



**CONSULTING
TRAINING
COACHING
& KEYNOTES**

THE MINDSET FACTORY

What are our commitments to you if you decide to let our team work with your managers and teams?

We promise ...

- 📍 Requirement-based concept design. This catalogue contains just a few examples of our expertise. We will ask you what you really need.
- 📍 To make training and coaching as sustainable as possible. We are committed to follow-ups.
- 📍 We work with resources in mind – we aim to identify current skill levels and provide individual support to take people to the next level.
- 📍 Practical methods and tools – simple instead of complicated, with humour rather than boring theory, in the interests of your company rather than for scientific research.
- 📍 Always focused on the goal of ensuring people in your organisation stay a step ahead of the rest.

Looking for inspiration? Ask us whether unconventional combinations of different issues are possible – if it's feasible, we'll make it possible. As diverse as the needs of your employees – that's how varied and creative our team is in terms of its skills.

We look forward to mastering your challenge together.

THE TEAM



**CHRISTOPHER
SCHRENK, MSc**



**DAMARIS
SCHWAIGER**



**IAN
FOSTER, MBA**



**Mag. (FH) ELMAR
FLECK**



**Mag. WERNER
LANDSGEßELL**



**Mag. CHRISTINA
LANZENLECHNER**



**THOMAS
HOFSTÄTTER**



**CLEMENS
DOPPLER, MBA**



**RA Mag. GEORG
KUDRNA**



**MARTIN
HAUNSCHMID**



**Dr. GERNOT
HUTTER**



**Mag. ASTRID
TSCHERNITZ**



**KARIN
HABERLEITHNER, MSc, MBA**

OUR FORMATS

FOR FUTURE EXECUTIVES ...								
	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
LEADERSHIP & MANAGEMENT	Think and act with an entrepreneurial mindset.	max. 12	1 day or 2 x 4 hours	✓	✓	Elmar Fleck	✓	25
TIME & PRIORITY MANAGEMENT FOR EXECUTIVES	Strengthen effective time management. Skilfully set priorities as a leader, both for yourself and for the team. This enables you to control performance pressure and productivity and make them plannable	max. 12	2 x 4 hours	✓	✓	Christopher Schrenk	✓	26
REMOTE LEADERSHIP, TRUST-BASED AND GOAL-ORIENTED COLLABORATION	Collaborate online based on trust and aligned to goals. This workshop provides an overview of what matters when leading virtual teams.	max. 12	1 day or 2 x 4 hours		✓	Elmar Fleck	✓	27
JOURNEY: LEADERSHIP DEVELOPMENT – BASIC	The Developing Leaders training series provides you with an overview of the far-reaching responsibility of a leader/ manager and helps you develop pro-active leadership behaviour in order to perform tasks optimally and reach defined objectives.	max. 10	5 x 1 day + 3 hour kick off	✓	✓	Christopher Schrenk, Elmar Fleck, Ian Foster	✓	28

OUR FORMATS

FOR FUTURE EXECUTIVES ...									
NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE	
WELCOME TO MANAGEMENT	From expert to manager – with a clear understanding of your role(s) and a new approach in order to master new challenges.	max. 12	2 days	✓	✓	Elmar Fleck	✓	29	
GROUP DYNAMICS & THE META-LEVEL	Training for team leaders and managers to transfer the most important aspects of group dynamics, learning to focus on the meta-level and identifying patterns using mental maps.	max. 12	2 days or 4 x 4 hours online	✓	✓	Damaris Schwaiger		30	
MENTORING – MEANINGFUL MENTORING IN THE COMPANY	The implementation of active Mentoring in the company can make a positive impact on the development of aspiring leaders and key personnel. In this work shop the main basic know-how to establish successful Mentor-Mentee relationships, is worked out.	max. 12	1 day or 2 x 4 hours	✓	✓	Elmar Fleck		31	
EMOTIONAL INTELLIGENCE – A JOURNEY DESIGNED FOR MANAGERS AND LEADERS	Home office and digitalisation require the further development of soft skills to ensure successful leadership. This journey conveys, accompanies and supports the development of emotional intelligence for managers and leaders	max. 12	8 months	✓		Werner Landsgesell, Damaris Schwaiger		32	

OUR FORMATS

FOR FUTURE EXECUTIVES ...									
NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE	
COACHING – CHANGE MANAGEMENT	Constant change in the world of work and beyond poses challenges and requires agility. Coaching offers support on your path to success and identifying your potential while remaining in balance.	One-on-one	hourly	✓	✓	Ian Foster	✓	33	
EXECUTIVE COACHING 2.0	Having an experienced business coach at your side can be the key to clarifying important issues in day-to-day business life, constructively clarifying strategic aspects and forging plans for the future.	One-on-one	hourly	✓	✓	Ian Foster	✓	34	
COACHING ON THE JOB	Coaching as a management style can be a key to success. Discover how easy-to-learn coaching methods can support you in guiding and elevating your team and/or direct reports to even greater performance levels.	1-6	½ day or hourly	✓	✓	Ian Foster	✓	35	
OKR'S A LA GOOGLE	OKRs (Objectives and Key Results) is a goal-defining framework intended to encourage a company to define and communicate comprehensive organisational goals and outputs. This framework provides full transparency with regard to all corporate, departmental and team objectives, each of which is carefully aligned and measurable.	tbd	tbd	✓	partially	Karin Haberleithner	✓	36	

OUR FORMATS

SUPPORT YOUR EXECUTIVES AND EMPLOYEES ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
TIME AND PRIORITY MANAGEMENT	Boost effective time management. Effectively define priorities for yourself and your team(s). Make pressure and productivity manageable and plannable as a result.	max. 12	2 x 4 hours + follow-up	✓	✓	Christopher Schrenk	✓	38
SELF-MANAGEMENT IN THE HOME OFFICE	The secrets of a perfectly organised home office. Learn to work focussed, effectively and systematically despite a home-office environment.	4-12	2 x 4 hours		✓	Christopher Schrenk	✓	39
PROJECT MANAGEMENT	Discover the methods which will allow you to immediately launch your projects. Participants also receive checklists, tools and practical tips for ensuring successful collaboration within project teams over the course of project implementation.	max. 15	2 days	✓	✓	Christopher Schrenk	✓	40
AGILE PROJECT MANAGEMENT	Agile project management enables people to jointly tackle complex problems and at the same time deliver top-quality and creative products.	tbd	tbd	✓	partially	Karin Haberleithner	✓	41

OUR FORMATS

SUPPORT YOUR EXECUTIVES AND EMPLOYEES ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
SCALED AGILE	Given all the challenges they currently face, companies are under pressure to further develop themselves in order to promote more product quality, productivity and speed as well as customer and employee loyalty. Those attuned to success scale agility effectively within the entire company. They have the skills to adjust to what the market throws at them and can remain competitive.	tbd	tbd	✓	partially	Karin Haberleithner	✓	42
MANAGE GOALS AND PRIORITIES	Managing yourself and others effectively starts with goal setting. Razor-sharp focus and crystal-clear priorities form the foundation for effectiveness and efficiency.	max. 12	2 days	✓	✓	Clemens Doppler, Christopher Schrenk	✓	43
GOALS – FOCUS – MOTIVATION	"Only those who know their goal will find the way!" Only then can we focus on the set goal, motivate ourselves and follow up with action.	max. 12	1 day	✓	✓	Clemens Doppler	✓	44
CONFLICT MANAGEMENT – SUCCESSFUL COLLABORATION IN TEAMS	Conflicts are part of our daily life. Where humans work together, there are emotions and this can lead to controversies. In this workshop participants learn how to identify, understand and analyse conflicts. Based on chosen communication tools and -techniques actions will be set to better overcome or avoid conflicts. And to continue to work successfully in the team.	max. 12	2 days	✓		Damaris Schwaiger		45

OUR FORMATS

SUPPORT YOUR EXECUTIVES AND EMPLOYEES ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
HUMAN BEING AS A CREATURE OF HABIT	Who wouldn't like to start the working day highly motivated and full of energy? In reality, it's always our cherished habits that take over and throw a spanner in the works.	max. 12	2 days + coachings	✓	✓	Clemens Doppler, Christopher Schrenk, Elmar Fleck	✓	46
DEALING WITH SETBACKS	Everyone is confronted with setbacks at some point in their (working) life. Only when we manage to stand by our principles even in difficult phases and deliver our best performance can we speak of sustainable success.	max. 12	2 days	✓	✓	Clemens Doppler	✓	47
IMPROVISATION IS EVERYTHING! – FLEXIBILITY AND REPORTEE TRAINING	This workshop transfers the skills needed for dealing with unexpected situations, maintaining your composure and the ability to react while also boosting your flexibility and repartee.	max. 12	2 days or 1.5 days + 4 hours online	✓	✓	Werner Landsgesell		48
STORYTELLING – ATTRACT ATTENTION WITH YOUR ANECDOTES	This workshop provides you with a toolkit for telling captivating stories. A great way of spicing up your contents or presentations that works and is fun.	max. 12	1 day	✓		Werner Landsgesell		49

OUR FORMATS

SUPPORT YOUR EXECUTIVES AND EMPLOYEES ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
CHARISMA AND PRESENCE	Essential body language skills, the perfect setting for online contact, lighting, background, acoustics.	max. 12	1.5 days	✓		Werner Landsgesell		50
NEGOTIATE SUCCESSFULLY	Besides the scientific basis, participants also acquire and practice using effective negotiation tools in realistic simulations.	max. 12	2 days	✓		Ian Foster	✓	51
PRESENT WITH POWER	Boost your personal impact and effectively sell yourself, your products/solutions and your ideas.	max. 12	2 days	✓		Ian Foster	✓	52
TRAIN THE TRAINER	The training course for on-boarding personnel and in-house trainers.	max. 12	6 × 1 day	✓	partially	Damaris Schwaiger, Christopher Schrenk, Werner Landsgesell		53

OUR FORMATS

SUPPORT YOUR EXECUTIVES AND EMPLOYEES ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
VOICEKEY – YOUR VOICE AS YOUR MOST IMPORTANT COMMUNICATION TOOL	Techniques for training, boosting resonance, leveraging and employing your voice effectively.	One-on-one or max. 6	1 day or 5 x 1.5 hours	✓		Damaris Schwaiger		54
FINANCE & CONTROLLING BASICS	In order to choose the best economical way, it is essential to be able to read and understand financial indicators.	max. 12	2 days	✓	✓	Christina Lanzenlechner		55
BUSINESS ADMINISTRATION BASICS	Every decision made in companies contains business aspects - for everyone, whether clerk or team leader, expert or career changer: Everyone is confronted with economic decisions.	max. 12	2 days	✓	✓	Christina Lanzenlechner		56
IT-SECURITY-AWARENESS	It's Tuesday, 9:30 am: Do you know, what your team is doing? Hopefully not opening a malicious Word-document. Martin Haunschmid shows in this Awareness-Training how hackers can attack your company and lets the participants become hackers themselves. This way, participants gain a real understanding of the threats against themselves and their company and know how to defend.	max. 25	1 day	✓	✓	Martin Haunschmid	✓	57

OUR FORMATS

SUPPORT YOUR EXECUTIVES AND EMPLOYEES ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
CYBERSECURITY VS. CYBERCRIME	Cybercrime – crime related to computers – and the Internet have seen rapid development, both technical and structural. See how you can best prevent cybercrime in your company, how to handle cybercrime-related incidents and keep damage at a minimum – both from a legal, and a technical standpoint.	max. 25	1-2 days	✓	✓	Martin Haunschmid, Georg Kudrna	✓	58
MS EXCEL BASIS	Save time and work more efficiently with Excel! Optimal for everyone who has only little to basic knowledge and would like to become more confident in using Excel with little time expenditure.	max. 12	2 days	✓	✓	Christina Lanzenlechner		59
MS WORD BASIS	As well-known as Microsoft Word is, there are many secrets hidden in this well-designed program. In this seminar, participants will learn everything about the most important functions and basics of Word. In addition, we provide keyboard shortcuts as well as tips and tricks that simplify everyday work.	max. 12	2 days	✓	✓	Christina Lanzenlechner		60
BUSINESS ENGLISH	Learn Business English the smart way. You're not children and we're not school teachers. Our trainers understand the world of business and know that what matters is getting the job done effectively.	1-12	as needed	✓	✓	Team AAC (Ian Foster, James MacGregor)	✓	61

OUR FORMATS

SUPPORT YOUR EXECUTIVES AND EMPLOYEES ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
360 DEGREE STRESS MANAGEMENT - HOME-OFFICE VERSION	This B2B workshop combines elements from all three pillars of effective stress management: mental training, work management and relaxation training.	max. 15	modular	✓	✓	Christopher Schrenk	✓	62
BURNOUT PREVENTION	Based on neurological and psychological fundamentals, pro-active stress management is learned through productive, cognitive, palliative and emotional stress management techniques.	max. 10	2 days	✓		Werner Landsgesell, Christopher Schrenk	✓	63

OUR FORMATS

STRENGTHEN YOUR TEAMS ...									
NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE	
TEAMBUILDING WITH IN-BUILT FUN FACTOR	Team and task gap analysis. What are the strengths of your team? Where are their skill gaps or mismatches? Give your team(s) a boost to the next level.	12	1 or 2 days	✓		Ian Foster	✓	65	
THE XY-FILES, SOLVED	A humour-based workshop to promote better understanding between the sexes.	max. 12	2 days	✓		Damaris Schwaiger, Christopher Schrenk		66	
DIVERSITY	Diversity put into practice within a company shapes the corporate culture, highlights social skills and contributes to the company's commercial success. Based on practical learnings and studies, appropriate steps are defined in addition to a realistic and implementable action plan.	max. 12	1 day	✓		Astrid Tschernitz		67	
GENERATION MANAGEMENT	Every generation offers its own specific advantages, which is why all employees and the company as a whole can benefit from proactive generation management. An understanding of the different intrinsic values, objectives and approaches of the various generations and age groups is promoted as the key to more effective collaboration and the transfer of in-company expertise.	max. 12	1 day	✓		Astrid Tschernitz		68	

OUR FORMATS

STRENGTHEN YOUR TEAMS ...								
NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
OUTDOOR TEAMBUILDING FOR HIGH-PERFORMANCE	Whether for a company outing, for customer or supplier events, at the end of a training measure or for team or management development, a varied, exciting outdoor training is designed to suit the participants.	15-50	1 day	✓		Thomas Hofstätter, Damaris Schwaiger	✓	69
OUTDOOR TRAINING & TEAMBUILDING & FIRE WALK	Forming a high-performance team that sticks together and supports each other by confronting the team with inspiring challenges. As a highlight, the team has a chance to walk over glowing coal to get rid of negative beliefs.	15-25	1 day + 1 night (overnight only)	✓		Thomas Hofstätter, Damaris Schwaiger	✓	70
OUTDOOR EVENT	We design exciting outdoor events according to your requirements, even for large groups.	5-100	1-3 days	✓		Thomas Hofstätter, Damaris Schwaiger	✓	71

