



MANAGEMENT ASSISTANCE

Agile Industry 4.0 Times



VIOLETTA KROK

Professional Development Coach + Trainer

VK BUSINESS COMMUNICATION SOLUTIONS

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MANAGEMENT ASSISTANCE

Agile Industry 4.0 Times

Change, agility, and virtual working environments are just a few of the buzzwords heard in our new digital era. We are in the midst of it on a daily basis and face its challenges. You would like to participate in the change and help design the future? Then this certified training is just the right thing for you! You will receive a solid foundation for your work as an assistant.

The modular structure of the training enables you to optimally expand your potential and skills step by step. From time and project management and essential communication techniques to teaching intercultural competencies – we offer an optimal combination of reality-based practical and theoretical knowledge.

Current specialized knowledge, social, methodological, and personal competencies are part of the key qualifications in Assistance 4.0. The job requirements of an assistant are continuously increasing. Solid know-how, an entrepreneurial and business management mindset, communication skills and stress resilience are just a few of the qualifications required of an assistant today. This training course will give you the crucial added value you need for your personal and professional future.

At the end of the training course, you will be required to hand in a topic-based paper that synthesizes everything taught during the course.

MODULE 1

Time Management | 1 Day

- Personal analysis of your own work style
- Detect and remove time bandits and disruptive factors
- Setting priorities – only “critical” things count
- Limit external influences
- Optimize routine work
- Learn to delegate and implement
- Clear your head – be “off” – overcome stress

MODULE 2

Basic Skills in Project Management | 2 Days

- Defining targets
- Planning and control
- Team work – virtual teams
- Project cost management
- Resource management

MODULE 3

Professional Self-Development | 1 Day

- Implement entrepreneurial thinking
- Achieve acceptance and set limits
- Increase visibility
- Develop expertise
- Expand horizons
- Set and achieve new goals
- Use change as an opportunity

MODULE 4

Communication in the Company | 1 Day

- The “how” and “what” in communication
- The many aspects of a message
- How to actively listen
- Question techniques
- Argumentation techniques
- Goal- and solution-oriented communication
- “Let’s agree to differ”

MODULE 5

Conflict Management | 1 Day

- Recognize causes of conflict
- Understand types of conflict
- Correctly process information and rationally communicate opinions
- Avoid conflicts
- Understand and learn emotional intelligence
- Think and act with a solution in mind
- Develop conflict strategies
- Confidently solve conflicts
- Achieve win-win solutions

MODULE 6

Vuca - Digitalization - Change | 1 Day

- Assistance 4.0 – new opportunities and prospects
- New mindset for new challenges
- New work – new lifestyle?
- Smart office and mobile work
- Digital workplace - trends and technologies - apps & tools
- Communication change in our digital everyday life

MODULE 7

Event Management | 1 Day

- Target setting and clarification of relevant details
- Generating ideas
- Creating concept and presentation
- Budget calculation and control
- Coordination and scheduling
- Team organization
- Event management on site
- Legal background
- Event follow-up, internally and externally

MODULE 8

Rhetoric, Voice Modulation, Body Language | 1 Day

- Perception of self – perception of others
- Radiating conviction
- Increasing powers of persuasion
- Positive communication
- Convincing with body language and voice
- Confidently overcoming objections and attacks
- Handling spontaneous appearances
- Personality as a success factor

MODULE 9

Present and Fascinate | 1 Day

- Creating presentations – important aspects
- Does it always have to be PowerPoint?
- Composition and structure
- Visualization options
- Clichés and platitudes
- Creating/announcing tension – achieving explosive impact
- Communicating with the public
- Hiding your nervousness – guaranteeing a confident appearance

MODULE 10

Intercultural Competence | 1 Day

- Reflecting upon one's own culture
- Recognizing cultural differences
- “Other countries – other customs”: Differences in hierarchies, communication styles, time and task management
- Avoiding stereotypes
- Avoiding embarrassing international faux pas
- Working in/with international teams

MODULE 11

Business Etiquette | 1 Day

- Professional and private: What is the difference?
- Digital etiquette
- Salutations, addressing someone, presentation of self – What's the correct approach or expression?
- Hosting/Taking care of guests: Reception, presentation, small talk
- Business lunch/dinner: How to be the host, seating arrangements, eating culture
- Dress codes and recurring mistakes
- How to elegantly smooth over embarrassing situations

MODULE 12

Business Management | 1 Day

- An organization as part of the economy
- Corporate structures and functions of individual departments
- Entrepreneurial thinking – from theory to practice
- Annual reports and benchmark data
- KPIs as a strategy and management tool

ADVANTAGES & BENEFITS

- Expert team of experienced lecturers led by Violetta Krok
- Modular structure for optimal learning success
- Training based on case studies for easy transfer into your own daily business
- Increasing confidence thanks to competent and quick trainer feedback
- Developing and enhancing key competencies
- Optimal positioning in a digital age



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Ready to enroll?

More questions?

Get in touch!

- Violetta