

Examples of vorgespräch-Services for our Customers

- Service Example 1:
Team Development
- Service Example 2:
Trainer Workshop
- Service Example 3:
Conversation Preparation (online with e.vorgespräch)
- Service Example 4:
Knowledge Transfer Workshop



This document only contains entirely anonymized information!



Service Example 1: Team Development

Main objectives of our customer:

- Team development, integrated into quarterly team meeting of technical sales team.
- National and international sales personnel shall understand themselves as a joint team.
- Improvement of the internal communication and team cooperation.
- At the end of the workshop, the team shall have developed three internal guidelines regarding the topics time management, internal communication and customer visits.
- Realization of the meeting in German and English in parallel manner.



Background/ basic conditions:

- This is the third meeting with us supporting the team (respectively parts of the team: first meeting with half of the national team, second meeting with the complete national team).

Conclusions:

- Consistent discussion leading of the encounter's "meeting part" as a model for clear and respectful communication.
- Follow-up of the topic "meeting culture" we dealt with in the second workshop with this team (national team).
- Development of the three guidelines at the same time, in three working groups and within a longer module (instead of creating them consecutively).
- Team building aspect will especially be included into the process.

Implementation of service (within regular quarterly team meeting of 2.5 days):

- 1st day evening: casual gathering with information about new sales products to satisfy main open questions of team.
- 2nd day and beginning of 3rd day: team meeting regarding internal topics, implemented with strict discussion leading including clearly prepared structure and visualizations. On second day (evening) casual gathering again with some new technical information.
- 3rd day (from 10:45 am): Workshop to create the three guidelines. Three mixed groups of national sales members, international sales members and managers (who also participated); exchange of group results in several phases of process, every group has finally worked on every topic, but with different intensity; at the end, collection of group outcomes as a common result of the complete group.

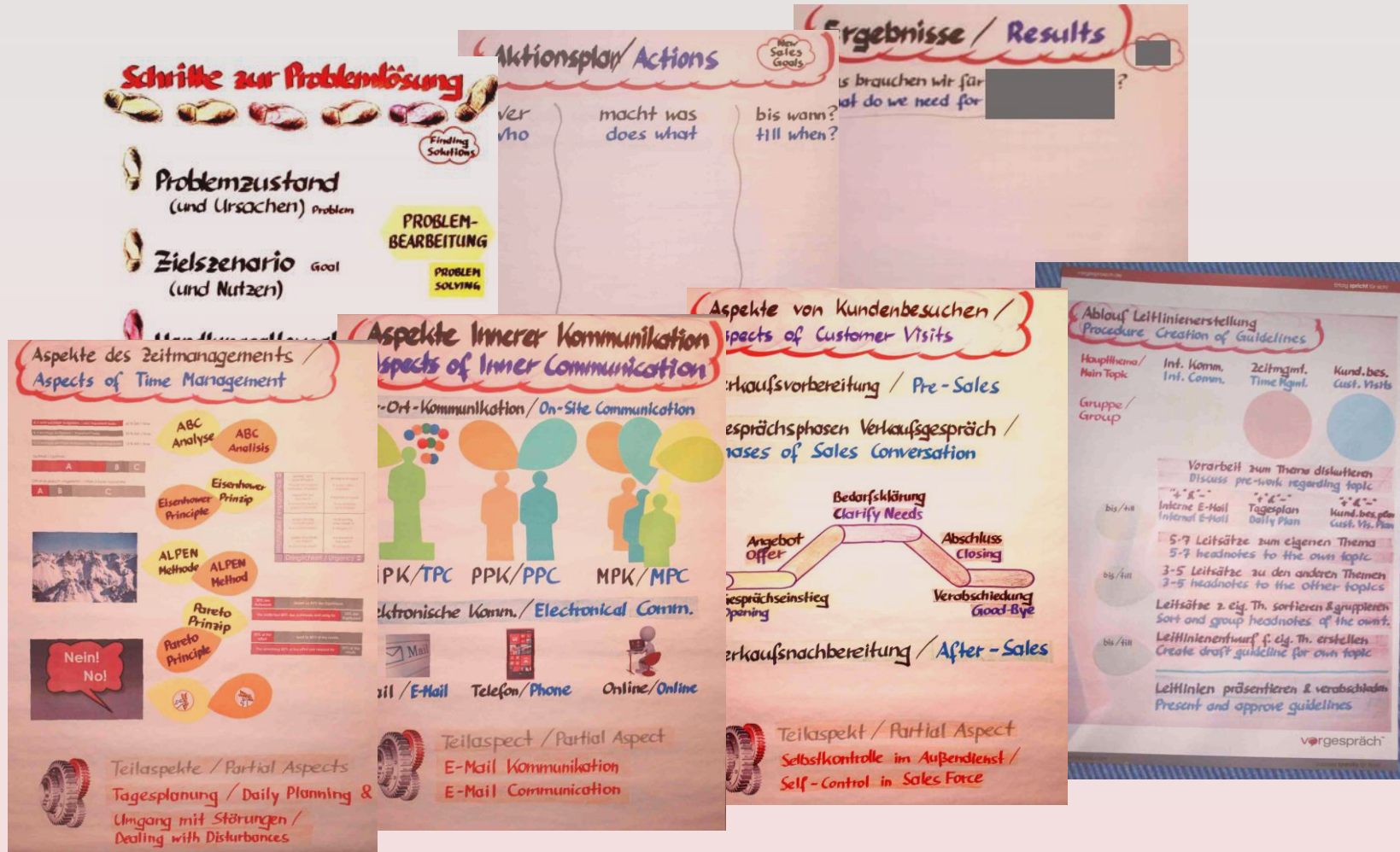
→ See next page for an impression of contents ...