OUR FORMATS

PUSH YOUR SALES ...								
NAME	DESCRIPTION	PARTICI-PANTS	DURATI ON	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
SALES FOR KEY ACCOUNT MANAGERS — 1	This workshop focuses on the skills needed in the 3rd millennium for success in the 'New Worldof Sales', dispelling myths and developing the right mindset.	max. 10	4 days	✓		Damaris Schwaiger, Thomas Hofstätter	✓	73
SALES FOR KEY ACCOUNT MANAGERS — 2	Follow-up after the transfer phase, best practices and focussing on the mindset	max. 10	4 days	✓		Damaris Schwaiger, Thomas Hofstätter	✓	74
SALES JUNIOR — THE HOLLYWOOD-METHOD	For newcomers and career changers: Based on the techniques of the Actors Academies in the USA, this programme provides an in-depth understanding of the importance of roles, staging, persuasion and mindset acquired from experienced sales professionals, heads of sales and actors as well as fundamental sales skills such as sales psychology, presentation, acquisitions, closing, dealing with objections and the like.	max. 10	3 months		Face-to-face, on-the-job training, one-on-ones, lectures, peer groups	Damaris Schwaiger, Werner Landsgesell, Thomas Hofstätter		75

OUR FORMATS

PUSH YOUR SALES ...								
NAME	DESCRIPTION	PARTICI-PANTS	DURATIO N	FACE-TO- FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
SALES MASTER – THE HOLLYWOOD-METHOD	For 'old hands' in sales, heads of sales and KAMs with at least 3 years of experience Unconventional, sustainable methods are used to strengthen the mindset and boost your resources to tackle the challenges and changes in the world of sales in the 21st Century. Methods from the Actors Academies in the USA enrich your skills of persuasion, winning over others and binding customers. This 8-month programme finishes with a contest and a certificate as a Sales Master.	max. 10	8 months	Face-to-face, on-the-job training, mentoring, one-on-ones, implementation phases, lectures, peer groups		Damaris Schwaiger, Werner Landsgesell, Thomas Hofstätter		76
TELESALES - THE CLASSIC REVENUE GENERATOR	The fundamentals of successful customer acquisition on the phone.	max. 8	2 x 1 day or 4 x 4 hours online	✓	✓	Damaris Schwaiger		77
OBJECTION HANDLING – FROM PROBLEM TO SOLUTION	Learn professional strategies and promote individuals' resources to facilitate solution-oriented communication.	max. 8	2 days	✓	✓	Damaris Schwaiger		78

OUR FORMATS

PUSH YOUR SALES ...								
NAME	DESCRIPTION	PARTICI-PANTS	DURATI ON	FACE-TO- FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
CUSTOMER CARE ON THE PHONE —MULTI-PHASE INBOUND/ OUTBOUND WORKPLACE TRAINING	Intensive 1-2-1-support, feedback and support for personnel providing phone-based customer care.	One-on-one	3 x 4 hours	workplace training		Damaris Schwaiger		79
SMART TALK & BEHAVIOUR — MULTI-PHASE TRAINING FOR CUSTOMER CARE PERSONNEL IN THE FIELD	Raising awareness of behaviour, appearance and customer- binding communication.	max. 8	2 days or 4 x 4 hours	✓		Damaris Schwaiger		80

OUR FORMATS

BUILD ON YOUR COMPANY-WIDE STRENGTHS ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
NEW WORK & AGILITY	New work and agility represent modern and flexible approaches to work which create new forms of collaboration combining both professional and personal development. Working methods and conditions are designed together which adjust to the relevant situation, current challenges, the services and products offered as well as customers and the team itself.	tbd	tbd	✓	partially	Karin Haberleithner	✓	82
INTRAPRENEURSHIP – ENTREPRENEURIAL MINDSET AND ACTION FOR EMPLOYEES	Intrapreneurship is the key to your employees thinking and acting like entrepreneurs. The aim is for this innovation from the inside not only to generate ideas making your company fit for the future but also to have a positive impact on employee retention and recruitment.	max. 10	1 day	✓		Gernot Hutter	✓	83
HR DEPARTMENTS AS PIONEERS IN THE NEW WORLD OF WORK	Practical roadmaps are developed in order to prepare HR departments to be proactive and cross-divisional talent and business strategists for the new world of work. HR managers and personnel, as well as other innovative and future-oriented managers, conceptualise means to promote the individual development of employees and link these to corporate objectives.	max. 12	2 days	✓	✓	Astrid Tschernitz		84

OUR FORMATS

BUILD ON YOUR COMPANY-WIDE STRENGTHS ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
CHANGE MANAGEMENT IN TEAMS	Your objective basis for an agile future. This training supports you during your change process(s) with expertise and tools to adjust to constant change in the world of work.	max. 12	2 days	✓	✓	Ian Foster	✓	85
PRO-ACTIVE CRISIS MANAGEMENT	Pro-active crisis management to deal effectively with challenging situations.	max. 9	1 day or 2 x 4 hours	✓	✓	Elmar Fleck	✓	86
NEW WORK & SUSTAINABILITY	In addition to new working methods, cultural changes and more efficient processes, new work addresses a company's raison d'être. By accompanying this process, we provide valuable insights, appropriate action steps and creative inspiration on how you can tap the potential of new work in combination with sustainability in order to retain your existing and attract new employees to your company.	max. 12	tbd	✓		Astrid Tschernitz, Karin Haberleithner, Gernot Hutter	✓	87
SUSTAINABILITY – INFORMATION & INSPIRATION FOR COMPANIES	The purpose of this presentation is to provide a compact overview of the origins, characteristics and consequences of sustainability. In the subsequent discussion, the immediate effects on companies such as sustainability reports for banks or auditors or on employer branding will be discussed.	max. 15	½ day	✓	✓	Gernot Hutter	✓	88

OUR FORMATS

BUILD ON YOUR COMPANY-WIDE STRENGTHS ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
CIRCULAR INSTEAD OF LINEAR – OPPORTUNITIES OF CIRCULAR ECONOMY	The circular economy will play an important role in the implementation of EU's "Green Deal". What is it really about, what are the opportunities and risks and what best practice examples are there? In this workshop we offer exciting information & inspiration for this important future topic!	max. 15	½ day	✓	✓	Gernot Hutter	✓	89
WHY COMPLIANCE?	The word "compliance" is often heard in the corporate environment. But what is behind it? What does compliance actually mean? What is its purpose and when is a company actually compliant?	max. 15	½ day	✓	✓	Georg Kudrna		90
IMPLEMENTATION OF CMS	Do you want to implement a (certified) compliance management system in your company? This is an extensive process, which is, however, very essential. From risk analysis to the creation of a Code of Conduct to awareness raising at all levels.		6 months	✓	partially	Georg Kudrna, Damaris Schwaiger		91
COMPLIANCE AS A VIVID STANDARD WITHIN THE COMPANY	There is a Code of Conduct in the company, but no employee knows about it (let alone its content)? Compliance management systems are of no use if they only exist on paper.	max. 15	2 days	✓	✓	Georg Kudrna, Damaris Schwaiger		92

OUR FORMATS

BUILD ON YOUR COMPANY-WIDE STRENGTHS ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
AVOID LIABILITIES	Mistakes are human. However, mistakes are often followed by liabilities - ranging from compensation payments to fines and other penalties. In this seminar, you will learn how to avoid these liabilities.	max. 15	1 day	✓	✓	Georg Kudrna		93

OUR FORMATS

CHRISTMAS COMES BUT ONCE A YEAR ...

NAME	DESCRIPTION	PARTICIPANTS	DURATION	FACE-TO-FACE	ONLINE	TRAINER(S)	ENGLISH	PAGE
EVENT MODERATION	According to your requirements, your company event - whether a celebration or a customer event - will be moderated professionally, humorously and entertainingly.	as needed	as needed	✓	✓	Damaris Schwaiger		95
EVENT MANAGEMENT	After the workshop, participants will be able to immediately launch their event projects. Concentrated expertise, smart checklists and practical tools ensure you retain a professional overview at all times during hectic events.	max. 15	2 days	✓	✓	Christopher Schrenk	✓	96

FORMATS

FOR (FUTURE) EXECUTIVES ...

LEADERSHIP AND MANAGEMENT 1

THINK AND ACT WITH AN ENTREPRENEURIAL MINDSET

Entrepreneurs exhibit outstanding execution skills which often make the difference between success and failure. These qualities can be learned and, with the right execution, also have a positive impact in larger organisations.

- 📌 Understand the mindset of successful entrepreneurs
- 📌 Change behaviour when challenges arise
- 📌 Awareness of the possibilities of thinking and acting more entrepreneurially

METHOD

- 📌 Theoretical inputs with examples of successful entrepreneurs
- 📌 Develop your own action alternatives interactively
- 📌 Exchange experiences with other leaders
- 📌 Playfully learn new skills

SPECIFICATIONS



MAX.12



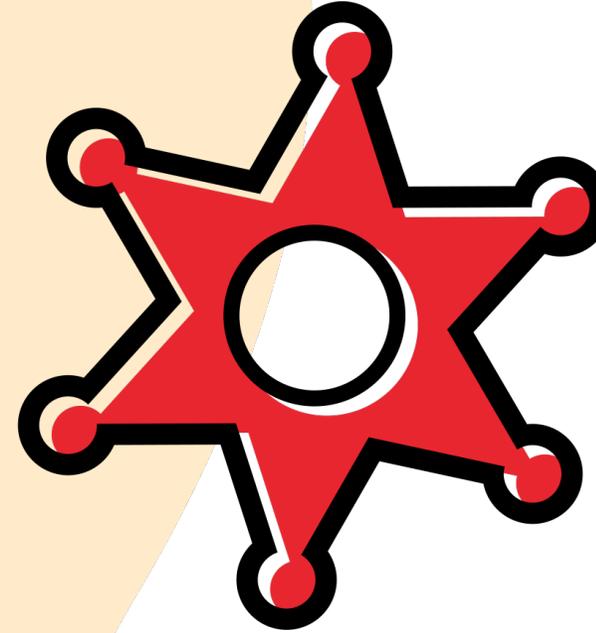
1 DAY OR
2 x 4 HOURS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



ELMAR FLECK

- 📌 Experienced HR professional and leader in international / national organisations
- 📌 Multiple entrepreneur
- 📌 Business coach / trainer
- 📌 Expert in HR management with many years' experience in HR development and change management with a focus on interpersonal communication

TIME & PRIORITY MANAGEMENT FOR EXECUTIVES

The main objective of this workshop is to strengthen effective self-management skills. The contents help managers to take responsibility for improving the output of their own daily work and that of the entire team. In addition, newly created habits allow supervisors and staff to work in a freer and more relaxed way.

Participants learn to plan their work effectively and to shape it proactively. At the end of the workshop, they will have learnt to shape their everyday work themselves at the interface between requirements, leadership tasks and customer orientation.

CONTENTS

- 📌 Making productivity plannable
- 📌 Work productively and effectively as a team
- 📌 Prioritise and manage time
- 📌 Managing and delegating workload
- 📌 Dealing with pressure to perform and setbacks
- 📌 Productivity in the home office

PROCEDURE

The problem is analysed in advance in order to individually apply the modules and methods that the group needs. The workshop itself takes place online in two sessions of 4 hours each. Ideally, these should take place at intervals of 7 - 10 days.

SPECIFICATIONS



MAX.12



2 x 4 HOURS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



CHRISTOPHER SCHRENK

- 📌 Internationally successful management consultant
- 📌 Strong background in business, project and event management
- 📌 IPMA-certified project manager, PMA Award 2017
- 📌 Certified burn-out prevention trainer

REMOTE LEADERSHIP

TRUST-BASED AND GOAL-ORIENTED COLLABORATION

Collaborate online based on trust and aligned to goals. This workshop provides an overview of what matters when leading virtual teams.

- 📍 Understanding the changing requirements leaders have to meet
- 📍 Awareness of your own potential for successful remote leadership
- 📍 Define specific behaviour options

METHOD

- 📍 Theoretical inputs to understand new requirements
- 📍 Develop your own action alternatives interactively
- 📍 A tool box
- 📍 Exchange experiences with other leaders
- 📍 Playfully learn new skills

SPECIFICATIONS



MAX.12



1 DAY OR
2 x 4 HOURS



ONLINE



GERMAN OR
ENGLISH



ELMAR FLECK

- 📍 Experienced HR professional and leader in international / national organisations
- 📍 Multiple entrepreneur
- 📍 Business coach / trainer
- 📍 Expert in HR management with many years' experience in HR development and change management with a focus on interpersonal communication

JOURNEY: LEADERSHIP DEVELOPMENT BASIC

The Developing Leaders training series provides you with an overview of the far-reaching responsibilities of a leader / manager and helps you develop pro-active leadership behaviour in order to perform tasks optimally and reach defined objectives.

- Development of an active leadership approach
- Reach defined goals
- Understand the fundamentals of leadership
- Recognise your own leadership skills and development areas

OPTIONAL

The training can be designed as a complete journey or as individual-focused training in specific functional areas.

METHOD

- Theoretical inputs to understand key leadership principles
- Face-to-face training with a focus on practical exercises
- Highlighting clear communication in different situations

SPECIFICATIONS



MAX.10



5 x 1 DAY +
3H KICK-OFF



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



IAN FOSTER

- Business trainer/coach (TÜV certified / MBA)
- Facilitator of numerous change and coaching processes
- Expert with 20+ years' experience in executive coaching, presentations, leadership, team building and negotiations
- University lecturer



CHRISTOPHER SCHRENK

- Internationally successful management consultant
- Strong background in business, project and event management
- IPMA-certified project manager, PMA Award 2017
- Certified burn-out prevention trainer



ELMAR FLECK

- Experienced HR professional and leader in international / national organisations
- Multiple entrepreneur
- Business coach / trainer
- Expert in HR management with many years' experience in HR development and change management with a focus on interpersonal communication

WELCOME TO MANGAMENT

FROM EMPLOYEE TO MANAGER

The transition from being an expert to taking on a management role offers considerable potential but also many stumbling blocks. Particularly when a team member suddenly becomes the team lead. Good preparation and a clear understanding of the role form the basis for a successful transition.

- 📌 Understanding the new role requirements
- 📌 Focusing on your own attitude so as to maintain equilibrium
- 📌 Developing specific action-related options to be implemented in the management role

METHOD

- 📌 Theoretical inputs to appreciate changing requirements
- 📌 Interactive development of action plans
- 📌 Tried-and-tested tools
- 📌 Exchanging best practices with other managers
- 📌 Fun-based learning of new options

SPECIFCATIONS



MAX.12



2 DAYS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



ELMAR FLECK

- 📌 Experienced HR professional and leader in international / national organisations
- 📌 Multiple entrepreneur
- 📌 Business coach / trainer
- 📌 Expert in HR management with many years' experience in HR development and change management with a focus on interpersonal communication

GROUP DYNAMICS & META LEVEL

This training teaches executives the basics of the dynamics within a group structure. The workshop serves to promote awareness of the processes within your own teams. Teaching and practicing the adoption of a meta-position, clarity about one's own role and the basics of systemic-constructivist thinking.

