

HUMAN SKILLS (HSK2D)

(2 days, 16 hours, 16 PDUs)

In this course you can reflect on the different styles of leadership and which one should be used in each situation. You will know the different phases of team development. Use different styles of conflict resolution and how to carry out a Win-Win negotiation. In general, you will improve in positive communication and increase your efficiency in your daily work.

AFTER THE COURSE YOU WILL

- ❖ Improve your project leadership skills.
- ❖ Know more about your own leadership style and how you can adapt it according to the situations.
- ❖ Be able to develop teams and help them through all the development phases.
- ❖ Be familiar with the most important guidelines of a win-win negotiation.
- ❖ Know several styles of conflict resolution to use the most appropriate to each situation.
- ❖ Build delicate conversations.
- ❖ Improve your positive communication.

TRAINING METHODS

- ❖ We apply a training method based on learning by doing". This means optimizing your learning by combining the trainer's input with your own experience and active participation.
- ❖ During the course, great effort will be spent on personal feedback, given in connection with the different exercises.
- ❖ At the end of the course each participant will set up a personal action plan for their future work.

SUBJECTS

- ❖ Leadership and team development:
 - ✓ SAL: Situational Adapted leadership.
 - ✓ Tuckman model: Team development
 - ✓ Feedback
- ❖ Communication:
 - ✓ Negotiation skills, Win-Win
 - ✓ Conflict resolution
 - ✓ Empathy & assertiveness
 - ✓ DAPA: model to handle difficult discussions and negotiations

Additional topics may be introduced based on the participants' needs.

TARGET GROUP

- ❖ Project managers
- ❖ Group members
- ❖ Leaders
- ❖ Managers

PREREQUISITES

None