This document only contains entirely anonymized information!



Impression of Contents, Service Example 1



! This document only contains entirely anonymized information! !

Service Example 2: Trainer Workshop

Main objectives of our customer (regarding first 2-day-workshop):

- Trainer workshop for a team of experienced Technical Trainers with high expertise. The trainer has already delivered successful technical trainings for many years, but lately quality problems are increasing.
- Although the trainers are experienced, their presentation technique is a topic which shall be addressed.
- The success rate of the realized trainings shall be improved again.
- Additional aspect: dealing with challenging situations during training deliveries, e.g. in the Middle East.

Background/ basic conditions (of first 2-day-workshop):

- Lately, the general work burden of the training department lately has significantly increased and is now on a very high level.
- The environment of technical trainings has changed remarkably during the last years, e.g. regarding demanded practical relevance and efficiency, pressure, preparation time, flexibility, dealing with diverse expectations.

Conclusions (for first 2-day-workshop):

- A pure presentation training or even Train-the-Trainer workshop would obviously lead to short in this initial situation. Together with the customer, we finally identified three main areas to concentrate on first:
 - Development of ingrained presentation patterns according to contemporary demands on trainer presentations.
 - Developing and practicing individually suitable, flexible and participant-oriented courses of action in difficult training situations.
 - Addressing and developing the working conditions of the trainers.
- Initiation of a continuous change/ development process.

Implementation of service (2 days workshop + 1 day workshop + monthly online meetings, 2 hours each):

- 2 days WS, 1st day: Theory, exercises and group work on individual situations, quality aspects, presentation essentials, principles of conflict communication. "Marketplace Presentation" with different topics at several stations. Individual feedback. Individual training objectives.
 - 2 days WS, 2nd day: Discover trainer attitude. Practice, feedback and reflection of experienced or as uneasy perceived difficult training situations. Role plays with regard to conflict communication. Structured discussion leading in order to find next steps to improve work conditions.
 - 1 day WS: Following-up the previous topics, 3 months later.
 - Subsequent monthly online meetings: "Soft skill" topics according to the needs and interests of the international Technical Trainer group.
- (Unfortunately, the systematic inclusion of the higher management to significantly improve the working conditions of the trainers did not take place.)

→ See next page for an impression of contents ...



This document only contains entirely anonymized information!



Impressions of Contents, Service Example 2

Botschaften in technischen Trainings

Situation/Zielgruppe

Botschaft

Wahrnehmung & Bewertung in technischen Trainings

vermischt

getrennt

schmerz (aus Trainer-Sicht)

langweilt sich →

ist respektlos →

inner (aus TN-Sicht)

ist desinteressiert →

ist ein Langweiler →

Möglicher Ablauf des Workshops und der Folgetreffen

Datum Vorm. Nachm. Einfluss

8.1.	Abt.kom. Präs.	Präs.
9.1.	Konfl.k.	Konfl.k. Arb.bed.

ings & sonst. Arbeit

& Kk. Arb.bed.

ings & sonst. Arbeit

& Kk. Arb.bed.

ings & sonst. Arbeit

& Konfl.k. & Arb.bed.