RECOMMENDED FOLLOW-UPS

- 📌 Coaching for young executives & high potentials

METHOD

- 📌 Theoretical aspects
- 📌 Basics of systemic-constructivist thinking
- 📌 Observation & evaluation
- 📌 Exercise focusing on the meta-level
- 📌 Promotion of self-reflection

SPECIFICATIONS



MAX. 12



2 DAYS OR
4 x 4 HOURS ONLINE



FACE-TO-FACE
OR ONLINE



DAMARIS SCHWAIGER

- 📌 Business trainer/coach/consultant and conflict manager
- 📌 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

MENTORING

MEANINGFUL IN-COMPANY MENTORING

Introducing and implementing active mentoring at a company can have a decisive positive impact on the development of emerging leaders and key employees.

- 📍 Create clarity in the mentor and mentee role
- 📍 Recognise the framework, possibilities and also the limits of the mentoring relationship
- 📍 Learn to use established tools in active mentoring

METHOD

- 📍 Theoretical inputs on the mentor role and the mentoring relationship
- 📍 Group work on the development and use of mentoring tools
- 📍 Practice of meaningful mentoring conversations

SPECIFICATIONS



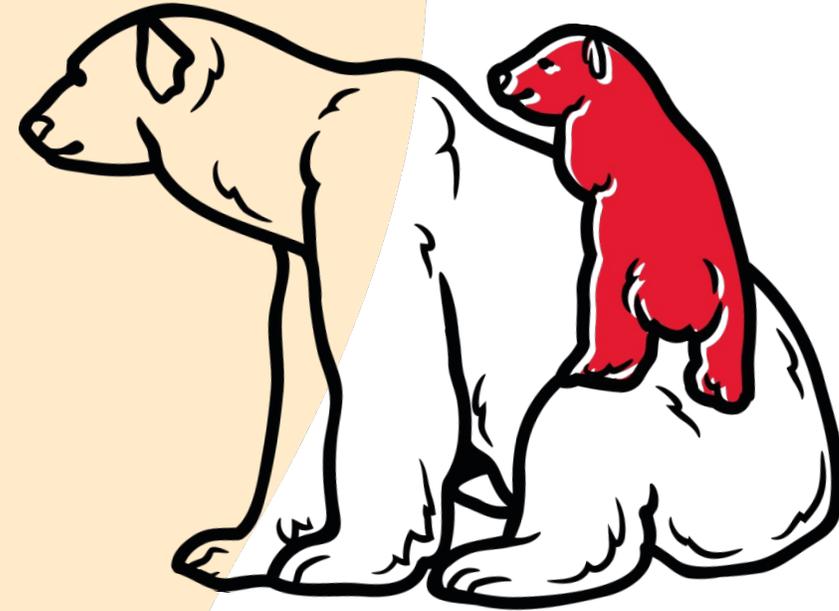
MAX.12



1 DAY OR
2 x 4 HOURS



FACE-TO-FACE
OR ONLINE



ELMAR FLECK

- 📍 Experienced HR professional and leader in international / national organisations
- 📍 Multiple entrepreneur
- 📍 Business coach / trainer
- 📍 Expert in HR management with many years' experience in HR development and change management with a focus on interpersonal communication

EMOTIONAL INTELLIGENCE

JOURNEY FOR EXECUTIVES

Digitalisation, technologisation and the accelerated pace of working life require executives to constantly develop soft skills in order to keep employees on track, to integrate new demands into their management style and to maintain stable productivity levels.

The contents are taught based on current scientific studies.

RECOMMENDED FOLLOW-UPS

- ↳ Impro Theater

CONTENTS

- ↳ Theoretical inputs
- ↳ Scientific tests
- ↳ Peer groups
- ↳ Transfer phases
- ↳ Soft skills
- ↳ Individual resource development
- ↳ Dissolution of beliefs

SPECIFICATIONS



MAX.12



8 MONTHS



FACE-TO-FACE
OR ONLINE



DAMARIS SCHWAIGER

- ↳ Business trainer/coach/consultant and conflict manager
- ↳ Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections



WERNER LANDSGEßELL

- ↳ Business trainer/coach
- ↳ Many years of experience as an actor on stage and television
- ↳ Occupational and organisational psychologist & clinical psychologist
- ↳ Expert in combining psychological and acting skills in the field of interpersonal communication

COACHING CHANGE MANAGEMENT

Goals change over time. As a manager, you want to actively design and direct these changes and at the same time delegate important tasks to others.

Learn by means of a combination of proven coaching methods and change management tools how to design and align change management processes without having to do everything yourself.

METHOD

- 📌 Change management tools
- 📌 Tried-and-tested coaching methods
- 📌 Prepare a change roadmap
- 📌 How to support the process

SPECIFICATIONS



ONE-ON-ONE



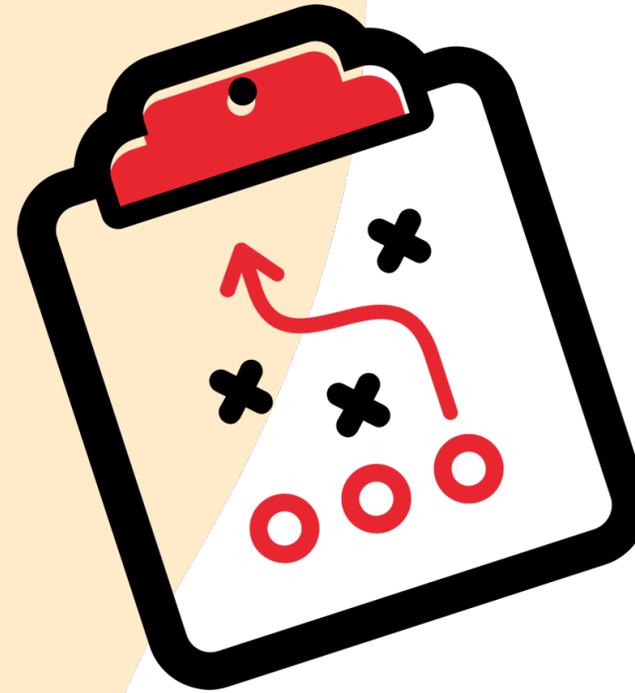
HOURLY



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



IAN FOSTER

- 📌 Business trainer/coach (TÜV certified / MBA)
- 📌 Facilitator of numerous change and coaching processes
- 📌 Expert with 20+ years' experience in executive coaching, presentations, leadership, team building and negotiations
- 📌 University lecturer

EXECUTIVE COACHING 2.0

See the woods again despite all the trees! Coaching as a compass to your goals.

Leadership can be a lonely business. Where can you get objective inputs within your organisation on delicate and/or important issues without sticking your neck out? This is where I come into play as an external business coach. With an experienced sparring partner at your side, you have the opportunity to constructively examine the important issues in your day-to-day business life and forge future-proof plans – face-to-face or online.

METHOD

- 📌 Tried-and-tested coaching tools, worksheets and templates
- 📌 Documentation and tracking of important learnings and self-defined tasks
- 📌 Generate decisions, solutions and clarity
- 📌 100% confidentiality

SPECIFICATIONS



ONE-ON-ONE



HOURLY



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



IAN FOSTER

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- 📌 Expert with 20+ years' experience in executive coaching, presentations, leadership, team building and negotiations
- 📌 University lecturer

COACHING ON THE JOB

As a manager, you want to support your direct reports and jointly define and pursue goals rather than simply issuing instructions and checking outcomes.

Coaching as a management style can be the key to success. Discover how easy-to-learn coaching methods can support you in guiding and elevating your team and/or direct reports to even greater performance levels.

METHOD

- 📌 Analysing and understanding leadership styles
- 📌 Tried-and-tested coaching methods
- 📌 Work on practical examples
- 📌 Get insightful feedback

SPECIFICATIONS



1-6



½ DAY OR HOURLY

FACE-TO-FACE
OR ONLINEGERMAN OR
ENGLISH

IAN FOSTER

- 📌 Business trainer/coach (TÜV certified / MBA)
- 📌 Facilitator of numerous change and coaching processes
- 📌 Expert with 20+ years' experience in executive coaching, presentations, leadership, team building and negotiations
- 📌 University lecturer

OKR'S A LA GOOGLE

SIMPLE, MODERN AND EFFECTIVE METHODS FOR REACHING GOALS

OKR stands for 'Objectives and Key Results' and is an effective goal-setting and management tool. It is relied on by some of the world's leading organisations to define and implement their strategies. OKRs enable holistic planning within a company at all levels.

Let us support you in establishing this tool at your organisation.

METHOD

- 📌 Discover and understand OKRs
- 📌 Develop an appropriate approach to establishing OKRs at your company
- 📌 Focus on the most important strategic goals
- 📌 Training for all personnel

SPECIFICATIONS



TBD



TBD



FACE-TO-FACE OR
PARTIALLY ONLINE



GERMAN OR
ENGLISH



KARIN HABERLEITHNER

- 📌 Agile coach & scrum master
- 📌 New work expert
- 📌 Consultant on agile transformations and discovering the new world of work
- 📌 Consultant on agile projects

FORMATS

FOR EXECUTIVES AND EMPLOYEES ...

TIME- AND SELF-MANAGEMENT

The main objective of this workshop is to boost the skills of effective self-management, taking into account time efficiency and focusing on prioritisation methods. Increased home-office activity will be integrated as needed.

Participants learn to plan their work effectively and to design it proactively. At the end of the workshop, all participants will have a basic understanding of their own work processes. Using practice-oriented methods, they will have learned how to organise their own day-to-day work in the area of conflict between requirements, self-determined and self-directed work, and customer orientation. Newly acquired habits ensure that the participants benefit from the workshop in the long term and sustainably.

METHOD

- 📌 Make productivity plannable
- 📌 Prioritise and allocate time correctly
- 📌 Self-determined control of workload
- 📌 Sensible daily organisation
- 📌 Mental management of externally controlled stresses and demands
- 📌 Productivity in the home office

PROCEDURE

In advance, the problem is analysed in order to individually apply those modules and methods that the group needs. The workshop itself takes place online in two sessions of 4 hours each. These should ideally take place at an interval of 7 - 10 days.

SPECIFICATIONS



MAX. 12



2 x 4 HOURS +
FOLLOW-UP



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



CHRISTOPHER SCHRENK

- 📌 Internationally successful management consultant
- 📌 Strong background in business, project and event management
- 📌 IPMA-certified project manager, PMA Award 2017
- 📌 Certified burn-out prevention trainer

SELF-MANAGEMENT IN THE HOME-OFFICE

The main objective of the workshop is to boost skills of effective self-management, taking into account increased home-office activity. Participants analyse their personal work methods to discover latent potential. At the end of the workshop, all participants will have a basic knowledge of their own work processes. Using practice-oriented methods, they will have learned how to optimise their daily work routines. Newly practiced habits ensure that the participants benefit from the seminar in the long term and sustainably.

PROCEDURE

In a preliminary discussion with the line manager or alternatively by means of a questionnaire sent to the participants, the issue will be analysed in order to select those modules and methods which the group requires. The workshop itself takes place online in the course of two sessions each for 4 hours. Ideally, these should take place at an interval of 7-10 days.

METHOD

- 📌 Practice-centered exercise-based learning
- 📌 Getting Things Done (David Allen)
- 📌 Psychological health promotion programme (Kaluza)
- 📌 Business psychology (Tversky and Kahneman)
- 📌 Pre- and follow-up transfers

SPECIFICATIONS



4-12



2 x 4 HOURS



ONLINE

GERMAN OR
ENGLISH

CHRISTOPHER SCHRENK

- 📌 Internationally successful management consultant
- 📌 Strong background in business, project and event management
- 📌 IPMA-certified project manager, PMA Award 2017
- 📌 Certified burn-out prevention trainer

PROJECT MANAGEMENT

- What is a project?
- Who is involved and in what role?
- What are the organisational structures?

Based on this, the participants learn to create project structure plans and to work with them. A basic resource plan is developed to plan the deployment of personnel and to use all available resources effectively.

An introduction to project controlling shows how future project managers can also keep track of the costs incurred at all times.

The most important part of the seminar is the practical application of project management skills.

METHOD

- Practice-centered exercise-based learning
- Getting Things Done (David Allen)
- Certified project management (IPMA standards)

RECOMMENDED FOLLOW-UPS

- „Event management“

SPECIFICATIONS



MAX. 15



2 DAYS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



CHRISTOPHER SCHRENK

- Internationally successful management consultant
- Strong background in business, project and event management
- IPMA-certified project manager, PMA Award 2017
- Certified burn-out prevention trainer

AGILE PROJECT MANAGEMENT

Do you often find it difficult to complete projects on time, to retain a clear focus on a project, to develop creative new solutions and meet customer demands? Agile project management can support you in implementing your projects more successfully. Agile projects are efficient as well as customer-oriented and the outputs are regularly delivered in short cycles.

Long-term support provides your teams with the necessary knowledge and skills to successfully implement agile projects in future.

METHOD

- Discover and understand agile project management
- Improved communication and collaboration
- A stronger customer focus
- Visible results also in the short term

SPECIFICATIONS



TBD



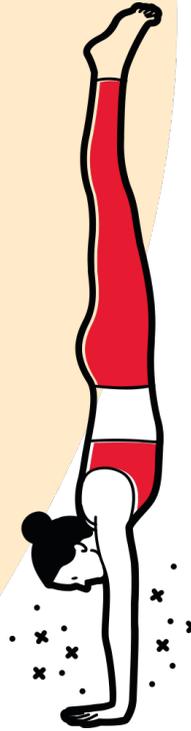
TBD



FACE-TO-FACE OR
PARTIALLY ONLINE



GERMAN OR
ENGLISH



KARIN HABERLEITHNER

- Agile coach & scrum master
- New work expert
- Consultant on agile transformations and discovering the new world of work
- Consultant on agile projects

SCALED AGILE

AGILE, CROSS-TEAM COLLABORATION ON MAJOR PROJECTS

Agile project management often takes place at the level of teams. However, if you want to implement agile projects as part of major programmes or within large organisations, you need to adopt a scalable approach. By accompanying the process, we can provide valuable information, define the right steps and deliver inspiration for successful, cross-team projects.

METHOD

- Discover and understand new work and agility
- Improved communication and collaboration between teams
- Develop appropriate approaches and processes

SPECIFICATIONS



TBD



TBD



FACE-TO-FACE OR
PARTIALLY ONLINE



GERMAN OR
ENGLISH



KARIN HABERLEITHNER

- Agile coach & scrum master
- New work expert
- Consultant on agile transformations and discovering the new world of work
- Consultant on agile projects

MANAGE GOALS **GOALS AND PRIORITIES**

Managing yourself and others effectively starts with goal setting. Razor-sharp focus and crystal-clear priorities form the foundation for effectiveness and efficiency. This foundation is then followed by putting it into practice through the individual design of goal-oriented habits. Only those who make excellence a habit in their daily workflow can work with long-term success. Participants learn to plan their work effectively and to design it proactively. Using practice-oriented methods, they will learn to design their own daily work routine in the area of tension between requirements, externally and self-determined work and customer orientation.

