



e-learning

Assuming your new leadership role with confidence.

When assuming a leadership role, new expectations are placed on you that require self-confidence and authenticity. A particular challenge is when you face your former colleagues as their supervisor. In this e-Learning you will find out how to realistically assess the effect you have on others, as well as how to control and consciously use your emotions in conflict situations with business partners. We show you how to reduce tensions and manage interpersonal difficulties within your team, and so confidently fulfil your new leadership role.

Booking Number: **2111**

Group of participants:
Young managers who have recently taken on leadership tasks or who are preparing to take on leadership roles.

Duration: **approx. 3 hours**

Language:

Unit price:

€ 119,- zzgl. MwSt. | € 141,61 inkl. MwSt.

Package prices from 50 licenses on request

Learning objectives

- ✓ Know the keys to self-confident behaviour and learn how to act confidently even in difficult situations
- ✓ Find out how to access your own emotions and how to control and use them selectively in conflicts with business partners or in heated discussions with employees
- ✓ Know how to show empathy in conversations
- ✓ Have the ability to reduce tensions, manage interpersonal difficulties and guide your employees in the direction you wish to take

Contents

How self-confident are you?

- What is confidence?
- Assessing yourself accurately
- Arguing more effectively

Don't be afraid of your feelings

- Showing empathy towards your conversation partners
- Sharing your feelings
- Increasing productivity by discovering feelings and needs
- Asserting yourself in difficult situations
- Accepting conflicts

Managing crises and seeing them as opportunities

- Handling interpersonal difficulties
- Watch out for misinterpretations
- Controlling your reactions



Information on the web

www.haufe-akademie.de/2111



Let us advise you

Tel. +49 761 595339-10 • digitales-lernen@haufe-akademie.de