⋮

Ziele und Module

des Workshops und der Folgetreffen

Ziel: mehr Konstanz in Trainingsqualität

1. Teilziel: eigene Art der Präsentation betrachten und entwickeln

→ Modul Präsentation

2. Teilziel: eigenen Umgang mit schwierigen Situationen im Training betrachten und entwickeln

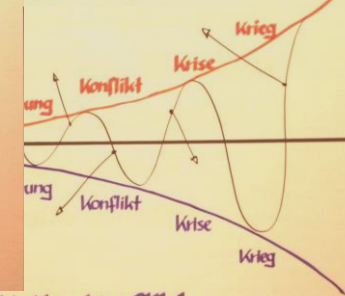
→ Modul Konfliktkommunikation

3. Teilziel: eigene Arbeitsbedingungen betrachten und auf deren Entwicklung hinwirken

→ Modul Arbeitsbedingungen

Konfliktarten

über Konflikt



Kalter Konflikt



This document only contains entirely anonymized information!



Service Example 3: Conversation Preparation, (online with e.vorgespräch)

Main objectives of our customer:

- The manager of a medium-sized technical company wants to be professionally prepared for a trendsetting internal conversation with one of his subordinate managers.
- He wants to achieve a constructive discussion, despite several conflicts between him and his colleague which already have been a burden in their last encounters.

Background/ basic conditions:

- The manager and his colleague are tied by a long-time professional collaboration in the company.
- His colleague has just become a direct subordinate of the manager. This change has been realized because of conflicts the colleague already had with his former manager.
- The customer told us further details about the background and history to understand the situation.



Conclusions:

- In this initial situation (long common history and escalation of mutual tenseness), finding a lasting constructive cooperation without support given by a third party might be a (too) big challenge for both colleagues.
- We suggested conflict mediation as a reasonable approach for them to achieve a lasting improved working relationship again.
- Although agreeing on this, our customer just wanted to prepare the coming important conversation in “one-sided” manner.
- Based on the details of background and history, we (vorgespräch) prepared assumed central needs of the manager and the subordinate in advance.

Implementation of service (one e.vorgespräch online session, lasting 2.5 hours):

- Empathize with conversation situation in role play (including video) and identify success and failure factors of the conversation.
- “View from outside” on the conversation flow including related helpful theory.
- Develop (assumed) needs of subordinate, at the same time develop understanding for his point of view as far as possible for now.
- Discuss the needs of the manager as a basis for clear communication including definite requests and demands.
- Practice approaches for a changing behaviour in further role plays (partly with interchanged roles).
- Think of and suggest further possible options for our customer in order to increase the chance for having a successful conversation with his colleague.

→ See next page for an impression of contents ...



This document only contains entirely anonymized information!



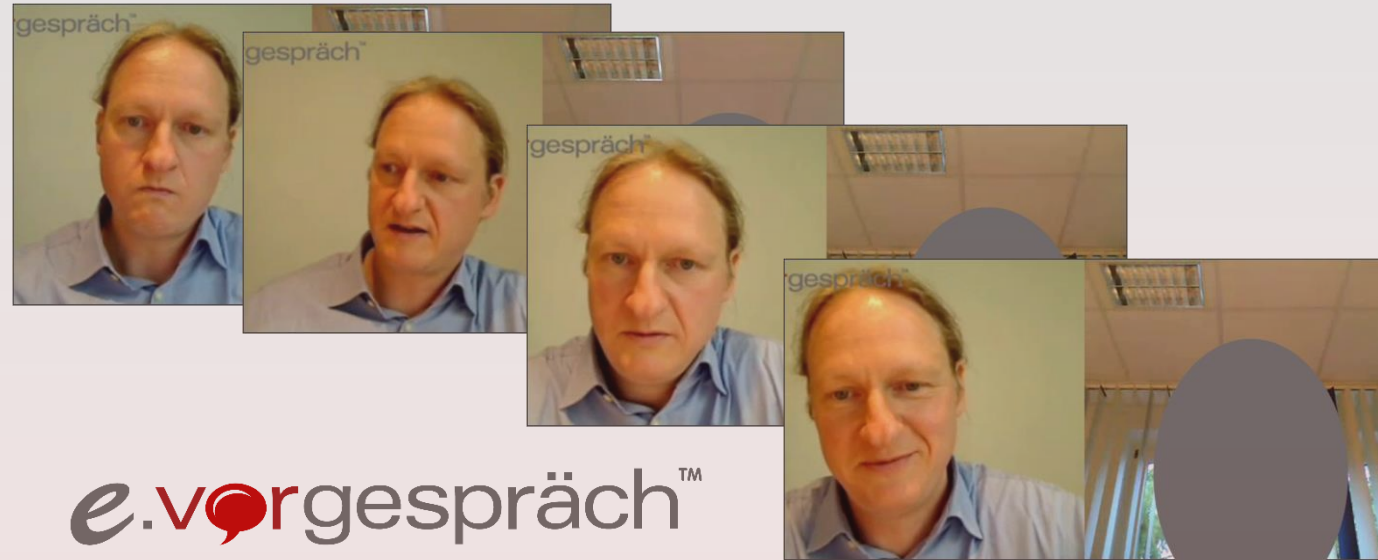
Impressions of Contents, Service Example 3