CONTENTS

Experiences from the world of professional sports are merged with best practice examples from the business world:

- 📌 Make productivity plannable
- 📌 Prioritise and allocate time effectively
- 📌 Self-determined control of workload
- 📌 The way back to the top of the world after 4 serious knee injuries
- 📌 Dealing with internal and external pressure during finals at World and European Championships
- 📌 Mental handling of externally driven pressures and demands

SPECIFICATIONS



MAX.12



2 DAYS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



CLEMENS DOPPLER

- 📌 Vice World Champion
- 📌 Double European Champion
- 📌 4-time Olympian
- 📌 MBA usiness administration & Sports



CHRISTOPHER SCHRENK

- 📌 Internationally successful management consultant
- 📌 Strong background in business, project and event management
- 📌 IPMA-certified project manager, PMA Award 2017
- 📌 Certified burn-out prevention trainer

CommKey
THE MINDSET FACTORY

CommKey Kommunikationsberatung GmbH
office@commkey.at
+43 664 3451308

GOALS – FOCUS – MOTIVATION

“Only those who know their destination will find the way!”

Only then can we focus on the goal we have set, motivate ourselves and follow up with action.

- 📍 Goal setting and focus
- 📍 Motivation after setbacks
- 📍 Dealing with pressure
- 📍 Mindset
- 📍 Leadership – how to function better as a team

METHOD

Practical topics from professional sports transferred to the business world:

- 📍 The way back to the top of the world after 4 serious knee injuries
- 📍 Dealing with internal and external pressure during finals at World and European Championships
- 📍 Internal team interactions during unsuccessful phases
- 📍 More than 250 days a year “on the road” and not with the family
- 📍 Dealing with fears



CLEMENS DOPPLER

- 📍 Vice World Champion
- 📍 Double European Champion
- 📍 4-time Olympian
- 📍 MBA usiness administration & Sports

SPECIFCATIONS

 MAX.12	 1 DAY	 FACE-TO-FACE OR ONLINE	 GERMAN OR ENGLISH
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CONFLICT MANAGEMENT

SUCCESSFUL COLLABORATION IN TEAMS

Conflicts are part of our daily lives. Where humans work together, there are emotions and this can lead to controversies. This happens as there are differences in perception, thinking, interpretation and feelings. It's not the differences that are the problem, but the way how we deal with them.

In this workshop, participants learn how to identify, understand and analyse conflicts. Based on selected communication tools and techniques, actions will be defined to better overcome or avoid conflicts. And to continue to work successfully within the team.

METHOD

- 📍 Knowledge sharing
- 📍 Case studies, improvisation
- 📍 Role plays to apply learning content and for collective reflection

SPECIFICATIONS



MAX.12



2 DAYS



FACE-TO-FACE



DAMARIS SCHWAIGER

- 📍 Business trainer/coach/consultant and conflict manager
- 📍 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

HUMAN BEINGS AS CREATURES OF HABIT

Who wouldn't like to start the working day highly motivated and full of energy? In reality, it's always our cherished habits that take over and throw a spanner in the works.

This seminar is the antithesis of motivational training. Those who get a grip on their ingrained methods and habits learn to build a system for themselves that works completely independently of the daily ups and downs of emotions. A system that improves your daily work routine without you having to motivate yourself to do it.

Maximum success is achieved when we realise that stepping on the gas is useless if we forget the handbrake is still on.

CONTENTS

- 📍 Why motivational techniques always fail
- 📍 Actively create habits
- 📍 Designing a daily improvement process
- 📍 Self-directed workload management
- 📍 Achieve spectacular results with minimum principles
- 📍 Learning to actively leave your comfort zone

SPECIFICATIONS



MAX.12



2 DAYS +
COACHINGS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



CLEMENS DOPPLER

- 📍 Vice World Champion
- 📍 Double European Champion
- 📍 4-time Olympian
- 📍 MBA business administration & Sports



ELMAR FLECK

- 📍 Experienced HR professional and leader in international / national organisations
- 📍 Multiple entrepreneur
- 📍 Business coach / trainer
- 📍 Expert in HR management with many years' experience in HR development and change management with a focus on interpersonal communication



CHRISTOPHER SCHRENK

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- 📍 Strong background in business, project and event management
- 📍 IPMA-certified project manager, PMA Award 2017
- 📍 Certified burn-out prevention trainer

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DEALING WITH **SETBACKS**

“Come back stronger!”

Everyone is confronted with setbacks at some point in their (working) life. Only when we manage to stand by our principles even during difficult phases and deliver our best performance can we speak of sustainable success.

The aim is to learn how to put successful behaviour into practice regardless of whether the situation is favourable or not. Particularly after setbacks, we need to learn to motivate ourselves and develop a plan to get (back) to the top.

METHOD

Practical topics from professional sports transferred to the business world:

- 📍 The way back to the top of the world after 4 serious knee injuries
- 📍 Dealing with internal and external pressure during finals at World and European Championships
- 📍 Internal team interactions during unsuccessful phases
- 📍 More than 250 days a year "on the road" and not with the family
- 📍 Dealing with fears

SPECIFICATIONS



MAX.12



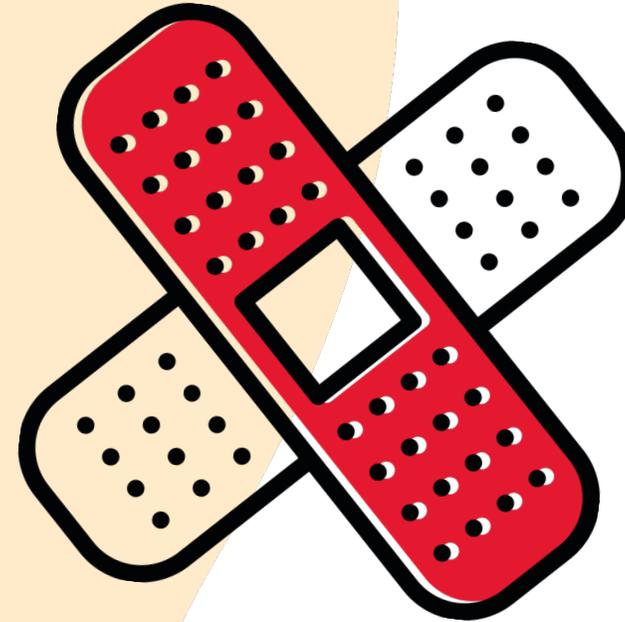
2 DAYS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



CLEMENS DOPPLER

- 📍 Vice World Champion
- 📍 Double European Champion
- 📍 4-time Olympian
- 📍 MBA usiness administration & Sports

IMPROVISATION IS EVERYTHING

TRAINING FOR FLEXIBILITY AND QUICK-WITTEDNESS

Despite the most careful preparation, meetings, presentations or customer discussions go completely differently than planned and we are confronted with unexpected reactions and events. The aim of this training is to maintain composure in these situations and to increase readiness to react, flexibility and verbal repartee. Because, as we all know, according to Murphy's Law, what can go wrong will go wrong at some point.

RECOMMENDED FOLLOW-UPS

- Charisma and Presence - Increasing Your Own Impact

METHOD

- Applied methods from the fields of improvisational theatre and coaching
- Simulations from everyday business life
- Learning with fun factor

SPECIFICATIONS



MAX.12



2 DAYS BZW.
1,5 DAYS + 4H ONLINE



FACE-TO-FACE
OR ONLINE



WERNER LANDSGEßELL

- Business trainer/coach
- Many years of experience as an actor on stage and television
- Occupational and organisational psychologist & clinical psychologist
- Expert in combining psychological and acting skills in the field of interpersonal communication

STORYTELLING

ATTRACT ATTENTION WITH YOUR ANECDOTES

Everyone loves a good story – they entertain us, sometimes more, sometimes less. They appeal to our emotions and help us identify with an individual or an issue. This workshop provides you with a toolkit for telling captivating stories. A great way of spicing up contents or presentations which works and is fun.

RECOMMENDED FOLLOW-UPS

- Charisma and Presence - Increasing Your Own Impact

METHOD

- Transfer expertise
- Analyse practical examples and improvisation
- Role plays to practice newly acquired skills and shared reflection tasks

SPECIFICATIONS



MAX.12



1 DAYS



FACE-TO-FACE



WERNER LANDSGEßELL

- Business trainer/coach
- Many years of experience as an actor on stage and television
- Occupational and organisational psychologist & clinical psychologist
- Expert in combining psychological and acting skills in the field of interpersonal communication

CHARISMA & PRESENCE

BOOST YOUR PERSONAL **IMPACT**

Everyone negotiates numerous times daily – consciously or subconsciously. Few people however realise how much potential remains untapped. The good news: negotiation is easy to learn.

The World Economic Forum has identified negotiation as one of the Top 10 skills for (future) leaders. Well structured preparation, active process design and discussion management deliver better results and strengthen relationships at the same time.

RECOMMENDED FOLLOW-UPS

- 📌 Improvisation is everything – flexibility and repartee training
- 📌 Storytelling – attract attention with your anecdotes

OPTIONAL

- 📌 1-2-1 coaching

METHOD

- 📌 Acting training and coaching methods
- 📌 The transfer of psychological background knowledge

SPECIFICATIONS



MAX.12



1,5 DAYS



FACE-TO-FACE



WERNER LANDSGEßELL

- 📌 Business trainer/coach
- 📌 Many years of experience as an actor on stage and television
- 📌 Occupational and organisational psychologist & clinical psychologist
- 📌 Expert in combining psychological and acting skills in the field of interpersonal communication

NEGOTIATE SUCCESSFULLY

Everyone negotiates numerous times daily – consciously or subconsciously. Few people however realise how much potential remains untapped. The good news: negotiation is easy to learn.

The World Economic Forum has identified negotiation as one of the Top 10 skills for (future) leaders. Well structured preparation, active process design and discussion management deliver better results and strengthen relationships at the same time

METHOD

- 📌 Discover tools and tactics and then immediately try them out
- 📌 How to formulate clear goals and never lose sight of them
- 📌 Learn to focus more on interests not positions
- 📌 Work on practical examples
- 📌 Get insightful feedback

SPECIFICATIONS



MAX.12



2 DAYS



FACE-TO-FACE



GERMAN OR
ENGLISH



IAN FOSTER

- 📌 Business trainer/coach (TÜV certified / MBA)
- 📌 Facilitator of numerous change and coaching processes
- 📌 Expert with 20+ years' experience in executive coaching, presentations, leadership, team building and negotiations
- 📌 University lecturer

PRESENT WITH POWER

Have you suffered enough? Discover the secrets of stimulating presentation which really trigger change. Be an elixir for your audience (not a sleeping tablet).

Boost your personal impact and effectively sell yourself, your products/solutions and your ideas. Gain new clients and shorten decision-making processes by means of a professional decision-making basis. Discover the fundamentals and notice the difference.

METHOD

- 📌 Tried-and-tested presentation tools, worksheets and templates
- 📌 Short exercises eliminate stage-fright and provide opportunities to try out new ideas
- 📌 In-depth feedback from the trainer and the other participants
- 📌 Video recordings (if requested)

SPECIFICATIONS



MAX.12



2 DAYS



FACE-TO-FACE



GERMAN OR
ENGLISH



IAN FOSTER

- 📌 Business trainer/coach (TÜV certified / MBA)
- 📌 Facilitator of numerous change and coaching processes
- 📌 Expert with 20+ years' experience in executive coaching, presentations, leadership, team building and negotiations
- 📌 University lecturer

TRAIN THE TRAINER

CURRICULUM FOR IN-HOUSE TRAINERS AND ONBOARDING STAFF

This course is an in-depth training to become a business trainer. The CommKey trainer team teaches theoretical content and supports participants by means of practical exercises. The basics of online training and presentations are also taught. Learning and transfer phases are the responsibility of the participants.

Individual settings and coaching as needed.

RECOMMENDED FOLLOW-UPS

- 📌 Storytelling – get noticed with your stories
- 📌 Present with power, Camera rolling – your show for online settings
- 📌 Voicekey – your voice as the most important communication tool

METHOD

- 📌 Fundamentals of training
- 📌 Methodology & didactics
- 📌 Seminar conception & presentation techniques
- 📌 Group dynamics
- 📌 Moderation & conflict management basics

SPECIFICATIONS



MAX.12



6 x 1 DAY



FACE-TO-FACE
OR ONLINE



DAMARIS SCHWAIGER

- 📌 Business trainer/coach/consultant and conflict manager
- 📌 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections



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- 📌 Internationally successful management consultant
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- 📌 Certified burn-out prevention trainer



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VOICEKEY

YOUR VOICE AS THE MOST IMPORTANT COMMUNICATION TOOL

Use your voice and give it more weight! Learn the basic knowledge of techniques for voice and resonance formation, impart proficiency in the targeted use of the voice and knowledge of its effect.

RECOMMENDED FOLLOW-UPS

- 📍 Speaking & Body Language
- 📍 Rhetoric

METHOD

- 📍 Theoretical inputs
- 📍 Basics of voice training
- 📍 Development of a training plan
- 📍 Promotion of self-reflection

SPECIFICATIONS



ONE-ON-ONE OR
MAX. 6



1 DAY OR
5 x 1,5 DAYS



FACE-TO-FACE



DAMARIS SCHWAIGER

- 📍 Business trainer/coach/consultant and conflict manager
- 📍 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

FINANCE & CONTROLLING

BASICS

In order to choose the best economical way, it is essential to be able to read and understand financial indicators.

In this workshop, participants will gain a better understanding of business interdependencies, while at the same time promoting entrepreneurial thinking and action.

CONTENTS

- 📌 Controlling basics
- 📌 Reporting basics
- 📌 Elementary financial indicators
- 📌 Entrepreneurial application of what has been learned

SPECIFICATIONS



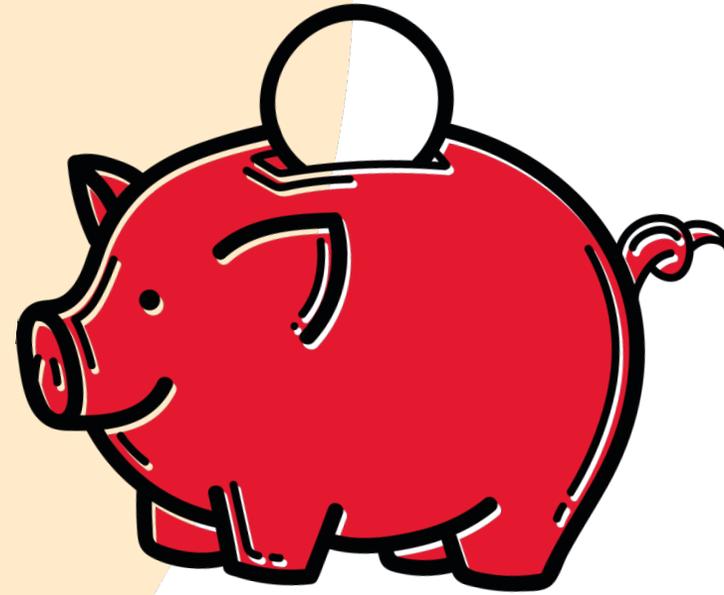
MAX. 12



2 DAYS



FACE-TO-FACE
OR ONLINE



CHRISTINA LANZENLECHNER

- 📌 Economic interrelations
- 📌 Finance & controlling
- 📌 Coaching und leadership
- 📌 Apprenticeship training

BUSINESS ADMINISTRATION BASICS

Every decision taken at a company has business administration aspects. Whether as a team member or team lead, expert or lateral entrant: we are all forced to make commercial decisions.

