

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)

Seminar	Lang.	Trainer	Date	Time & room	Exam
Presentation and Moderation (WI000252, German)	DE	Schwarzack	13./14.10.	9:00-17:00 room 2566	Presentation 31.10.: 9:00-16:00, room 2566
Presentation and Moderation (WI000252, English)	EN	Thiel	23./24.11.	9:00-17:30, (16:30) room 2566	Presentation 14.12.: 9:00-16:00, room 2566
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 1	DE	Strohmeyer	26./27.01	9:00-17:30, room 2566	Report 10.03.
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 2 (Online)	DE	Strohmeyer	24./25.11.	9:00-17:30, online	Report 07.01.
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 3 (Online)	DE	Strohmeyer	01./02.02.	9:00-17:30, online	Report 10.03.
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 4	DE	Hörtlackner	01./02.12.	9:30-18:00 room 2566	Report 04.01.
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 5	DE	Hörtlackner	08./19.12.	9:30-18:00, room 2566	Report 21.01.
Conflict Management and Conduct of Negotiation (WI000253, English) - Group 1	EN	Thiel	11./12.01.	9:00-17:30, (16:30) room 2566	Oral Exam 09.02. Room 2566

Conflict Management and Conduct of Negotiation (WI000253, English) - Group 2	EN	Thiel	18./19.01.	9:00-17:30, (16:30) room 2566	Oral Exam 23.02. Room 2566
Conflict Management and Conduct of Negotiation (WI000253, English) - Group 3 (Online	EN	Thiel	05./06.02.	9:00-17:30, (16:30) online	Oral Exam 12.03. Room 2566

Conditions:

- Credits: Please note, only students who in TUM BWL Bachelor's programs can have the soft skills seminars recognized as the Communication Skills part for their International Experience & Communication Skills component.
- Attendance is compulsory during the entire seminar period.

Application/Registration:

1. Please make sure to register for these courses in TUMonline

Please note that there is a **minimum number of participants of 4 persons** and a

maximum number of participants of 12 persons. If the minimum number of participants is reached, you will be assigned a fixed place. If the maximum number of participants is reached, you will be placed on the waiting list.

- **The registration deadline for Presentation and Moderation: 01.10.2023**
 - **The registration deadline for Conflict Management and Conduct of Negotiation: 14.11.2023**
2. You have to register for the respective exam via TUMOnline, even if your exam is a homework in form of a report!!!

Your registration is binding. Should you nevertheless be prevented from attending for important reasons, please inform us immediately so that we can pass on the place. Please note: The faculty incurs additional costs for the external trainers and non-participation prevents other students from attending!!!

If you have any questions, feel free to reach out to us at softskills@mgt.tum.de.

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?
 - Using body language consciously: How to convince?
- 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.

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
- Conducting negotiations: -
 - Advantages and disadvantages of different negotiation strategies –
 - Negotiation tactics and dirty tricks –
 - Negotiation ethics
 - The phases of a negotiation
 - The Harvard basic principles for successful negotiation
 - Communicative skills in negotiations
 - Analysis of concrete practical cases

The individual lecturers differ in the individual focal points!

Coaches:

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

Exam / grading: (each group has a different method)

Participants are required to write a short reflection report on the topics learned. This is usually to be handed in 4-6 weeks after the seminar and will be sent directly to the coach.

Or

Participants are required to take a oral exam in 4-6 weeks after the seminar

Further information will be given in the seminar. **Grading will be pass or fail.**