e.vorgesprächTM
mit
Xxx Yyy, Technische Firma Z
xx.yy.zzzz, xx:yy Uhr

Ihr Berater ist Georg Steffen
georg.steffen@vorgespraech.de



vorgesprächTM
KONFLIKTKOMMUNIKATION IM DAILY TECHNICAL BUSINESS



e.vorgesprächTM

- AGENDA**
- Einfühlen in Gesprächssituation
→ Erfolgs- und Misserfolgskriterien für das Gespräch
 - Annäherung an die Form der Kommunikation von Xyz und Zyx
→ „Blick von Außen“ auf das Gesprächsgeschehen
 - (Vermutete) Anliegen von Xyz erarbeiten
→ Verständnis von Xyz (soweit momentan möglich)
 - Eigene Xyz Anliegen diskutieren
→ Verständnis für sich selbst erhöhen
 - Weitere eigene Vorbereitung auf das kommende Gespräch



Ablauf der Sitzung

...d/ oder welches Verhalten haben die Kommunikation beeinträchtigt?

- yyy
- yyy
- yyy
- yyy

Phasen eines Mitarbeitergespräches

Eröffnung → Einführung → Ursachen und Hintergründe → Problem und neue Zielvereinbarungen → Abschluss

Phasen eines Kritikgespräches

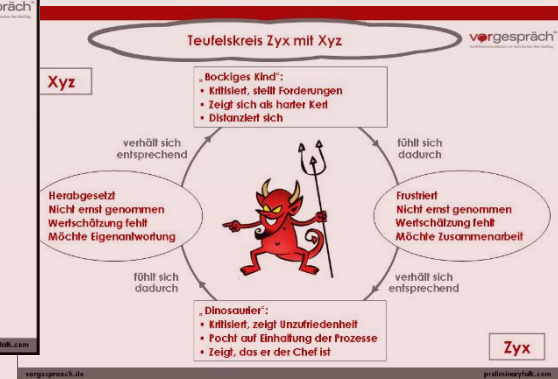
Eröffnung → Außen der Kritik → Austausch über die Kritik → Veränderungsvorschläge einbringen lassen → Abschluss

Phasen eines Mitarbeitergespräches

Eröffnung → Einführung → Ursachen und Hintergründe → Problem und neue Zielvereinbarungen → Abschluss

Phasen eines Kritikgespräches

Eröffnung → Außen der Kritik → Austausch über die Kritik → Veränderungsvorschläge einbringen lassen → Abschluss



! This document only contains entirely anonymized information! !

Service Example 4: Knowledge Transfer Workshop

Main objectives of our customer:

- Project engineers shall be pedagogically empowered for own technical on-the-job training deliveries (“OJTs”) within a bigger project for their own customer. They are experts in their respective professional area. They do not have experience as technical trainers or consultants.
- As the planned OJTs play a key role in the customer project, the management expressively wishes a high quality of the OJT deliveries by the engineers.

Background/ basic conditions:

- Additional support will be provided to the engineers by an internal mentoring program with two technical trainers of their company, who are responsible for corresponding classroom trainings.



Conclusions:

- During the workshop the engineers directly develop their planned OJTs. This is the guideline of the workshop. The contents are related to these OJT preparations. Apart from the obvious benefit of having directly usable results for the practice, this “exemplary learning” supports the general learning as well.
- The developed concepts and planned approaches are directly tested, discussed and exercised in the workshop.
- According to form and content, the vorgespräch workshop trainer creatively collaborates on the development of the OJTs, based on his own experience as technical trainer.
- The engineers themselves create a plan with personal objectives for their OJT deliveries, which also serves as a basis for precise feedback conversations with their mentors.
- “Personal typical trainer behaviour” is identified and discussed individually for each student.

Implementation of service (3 days workshop):

- 1st day: Orientation; handle trainer role; develop trainer attitude; start planning OJTs (i.a. including Content Reduction & Didactical Concept).
- 2nd day: Continue planning of OJTs (e.g. including Learning Methods, Media & Visualization and Planning of Key Elements).
- 3rd day: Role plays with own developed concepts and material including mutual feedback and feedback given by trainer; connection of workshop results to (customer internal) mentoring process.