The workshop Business Administration Basics has been designed for non-commercial participants. It doesn't focus on boring theory or complex calculations. Instead, it looks at practical, compact business administration basics taught by means of specific examples.

CONTENTS

- 📌 Investment and financing processes
- 📌 Accounting and cost accounting
- 📌 Production of goods and provision of services
- 📌 A sound understanding of business processes

SPECIFICATIONS



MAX. 12



2 DAYS



FACE-TO-FACE
OR ONLINE



CHRISTINA LANZENLECHNER

- 📌 Economic interrelations
- 📌 Finance & controlling
- 📌 Coaching und leadership
- 📌 Apprenticeship training

IT-SECURITY-AWARENESS

It's Tuesday, 09:30: Do you know what your employees are doing? Hopefully not opening a malicious Word document. In this awareness training, Martin Haunschmid shows live how hackers can penetrate your company, lets the participants learn the hacking craft themselves in exercises and thus creates sustainable awareness on the topic of IT security.

CONTENTS

- 📍 How do hackers think?
- 📍 What are the dangers for companies and private individuals?
- 📍 How can I change my behaviour to make it harder for hackers?

SPECIFICATIONS



MAX. 25



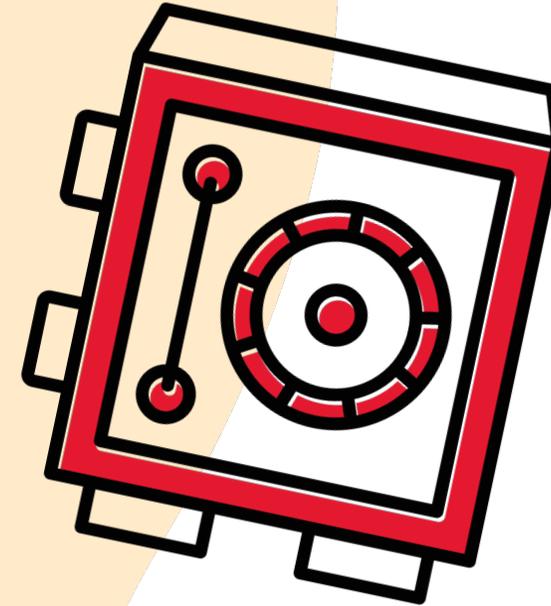
1 DAY



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



MARTIN HAUNSCHMID

- 📍 Cybersecurity
- 📍 Hacking
- 📍 Digitalization

CYBERSECURITY VS. CYBERCRIME

Cybercrime – crime related to computers – and the Internet have undergone rapid developments, both technically and structurally. See how you can best prevent cybercrime at your company, how to handle cybercrime-related incidents and keep damage to a minimum – both from a legal and a technical standpoint.

CONTENTS

- 📍 Cybersecurity (including live hacking)
- 📍 Technical and legal dangers in the area of cybercrime
- 📍 Prevention and response in case of an incident

SPECIFICATIONS



MAX. 25



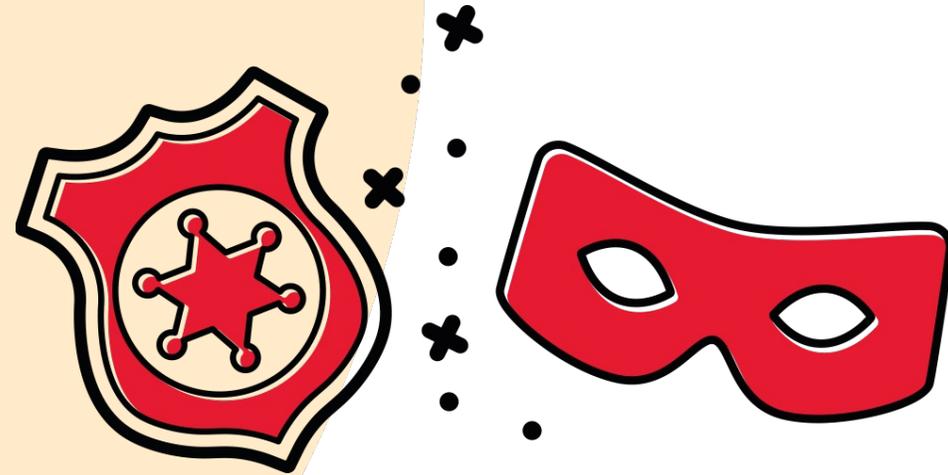
1-2 DAYS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



MARTIN HAUNSCHMID

- 📍 Cybersecurity
- 📍 Hacking
- 📍 Digitalization



GEORG KUDRNA

- 📍 Cybe crime law
- 📍 Compliance and liability risks
- 📍 Data protection law

MS EXCEL BASIS

Participants learn how to work with MS Excel and how to use the numerous functions to complete tasks more efficiently and faster.

This workshop has been designed specifically for people who want to improve their MS Excel skills fast. This means that the workshop is also the ideal basis for more in-depth Excel training courses.

CONTENTS

- 📌 Create, edit and format lists, tables and spreadsheets
- 📌 Visualise and present data
- 📌 Understand and use calculations and functions in Excel

ZIELGRUPPE

Ideal for everyone who so far only has a limited or basic understanding and who wants to improve their Excel skills with minimal time inputs.

SPECIFICATIONS



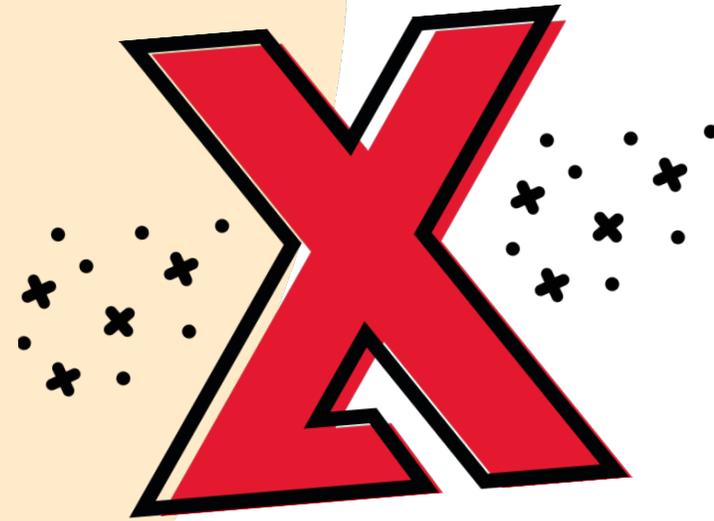
MAX. 12



2 DAYS



FACE-TO-FACE
OR ONLINE



CHRISTINA LANZENLECHNER

- 📌 Economic interrelations
- 📌 Finance & controlling
- 📌 Coaching und leadership
- 📌 Apprenticeship training

MS WORD BASIS

As well-known as Microsoft Word is, there are many secrets hidden in this well-designed program. In this workshop, participants will learn everything about the most important functions and basics of Word. In addition, we provide keyboard shortcuts as well as tips and tricks that simplify everyday work.

CONTENTS

- 📌 Overview and interface
- 📌 Proper, easy and fast formatting
- 📌 Automations, mail merge and field functions
- 📌 Data protection and document security
- 📌 Shortcuts, tips and tricks for efficient work

SPECIFICATIONS



MAX. 12



2 DAYS



FACE-TO-FACE
OR ONLINE



CHRISTINA LANZENLECHNER

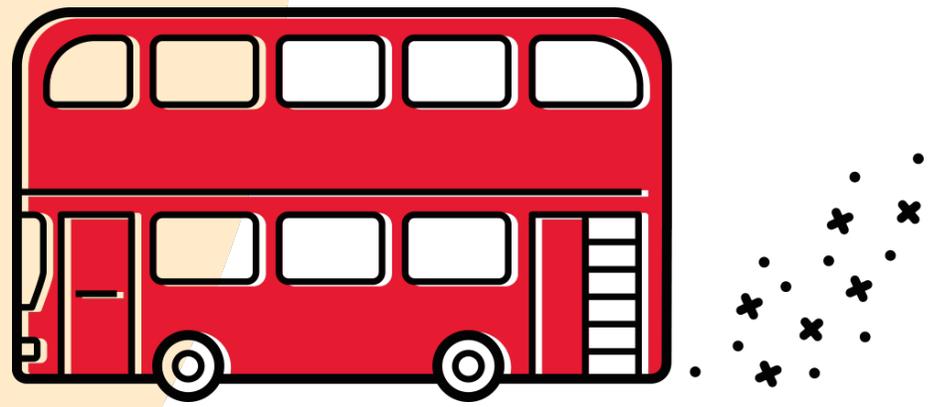
- 📌 Economic interrelations
- 📌 Finance & controlling
- 📌 Coaching und leadership
- 📌 Apprenticeship training

BUSINESS ENGLISH WITH AAC

For over 20 years, AAC (CommKey cooperation partner) has been specialising in quality instead of quantity, tailor-made training solutions rather than off-the-peg concepts, and personalised training instead of inflexible and outdated learning methods. AAC transfers new knowledge and consolidates existing skills. Work towards pre-defined goals using tried-and-tested teaching concepts and state-of-the-art methods.

METHOD

- 📍 Innovative training concepts (e.g. issue maps)
- 📍 Strong customer focus (industry/tasks)
- 📍 Digital feedback
- 📍 Guaranteed fun!



SPECIFICATIONS



1-12



AS NEEDED



FACE-TO-FACE
OR ONLINE



IN ENGLISH ;)



IAN FOSTER

- 📍 Business trainer/coach (TÜV certified / MBA)
- 📍 Facilitator of numerous change and coaching processes
- 📍 Expert with 20+ years' experience in executive coaching, presentations, leadership, team building and negotiations
- 📍 University lecturer



JAMES MACGREGOR

- 📍 Business English Trainer at AAC



CommKey Kommunikationsberatung GmbH
 office@commkey.at
 +43 664 3451308

360-DEGREE STRESS MANAGEMENT

The 360-degree stress management concept combines elements from the three pillars for combating stress: work management, mental training and relaxation training.

- Problem solving at the level of work methods & optimisation of work processes
- Understanding the effects of your own thoughts
- Support successful regeneration through active relaxation

The mix of methods effectively helps to manage stress and prevent burnout.

PROCEDURE

eLearning, online training, classroom training or hybrid variant possible, e.g:

- 6 modules of eLearning
- 8 x 90-min. LIVE sessions online
- 30 mins. per participant coaching on the job

METHOD

- Blended learning, eLearning elements
- Practice-centred exercise-based learning
- Getting Things Done (David Allen)
- Psychological health promotion programme (Kaluza)
- Economic psychology (Tversky and Kahneman)
- Pre- and follow-up transfer

SPECIFICATIONS



MAX. 15



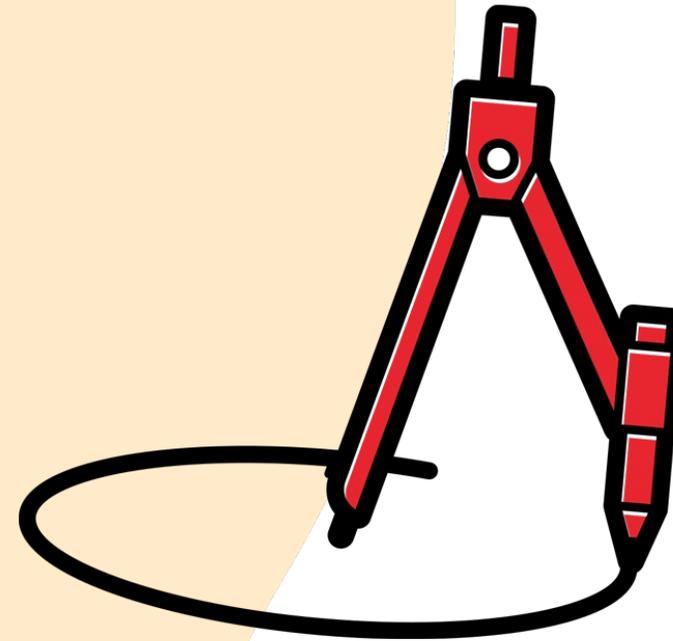
MODULAR



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



CHRISTOPHER SCHRENK

- Internationally successful management consultant
- Strong background in business, project and event management
- IPMA-certified project manager, PMA Award 2017
- Certified burn-out prevention trainer

BURNOUT PREVENTION

AIM

In this workshop, each participant develops their own individual stress management strategy that best suits their work structure in order to prevent burnout issues sustainably and at an early stage.

CONTENTS

Based on neurological and psychological fundamentals, pro-active stress management is learned in four different dimensions:

- 📌 Productive stress management
 - Time management, productivity & prioritisation skills
- 📌 Cognitive stress management
 - Mental training, cognitive restructuring
 - Embodiment and psychosomatic markers
- 📌 Palliative stress management
 - Managing relaxation and regeneration
 - Neurological and biological basics
- 📌 Emotional stress management
 - Dealing with kindness pressure, emotional preparation

SPECIFICATIONS



MAX. 10



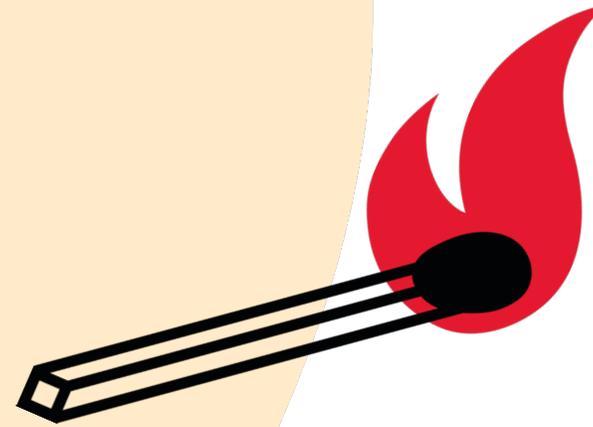
2 DAYS



FACE-TO-FACE



GERMAN OR
ENGLISH



CHRISTOPHER SCHRENK

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- 📌 Strong background in business, project and event management
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WERNER LANDSGEßELL

- 📌 Business trainer/coach
- 📌 Many years of experience as an actor on stage and television
- 📌 Occupational and organisational psychologist & clinical psychologist
- 📌 Expert in combining psychological and acting skills in the field of interpersonal communication

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CommKey Kommunikationsberatung GmbH
office@commkey.at
+43 664 3451308

FORMATS

STRENGTHEN YOUR TEAMS ...

TEAM BUILDING WITH IN-BUILT FUN FACTOR

Identify the strengths and untapped potential of your team and have fun doing it.

Tried-and-tested tools highlight the existing strengths of your team. This analysis serves as a basis for a gap analysis to identify development potential and define specific action plans for the future. All with an in-built fun factor, of course. Ideal for every team that wants to get a snapshot of their status quo, work together more effectively in future and have fun at work.

METHOD

- 📌 Tried-and-tested team analysis tools, worksheets and templates
- 📌 Feedback rounds
- 📌 Fun exercises and tasks with in-built learnings
- 📌 Guaranteed fun!

