



Your leading Swiss personnel service provider in healthcare

## Personality Training Module 1

- Personality analysis:
  - Myers-Briggs Type Indicator (MBTI®)
  - Personality Structure Test (PST-R®)
  - Talent Q® by Hay Group
- Self-perception and the perception of others
- Motivation and motivation management
- Setting and achieving goals
- Transfer of skills into daily life

## Conflict Management Module 2

- Definition of conflict
- Thomas Kilmann Model of conflict resolution
- Professional handling of conflict behaviour
- Mediation of two-party conflicts
- Creative conflict resolution
- Enforcement of decisions based on conflict resolution

## Leading and Motivating Module 3

- Leadership theories
- Situational and transformational leadership
- Motivation and motivation management
- The executive as coach
- Role plays on leadership situations

## Communication Module 4

- Introduction to a communication model
- Rules of communication
- Listening techniques
- Expression of I-statements
- Professional behaviour in communications

## Presentation Technique Module 5

- Communication
- Rhetoric
- Present – visualize – moderate
- Dealing with difficult audience engagement situations
- Implementation of learning content

## Psychological Sales Training Module 6

- Personality and sales psychology
- Type-appropriate selling based on Myers-Briggs type indicator (MBTI®)
- Sales Training including video feedback

## Change Management Module 7

- Change models
- Control of change processes
- Cooperation of generations XYZ
- Resilience and dealing with change

Any content can also be offered as Micro-Training (30 - 120 minutes).

We would be happy to put together a company-specific program for you!