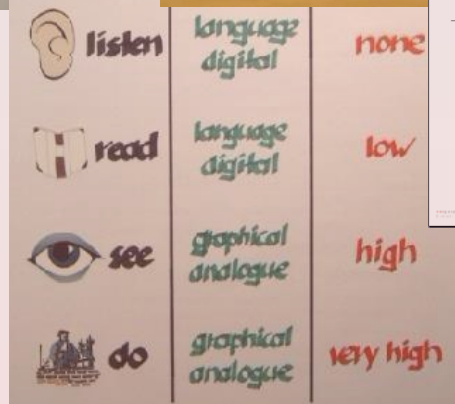
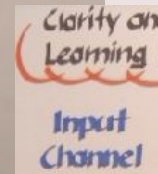
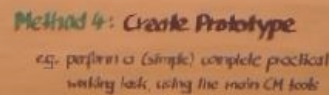
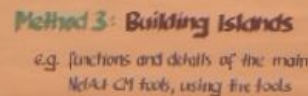
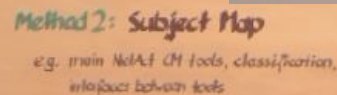
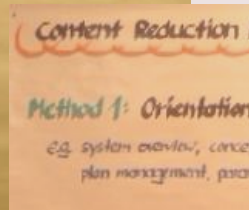
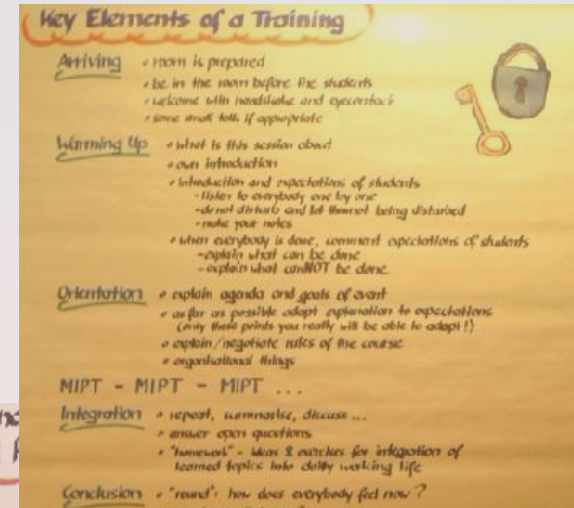
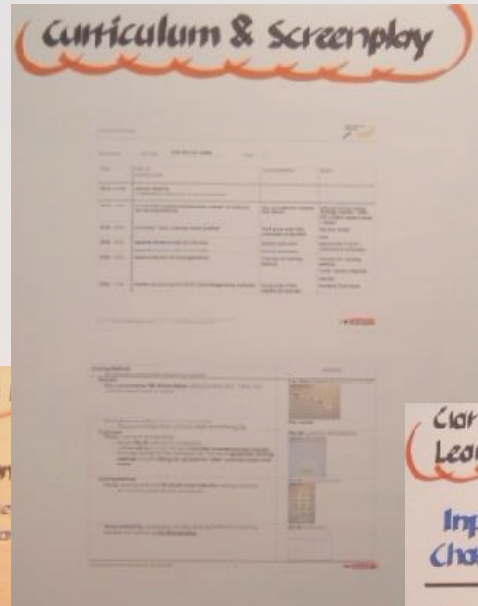
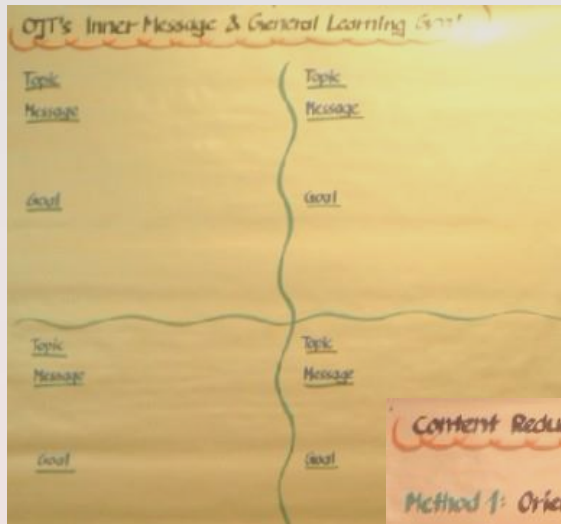
→ See next page for an impression of contents ...



This document only contains entirely anonymized information!



Impressions of Contents, Service Example 4



Train the OJT Trainer

Review of Personal Goals - in cooperation with the mentor

Personal Goals for OJT (pre-training questions)	Realization of Personal Goals during OJT (number of customer personal & evaluation)	Comments of Mentor	New Personal Goals for next OJT
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

vorgespräch