SPECIFICATIONS



12



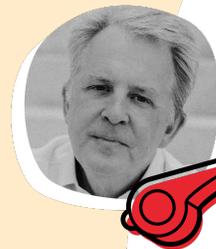
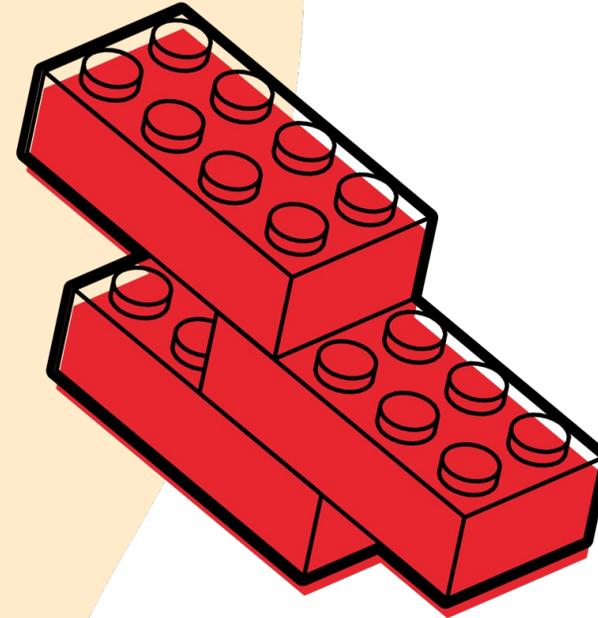
1 OR 2 DAYS



FACE-TO-FACE



GERMAN OR
ENGLISH



IAN FOSTER

- 📌 Business trainer/coach (TÜV certified / MBA)
- 📌 Facilitator of numerous change and coaching processes
- 📌 Expert with 20+ years' experience in executive coaching, presentations, leadership, team building and negotiations
- 📌 University lecturer

THE XY FILES SOLVED

A HUMOROUS WORKSHOP TO PROMOTE UNDERSTANDING BETWEEN THE GENDERS

With a twinkle in the eye, the differences in female and male mindsets and action processes are conveyed based on scientific studies and real-life findings. Playful teaching of a toolkit to make professional cooperation more efficient and reflective

METHOD

- 📌 Theoretical content transfer
- 📌 Questioning techniques
- 📌 Practical examples
- 📌 Self-reflection

SPECIFICATIONS



MAX. 12



2 DAYS



FACE-TO-FACE



CHRISTOPHER SCHRENK

- 📌 Internationally successful management consultant
- 📌 Strong background in business, project and event management
- 📌 IPMA-certified project manager, PMA Award 2017
- 📌 Certified burn-out prevention trainer



DAMARIS SCHWAIGER

- 📌 Business trainer/coach/consultant and conflict manager
- 📌 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

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DIVERSITY

„Diversity is a group of people who are different in the same place.“

Diversity has many aspects. Within companies, we generally talk about demographic diversity, i.e. differences in terms of gender, age, nationality and/or culture. But sexual orientation, religion, physical and intellectual skills also play an important role. Future-oriented companies have identified the enormous advantages of appreciating and promoting diversity in the interests of the company and its employees:

- 📌 When put into practice, diversity highlights the social skills of management and boosts employee satisfaction, loyalty and employer branding.
- 📌 Diverse contributions based on different approaches are the keys to more efficient decision-making within a company.
- 📌 Customer perceptions become more positive
- 📌 Clear evidence exists of above-average financial results when compared to other industry players

METHOD

- 📌 Theoretical inputs on the importance and a definition of diversity
- 📌 Practice-oriented analysis of the status quo at your company
- 📌 A realistic definition of the target status
- 📌 Development of a suitable action plan for implementation

SPECIFICATIONS



MAX. 12



1 DAY



FACE-TO-FACE



ASTRID TSCHERNITZ

- 📌 Expert for people & culture and human relations
- 📌 Sparring partner en route to the new world of work
- 📌 Business coach for leaders, teams and managers

GENERATION MANAGEMENT

Every generation offers its own specific advantages, which is why all employees and the company as a whole can benefit from proactive generation management.

The key to effective collaboration within a company is an understanding of the various values, goals and approaches of different generations and age groups.

Transferring in-company expertise and explaining processes and procedures is simplified by dismantling stereotypes and prejudices in order to safeguard a company's future success and employee satisfaction levels.

METHOD

- 📍 Theoretical inputs to create understanding of different generations, followed by a discussion
- 📍 Initial analysis of your own team
- 📍 Analysis of in-company activities related to generation management
- 📍 Collective development of action plan options

SPECIFICATIONS



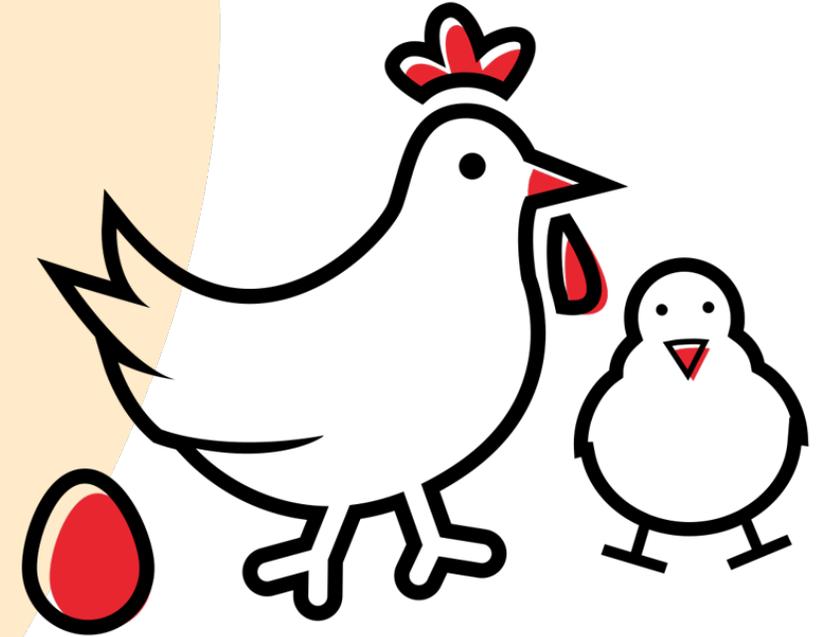
MAX. 12



1 DAY



FACE-TO-FACE



ASTRID TSCHERNITZ

- 📍 Expert for people & culture and human relations
- 📍 Sparring partner en route to the new world of work
- 📍 Business coach for leaders, teams and managers

OUTDOOR TEAMBUILDING FOR **HIGH-PERFORMANCE**

USING THE POWER OF NATURE TO OVERCOME INTERNAL TEAM OBSTACLES AND EXPAND YOUR OWN COMFORT ZONE

Is your team (re-)inventing itself? Are there internal team difficulties that prevent high performance? By involving nature, your employees will experience an extraordinary training day. During different exercises, the team will be confronted with tasks and challenges that are fun and influence daily cooperation in the office. This teambuilding event offers all participants the opportunity to say goodbye to negative beliefs and unlovable habits through targeted mental work.

METHOD

- 📍 Exercises and tasks to solve as a team outdoors
- 📍 Activities and fun with reflection phases
- 📍 Basics of mental work and mental strengthening

SPECIFICATIONS



15-50



1 DAY



FACE-TO-FACE

GERMAN OR
ENGLISH

THOMAS HOFSTÄTTER

- 📍 Mental and firewalk trainer
- 📍 Certified adventure guide
- 📍 Teambuilding expert for high performance
- 📍 Sales & communications expert



DAMARIS SCHWAIGER

- 📍 Business trainer/coach/consultant and conflict manager
- 📍 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

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THE MINDSET FACTORY

CommKey Kommunikationsberatung GmbH
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+43 664 3451308

OUTDOOR TEAMBUILDING WITH FIRE WALKING

USING THE POWER OF NATURE TO REDUCE INTERNAL CONSTRAINTS AND MOTIVATE GOING BEYOND YOUR PERSONAL COMFORT ZONE

Are you forming a new team? Have you discovered internal constraints that prevent high performance? Let your team experience a very special outdoor training in order to go beyond expectations. Confronted with challenges that inspire, your team will have fun and be guided to transform the learnings into their daily office collaboration. In addition, all participants get the chance to reflect on individual negative beliefs and are shown a way of re-programming. The highlight will take place shortly before midnight: a fire-walk ritual!

METHOD

- 📍 Team challenges to be solved together or based on competition
- 📍 Activity, fun and reflection on the team's way of handling situations
- 📍 Basics for a positive mindset and mental strength
- 📍 Fire walk ritual to strengthen an outstanding team spirit (for those that walk, and those that have the power to wait for the right moment)

SPECIFICATIONS



15-25

1 DAY + 1 NACHT
(NUR MIT NÄCHTIGUNG MÖGLICH)

FACE-TO-FACE

GERMAN OR
ENGLISH

THOMAS HOFSTÄTTER

- 📍 Mental and firewalk trainer
- 📍 Certified adventure guide
- 📍 Teambuilding expert for high performance
- 📍 Sales & communications expert



DAMARIS SCHWAIGER

- 📍 Business trainer/coach/consultant and conflict manager
- 📍 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

OUTDOOR-EVENT

As an outdoor and firewalking trainer, Thomas Hofstätter will design together with Damaris Schwaiger, our expert for methodology & communication, a target group oriented, exciting and challenging outdoor event based on your requirements.

Depending on the number of participants, trainers from the CommKey team with teambuilding experience will be brought in.

Suitable for company outings, team development, leadership development, customer events & supplier invitations.

RECOMMENDED FOLLOW-UPS

- 📍 Teambuilding
- 📍 Fire walk

SPECIFICATIONS



5-100



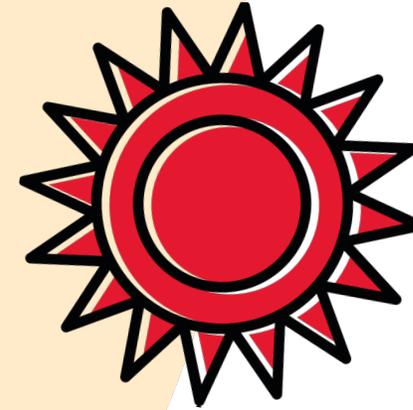
1-3 DAYS



FACE-TO-FACE



GERMAN OR
ENGLISH



DAMARIS SCHWAIGER

- 📍 Business trainer/coach/consultant and conflict manager
- 📍 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections



THOMAS HOFSTÄTTER

- 📍 Mental and firewalk trainer
- 📍 Certified adventure guide
- 📍 Teambuilding expert for high performance
- 📍 Sales & communications expert

FORMATS

PUSH YOUR SALES ...

SALES FÜR KEY ACCOUNT 1

Help your employees become sales professionals – from mindset through the first pitch to closing with confidence and consistency.

Develop your individual sales system with measurable key performance indicators and controllable OKRs.

If you have the right mindset, the right overview and the right soft skills, selling becomes an exciting challenge.

RECOMMENDED FOLLOW-UPS

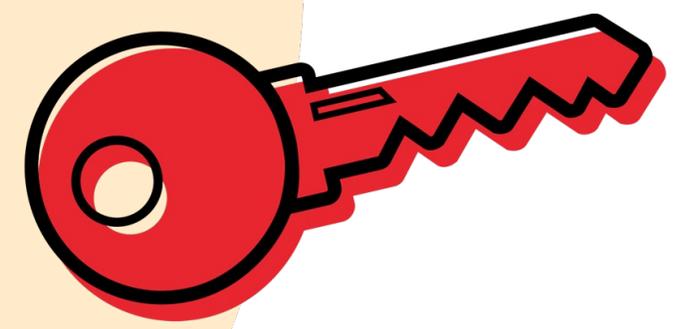
- 📌 Sales for Key Account 2
- 📌 Telesales – the classic as a revenue saver
- 📌 Objection handling – from problem to solution

METHOD

- 📌 Exercise-based practical learning

SPECIFICATIONS

 MAX. 10	 4 DAYS	 FACE-TO-FACE	 GERMAN OR ENGLISH
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DAMARIS SCHWAIGER

- 📌 Business trainer/coach/consultant and conflict manager
- 📌 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections



THOMAS HOFSTÄTTER

- 📌 Strategic sales development
- 📌 Process optimisation for sales & marketing
- 📌 Sales coaching
- 📌 Digital mindset
- 📌 Teambuilding für High Performance Teams



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SALES FÜR KEY ACCOUNT 2

Help your employees become sales professionals – to develop scripts for perfect sales pitches themselves and to have the right rhetorical tricks ready for every situation. Best practices will be developed from field reports. Sales experience is a prerequisite.

Learn to design, calculate and control KPIs and OKRs yourself. A living system that already has success built in.

Make sales the foundation of your success.

RECOMMENDED FOLLOW-UPS

- 📍 Sales Master – the Hollywood Method
- 📍 Telesales – the classic as a revenue saver
- 📍 Objection handling – from problem to solution

METHOD

- 📍 Exercise-based practical learning

SPECIFICATIONS



MAX. 10



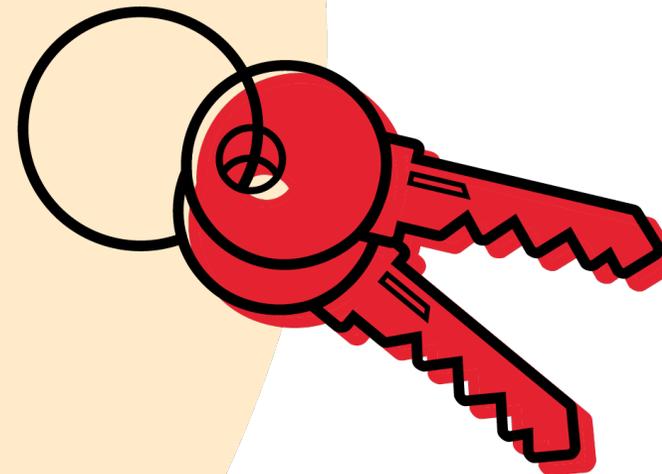
4 DAYS



FACE-TO-FACE



GERMAN OR ENGLISH



DAMARIS SCHWAIGER

- 📍 Business trainer/coach/consultant and conflict manager
- 📍 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections



THOMAS HOFSTÄTTER

- 📍 Strategic sales development
- 📍 Process optimisation for sales & marketing
- 📍 Sales coaching
- 📍 Digital mindset
- 📍 Teambuilding für High Performance Teams

SALES JUNIOR

THE HOLLYWOOD METHOD

This course is a well-founded training programme for beginners, switchers & newcomers. Based on the methods of the Actors Academies in the USA, experienced salespersons, heads of sales and actors will impart lasting, well-founded knowledge of role perception, staging, persuasiveness and mindset in addition to the basic skills for sales and distribution such as sales psychology, presentation, acquisition, closing, handling objections, etc. Concluding with a sales contest and certificate.

