



Day I	09.00 - 18.00	Day II	9.00 - 18:00	Day III	09.00 - 18.00
9:00	Get together, Coffee	9:00	Get together, Coffee	9:00	Get together, Coffee
9:30	SESSION 1: Setting the Frame	9:30	Repetition / Flashlight / Programme	9:30	Repetition / Leftovers / Programme
	Welcome and presentation of trainers	10:00	SESSION 5 Team Development	10:00	SESSION 10: Delegation
	Sociometry: visualizing different subgroups		What brings groups to high performance?		Delegating tasks: leader's favourite
	Expectations / Contracting		SESSION 6: Motivation	11:00	■ Coffee break (20 Min)
	SESSION 2: Basics of Process Management		What really motivates		SESSION 11: Application and Recruitment
	Process management	11:00	Coffee break (20 Min)		What is needed for good recruitment
	Team-Task-Individual Orientation (Exercise)		SESSION 7: Personality and Leadership		Designing a job profile
11:00	Coffee break (20 Min)		Dealing with own and other's personalities		How to prepare an application interview
	Debriefing	13:00	X Lunch (75 Min)	13:00	XLunch (75 Min)
	SESSION 3: Basics of Communication		SESSION 8: Managing the work process		Behaviour of interviewer
	Transactional Analysis Part I.		Setting goals (SMARTIES)		Mock interviews in 2 subgroups part I
13:00	XLunch (75 Min)		Formulating a planned action & evaluation	15:45	■ Coffee break (20 Min)
	Transactional Analysis Part II.	15:45	■ Coffee break		Debriefing
	Exercises		Planning: setting priorities		Learning points, action plan
	SESSION 4 Key Communication Skills		Proactive management		Wrap-up: processing and feedback
	Iceberg model		SESSION 9: Conflict Management	18:00	Workshop closes
15:45	Coffee break (20 Min)		I-language		
	Active Listening		Feedback		
	Exercises + Debriefing		Learning points, action plan		
18:00	End of Day I	18:00	End of Day II		