs for the external trainers and an unused registration will eventually prevent that other students can participate. Please consider this.

2. You have to register for the respective exam via TUMOnline, even if your exam is a homework in form of a report!!!

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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
  - Good vs. bad presentations: What's the difference?
  - Feedback: How do I come across?
  - Using your hands: What should I do with them?

- Facilitating with confidence
  - Discussions: How can I lead without appearing to do so?
  - Facilitating meetings: What makes a good facilitator?
  - Conversation techniques: How can I subtly influence conversations?

Coaches:

Steffi Schwarzack: (http://www.schwarzack.de)
Monika Maria Thiel: (https://www.creativedialogue.de)

Exam / grading:

A short presentation (approx. 10 min.) will take place on the examination date. Further information is given in the seminar. Grading consists of passed or not passed. Students have to bring a printed-out version or send a digital version of their presentation to the coach until the exam’s day.

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

Understanding your attitude toward conflicts and other people
- Conflict as an opportunity
- Recognizing your own conflict-solving pattern and that of others
- Factors influencing willingness to communicate and compromise

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

Coaches:

Ute Strohmeyer (www.personalentwicklung-strohmeyer.de)
Richard Hörtlackner (www.hoertlackner.com)
Monika Maria Thiel (https://www.creativedialogue.de)

Exam / grading:

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