RECOMMENDED FOLLOW-UPS

- 📌 Storytelling – get noticed with your stories
- 📌 Present with power on camera – your appearance in online settings
- 📌 Voicekey – your voice as the most important communication tool

SETTINGS

- 📌 Face-to-face training
- 📌 Online sessions
- 📌 On-the-job training
- 📌 Individual sessions/coaching
- 📌 Peer groups, job shadowing

SPECIFICATIONS



MAX. 10



3 MONTHS



DAMARIS SCHWAIGER

- 📌 Business trainer/coach/consultant and conflict manager
- 📌 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections



WERNER LANDSGESELL

- 📌 Business trainer/coach
- 📌 Many years of experience as an actor on stage and television
- 📌 Occupational and organisational psychologist & clinical psychologist
- 📌 Expert in combining psychological and acting skills in the field of interpersonal communication



THOMAS HOFSTÄTTER

- 📌 Strategic sales development
- 📌 Process optimisation for sales & marketing
- 📌 Sales coaching
- 📌 Digital mindset
- 📌 Teambuilding für High Performance Teams

SALES MASTER

THE HOLLYWOOD METHOD

This course offers new, innovative approaches for "old hands" in sales and commerce, heads of sales and key account managers with at least 3 years of professional experience. Using unusual, sustainable methods, the mindset and one's own resources are strengthened to deal with the demands and changes of the sales world in the 21st Century. Methods from the Actors Academies in the USA enrich the possibilities for persuasion, acquisition and customer retention. The course, which lasts several months, ends with a sales contest and certificate.

RECOMMENDED FOLLOW-UPS

- 📌 Storytelling - get noticed with your stories
- 📌 Present with power, Camera rolling - your appearance in online settings
- 📌 Voicekey - your voice as the most important communication tool

SETTINGS

- 📌 Face-to-face training
- 📌 Online sessions
- 📌 On-the-job training
- 📌 Individual sessions/coaching
- 📌 Peer groups, job shadowing

SPECIFICATIONS



MAX. 10



3 MONTHS



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THOMAS HOFSTÄTTER

- 📌 Strategic sales development
- 📌 Process optimisation for sales & marketing
- 📌 Sales coaching
- 📌 Digital mindset
- 📌 Teambuilding für High Performance Teams

TELESALES

THE CLASSIC AS A REVENUE SAVER

In times of constant change, reaching potential customers is becoming more and more challenging. Professional target group definition, research and acquisition are indispensable as a basis.

Arousing interest and gaining customers on a sustained basis are the supreme disciplines on the road to corporate success. This training teaches the basics of successful telephone customer acquisition, arousing interest and closing deals.

RECOMMENDED FOLLOW-UPS

- 📍 Customer Care on the Phone - Multiphase Workplace Training
- 📍 Telesales - Multiphase Workplace Training
- 📍 Objection Handling - From Problem to Solution

METHOD

- 📍 Transfer of theoretical aspects
- 📍 Basics of demand/benefit communication
- 📍 Teaching of contemporary sales skills
- 📍 Support for the dissolution of beliefs/resistance
- 📍 Promotion of self-reflection



DAMARIS SCHWAIGER

- 📍 Business trainer/coach/consultant and conflict manager
- 📍 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

SPECIFICATIONS



MAX. 8



2 x 1 DAY OR
4 x 4 HOURS ONLINE



FACE-TO-FACE
OR ONLINE



CommKey Kommunikationsberatung GmbH
 office@commkey.at
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DEALING WITH OBJECTIONS

NAVIGATING FROM THE PROBLEM TO THE SOLUTIONS

Dealing with objections in a solution-oriented and customer-binding manner is particularly challenging in times when expectations on the customer side are constantly changing. This training focuses on the transfer of professional tools and promoting constructive communication.

RECOMMENDED FOLLOW-UPS

- 📌 Voicekey – your voice as your most important communication tool
- 📌 Smart talk & behaviour – multi-phase training for customer care personnel in the field

METHOD

- 📌 Transfer of theoretical elements
- 📌 Questioning techniques
- 📌 Positive formulations
- 📌 Self-reflection

SPECIFICATIONS

 MAX. 8	 2 DAYS	 FACE-TO-FACE OR ONLINE
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DAMARIS SCHWAIGER

- 📌 Business trainer/coach/consultant and conflict manager
- 📌 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections



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CUSTOMER CARE BY TELEPHONE

MULTI-PHASE WORKPLACE TRAINING INBOUND/OUTBOUND

Intensive support, feedback and coaching, promote the individual communication potential of your employees in telephone customer service.

With the involvement of the executive, sustainable strategies are developed for demanding conversations in telephone customer contact and for coping with work under pressure.

RECOMMENDED FOLLOW-UPS

- 📌 Insights MDI – Developing potentials and strengths
- 📌 Objection handling – from problem to solution
- 📌 Telesales – the classic as a revenue saver

METHOD

- 📌 Practical teaching of contents
- 📌 Immediate feedback
- 📌 Development of best practices
- 📌 Individual promotion of resources

SPECIFICATIONS



ONE-ON-ONE



3 x 4 HOURS



FACE-TO-FACE



DAMARIS SCHWAIGER

- 📌 Business trainer/coach/consultant and conflict manager
- 📌 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

SMART TALK & BEHAVIOUR

MULTIPHASE TRAINING FOR CUSTOMER SERVICE REPRESENTATIVES IN THE FIELD

Customer service employees in particular contribute to positive word-of-mouth advertising and to strengthening the company's external image. Training to raise awareness of appearance, body language and external image. Development of communication best practices in personal customer contact.

RECOMMENDED FOLLOW-UPS

- 📍 Sales Training for Customer Service Representatives in the Field

METHOD

- 📍 Theoretical inputs
- 📍 Communication principles
- 📍 Self/external perceptions
- 📍 Developing best practices

SPECIFICATIONS



MAX. 8



2 DAYS OR
4 x 4 HOURS



FACE-TO-FACE



DAMARIS SCHWAIGER

- 📍 Business trainer/coach/consultant and conflict manager
- 📍 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

FORMATS

**BUILD ON YOUR
COMPANY-WIDE
STRENGTHS...**

NEW WORK & AGILITY

In addition to new working methods, cultural changes and more efficient processes, new work also addresses a company's raison d'être. A transition to a new work culture can only be achieved if the process to this goal is based on the following principles: the inclusion of all stakeholders, a transparent process and well-founded decisions. In a nutshell: fair process. Particularly in the knowledge economy, this is the precondition for effective collaboration, creativity and innovation.

By accompanying the process, we can provide valuable information, define the right steps and deliver inspiration en route to successful new work and agility.

METHOD

- 📍 Discover and understand new work and agility
- 📍 Improved communication and collaboration
- 📍 A stronger customer focus
- 📍 Respond rapidly to a dynamic market
- 📍 Visible results also in the short term

SPECIFICATIONS



TBD



TBD



FACE-TO-FACE OR
PARTIALLY ONLINE



GERMAN OR
ENGLISH



KARIN HABERLEITHNER

- 📍 Agile coach & scrum master
- 📍 New work expert
- 📍 Consultant on agile transformations and discovering the new world of work
- 📍 Consultant on agile projects

INTRAPRENEURSHIP

ENTREPRENEURIAL THINKING AND ACTING FOR EMPLOYEES

Intrapreneurship is a combination of the words "intracorporate" and "entrepreneurship". Employees want to think and act entrepreneurially in and for companies. They want to develop and implement revolutionary ideas to make their company fit for the future. In this workshop, you will not only learn all the basics about this method for "innovation from within" but also exciting information about the positive effects on employee retention and recruitment.

RECOMMENDED FOLLOW-UPS

- 📍 Introduction to intrapreneurship
 - Requirements, suitability, tasks, opportunities & risks, framework conditions
- 📍 The intrapreneur mindset
 - Mindset, mentality & attitude, 10 commandments of the intrapreneur
- 📍 The intrapreneur skillset
 - Skills, abilities, competences

METHOD

- 📍 Teaching of theoretical & practical contents
- 📍 Discussion
- 📍 Formulation of concrete steps

SPECIFICATIONS



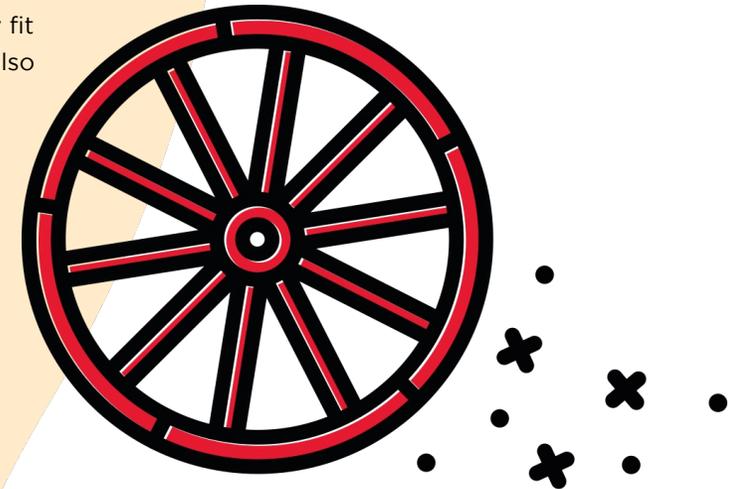
MAX. 10



1 DAYS



FACE-TO-FACE

GERMAN OR
ENGLISH

GERNOT HUTTER

- 📍 Organisational consultant, business trainer and coach
- 📍 Sustainability expert (management, improvement and innovation)
- 📍 Circular economy advocate
- 📍 Creative sparring partner

HR AS A **PIONEER** IN THE NEW WORLD OF WORK

Human resources management is indisputably an area which has been directly impacted by the significant social and economic changes that have been ongoing in recent years. Innovative and solution-oriented companies were early in identifying that a purely administration-oriented HR department is not up to the new requirements and challenges arising as a result.

HR managers and their teams are developing beyond the role of business partners to become proactive and cross-divisional talent and business strategists.

METHOD

- Theoretical inputs on the development of the role as people & culture experts in recent decades and discussion of the consequences
- Analysis of the critical task-based areas in HR and the definition of a target status
- Developing a realistic solution roadmap for today's and tomorrow's world of work by means of individual and group tasks
- Exchanging past experience with managers from other departments and top management

SPECIFICATIONS



MAX. 12



2 DAYS

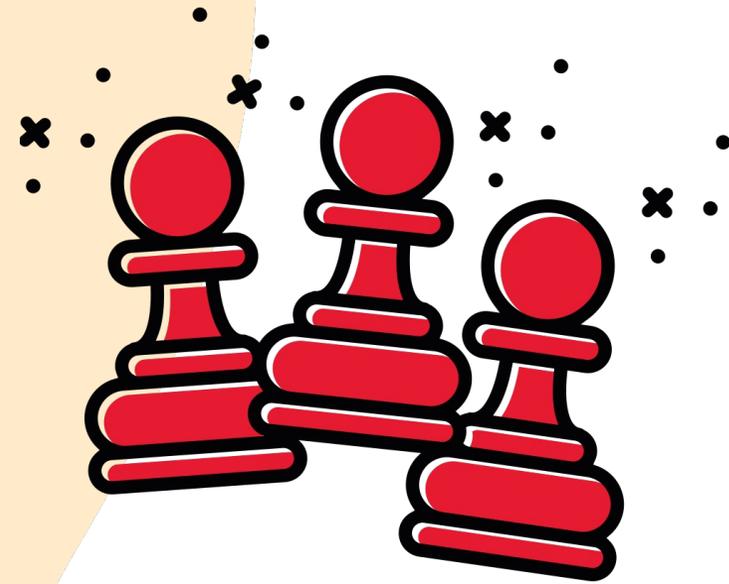


FACE-TO-FACE
OR ONLINE



ASTRID TSCHERNITZ

- Expert for people & culture and human relations
- Sparring partner en route to the new world of work
- Business coach for leaders, teams and managers



CHANGE MANAGEMENT IN TEAMS

Your goals change over time. You and your team want to actively shape changes rather than just reacting passively? This workshop will support you here.

Your objective basis for agility in teams. This training supports you during your change process(es) with expertise and tools to adjust to constant change in the world of work.

METHOD

- 📌 Transfer of theoretical elements
- 📌 Analyse of the status quo
- 📌 Define the desired team dynamics
- 📌 Prepare a change roadmap

SPECIFICATIONS



MAX. 12



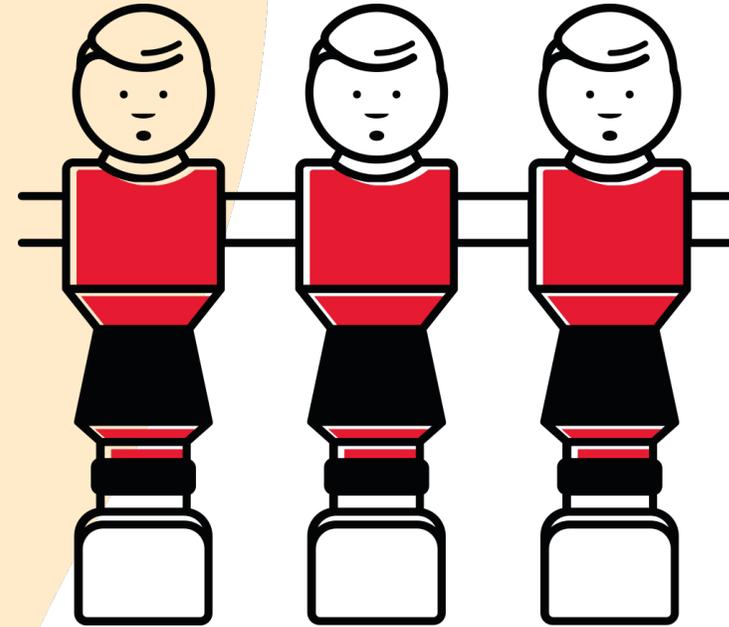
2 DAYS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



IAN FOSTER

- 📌 Business trainer/coach (TÜV certified / MBA)
- 📌 Facilitator of numerous change and coaching processes
- 📌 Expert with 20+ years' experience in executive coaching, presentations, leadership, team building and negotiations
- 📌 University lecturer

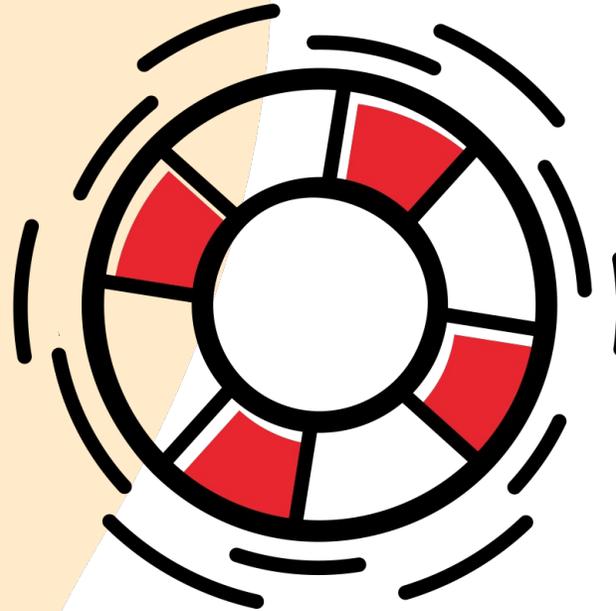
PRO-ACTIVE CRISIS MANAGEMENT

Pro-active crisis management leads to a structured approach for dealing with challenging situations, all with the aim of converting crises into opportunities.

- Understanding the crisis dynamic and the impact leaders can have
- Developing communication options to reduce negative outcomes of crises and create opportunities at the same time
- Clear communication as the top leadership skill

METHOD

- Theoretical inputs to understand the crisis dynamic
- Playful group work to develop content and alternatives of how to handle crises (before, during and after)
- Practicing clear communication



SPECIFICATIONS



MAX. 9



1 DAY OR
2 x 4 HOURS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



ELMAR FLECK

- Experienced HR professional and leader in international / national organisations
- Multiple entrepreneur
- Business coach / trainer
- Expert in HR management with many years' experience in HR development and change management with a focus on interpersonal communication

NEW WORK & SUSTAINABILITY

AN EXCITING COMBINATION FOR ATTRACTING AND RETAINING EMPLOYEES

In addition to new working methods, cultural changes and more efficient processes, new work addresses a company's raison d'être. Completing sustainable, future-oriented tasks is the key to attaching a new purpose to our work.

- It is becoming increasingly important for people to understand why they are working and what impact their work has on the environment and society.
- How can you exploit the potential of new work in combination with sustainability aspects in order to retain existing and attract new employees to your company?

By accompanying the process, we can provide valuable information, define the right steps and deliver inspiration for this important future-related issue.

METHOD

- Transfer of theoretical and practical elements
- Discussion rounds
- Formulating specific action plans for implementation
- Accompanying support

SPECIFICATIONS



MAX. 12



TBD



FACE-TO-FACE



GERMAN OR ENGLISH



ASTRID TSCHERNITZ

- Expert for people & culture and human relations
- Sparring partner en route to the new world of work
- Business coach for leaders, teams and managers



KARIN HABERLEITHNER

- Agile coach & scrum master
- New work expert
- Consultant on agile transformations and discovering the new world of work
- Consultant on agile projects



GERNOT HUTTER

- Organisational consultant, business trainer and coach
- Sustainability expert (management, improvement and innovation)
- Circular economy advocate
- Creative sparring partner



CommKey Kommunikationsberatung GmbH
 office@commkey.at
 +43 664 3451308

SUSTAINABILITY

INFORMATION & INSPIRATION

The purpose of this workshop is to provide a compact overview of the origins, characteristics and consequences of sustainability. In the subsequent discussion, the immediate effects on companies, such as sustainability reports for banks or auditors or on employer branding, will be discussed.

CONTENTS

- Overview of sustainability, regulations and 17 sustainability development goals
- Impact on markets
- Immediate impact on your business and conclusions

METHOD

- Teaching of theoretical & practical contents
- Discussions
- Formulation of concrete steps

SPECIFICATIONS



MAX. 15



½ DAY



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



GERNOT HUTTER

- Organisational consultant, business trainer and coach
- Sustainability expert (management, improvement and innovation)
- Circular economy advocate
- Creative sparring partner

CIRCULAR ISNTED OF LINEAR

OPPORTUNITIES OF THE CIRCULAR ECONOMY

The circular economy will play an important role in the implementation of the EU's Green Deal. What is it really about, what are the opportunities and risks and what best practice examples are there? In this workshop, we offer exciting information & inspiration for this important topic of the future!

RECOMMENDED FOLLOW-UPS

- 📍 Introduction to the circular economy (including cradle-to-cradle approach)
- 📍 Opportunities of a circular economy, with best practice examples
- 📍 Opportunities for your business

METHOD

- 📍 Teaching of theoretical & practical contents
- 📍 Discussions
- 📍 Teaching of theoretical & practical contents

SPECIFCATIONS



MAX. 15



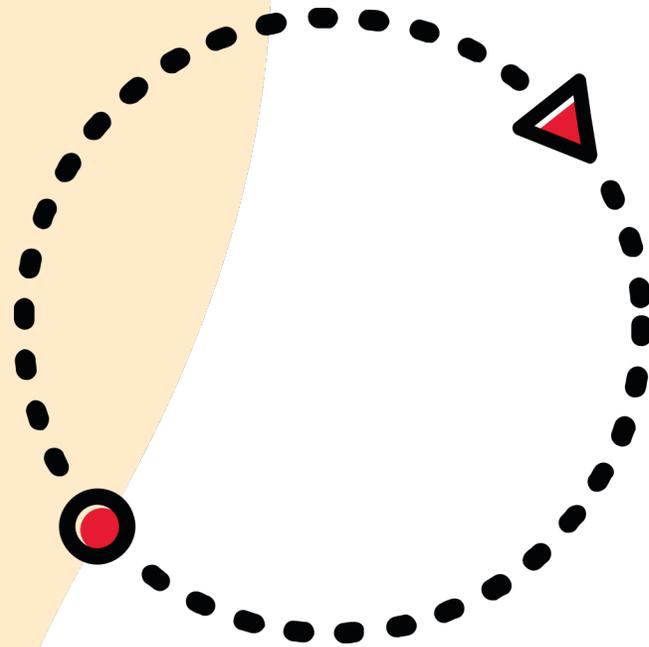
½ DAY



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



GERNOT HUTTER

- 📍 Organisational consultant, business trainer and coach
- 📍 Sustainability expert (management, improvement and innovation)
- 📍 Circular economy advocate
- 📍 Creative sparring partner

WHY COMPLIANCE?

The word compliance is often heard in the corporate environment. But what is behind it? What does compliance actually mean? What is its purpose and when is a company actually compliant? These and other questions will be discussed in a workshop that is suitable for companies with and without a compliance management system.

CONTENTS

- Legal aspects related to the background of compliance (especially avoidance of civil and criminal liabilities at the company and for employees)
- Corporate culture & communication

SPECIFICATIONS



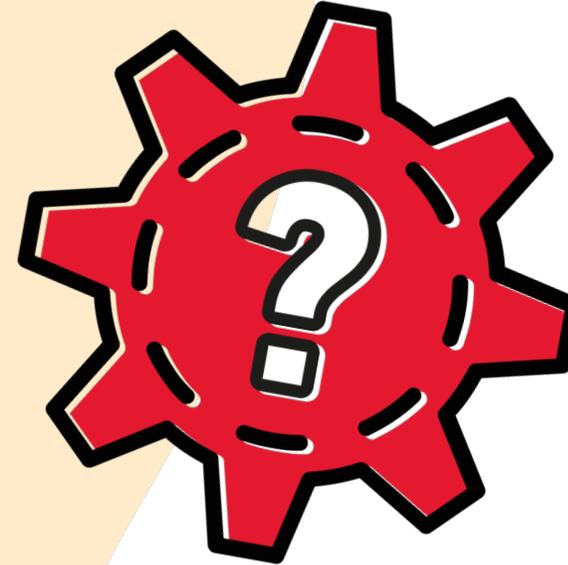
MAX. 15



½ DAY



FACE-TO-FACE
OR ONLINE



GEORG KUDRNA

- Compliance
- Communication & rhetoric
- Legal aspects

IMPLEMENTATION OF A CMS

Do you want to implement a (certified) compliance management system at your company? This is an extensive process which, however, is essential. From risk analysis to the creation of a code of conduct to awareness raising at all levels.

CONTENTS

- Legal aspects
- Corporate culture & communication
- Leadership

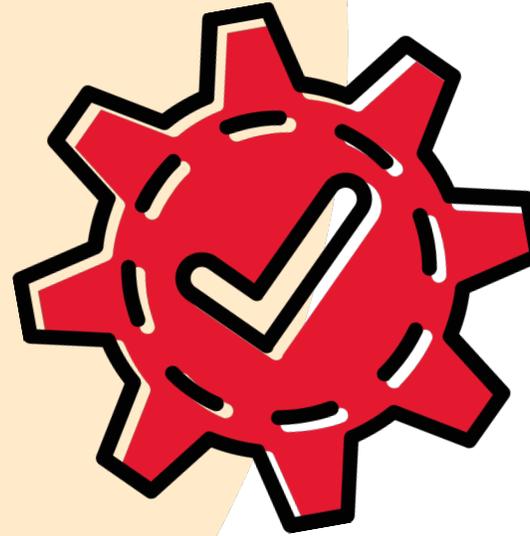
SPECIFICATIONS



6 MONTHS



FACE-TO-FACE OR
PARTIALLY ONLINE



GEORG KUDRNA

- Legal aspects
- Communication & rhetoric
- Compliance



DAMARIS SCHWAIGER

- Leadership
- Mindset
- Communication

COMPLIANCE AS A VIVID STANDARD WITHIN THE COMPANY

There is a code of conduct at the company, but no employee knows about it (let alone its contents)? Compliance management systems are of no use if they only exist on paper. Compliance must be lived within the company and awareness must be created for this.

CONTENTS

- Legal aspects of compliance
- Corporate culture & communication
- Leadership

SPECIFICATIONS



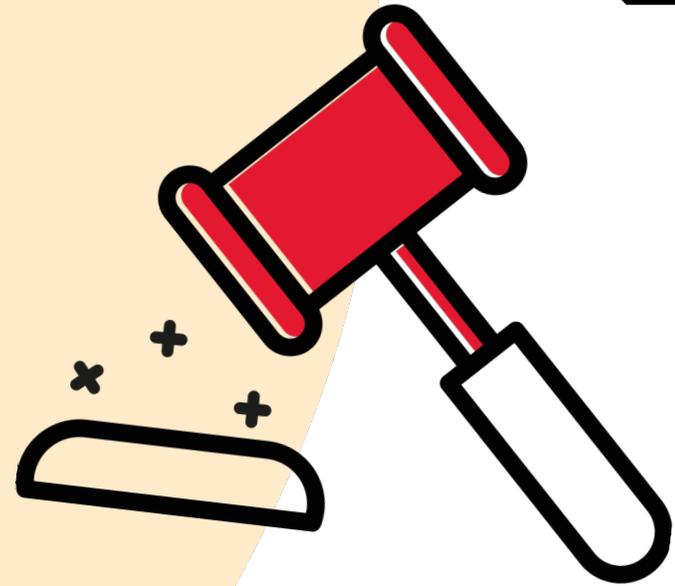
MAX. 15



6 MONTHS



FACE-TO-FACE OR ONLINE



GEORG KUDRNA

- Compliance
- Communication & rhetoric
- Legal aspects



DAMARIS SCHWAIGER

- Communication
- Mindset
- Leadership



AVOID LIABILITIES

To err is human. However, mistakes are often not without consequences. In particular, mistakes are often accompanied by liabilities – ranging from compensation payments to fines and other penalties which can affect companies, management and employees. In this workshop, you will learn how to avoid these liabilities.

CONTENTS

- 📍 Possible liabilities in public, civil and criminal law
- 📍 Liability mitigation and avoidance
- 📍 Compliance as the key to minimising liability

SPECIFICATIONS



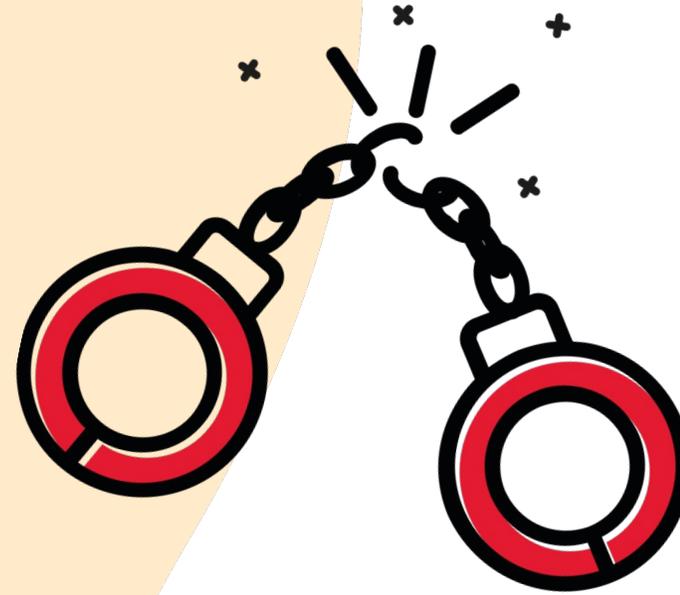
MAX. 15



1 DAY



FACE-TO-FACE
OR ONLINE



GEORG KUDRNA

- 📍 Compliance
- 📍 Communication & rhetoric
- 📍 Legal aspects

ALSO

**CHRISTMAS COMES
BUT ONCE A YEAR...**

EVENT HOSTING

Do you want your company event, your Christmas party, your product presentation to be presented professionally, humorously and entertainingly?

Your audience, your visitors, your employees should be accompanied and guided through the programme?

Let Damaris Schwaiger moderate your corporate event tailored to your demands

RECOMMENDED FOLLOW-UPS

📍 Event management

SPECIFICATIONS



AS NEEDED



AS NEEDED



FACE-TO-FACE
OR ONLINE



DAMARIS SCHWAIGER

- 📍 Business trainer/coach/consultant and conflict manager
- 📍 Expert for sales and communication, teambuilding, TTT courses, personal impact, voice, rhetoric, conflict management and dealing with objections

EVENT MANAGEMENT

- 📍 Inspire visitors & participants
- 📍 Work sustainably and economically
- 📍 Effectively address the target group

What is the objective of my event? And who is the target group? Based on these questions, the most important contents of the event conception, the workflow planning, the event marketing, the procurement logistics and set-up planning, the workflow structures as well as the successful post-processing are all elaborated.

METHOD

- 📍 Practice-centered exercise learning
- 📍 Getting Things Done (David Allen)
- 📍 Certified project management (IPMA standards)

SPECIFICATIONS



MAX. 15



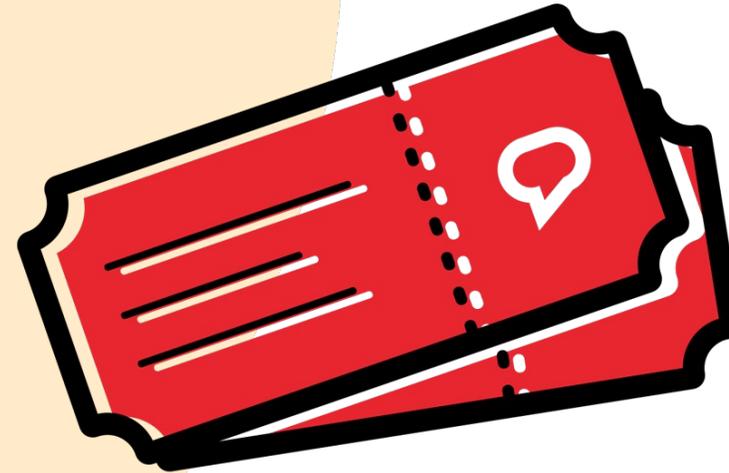
2 DAYS



FACE-TO-FACE
OR ONLINE



GERMAN OR
ENGLISH



CHRISTOPHER SCHRENK

- 📍 Internationally successful management consultant
- 📍 Strong background in business, project and event management
- 📍 IPMA-certified project manager, PMA Award 2017
- 📍 Certified burn-out prevention trainer

