

Klärung Von Kommunikationsstörungen: Emotionale Intelligenz - Martin Steinbach

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Kommunizieren heißt verstehen - Klärung von Kommunikationsstörungen auf Basis des Kommunikationsmodells von Schulz von Thun und den damit verbundenen Voraussetzungen für erfolgreiche Kommunikation sind die theoretische Grundlage. Inhalte sind die Erkenntnis der Existenz von Emotio und Ratio, das Konstrukt der positiven inneren Einstellung, Aktives Zuhören/Sinneskanäle, Feedback und Übungen. Als besonderes Praxisbeispiel wird das Verkaufsgespräch im Finanzdienstleistungssektor aufgegriffen. Studienarbeit aus dem Jahr 2003 im Fachbereich Wirtschaft - Personal und Organisation, Note: 2,0, Fachhochschule Gießen-Friedberg, Standort Gießen (Fachbereich Wirtschaft), Veranstaltung: Qualifikations- und Kompetenzentwicklung, 7 Quellen im Literaturverzeichnis, Sprache: Deutsch. Author: Steinbach, Martin Publisher: GRIN Verlag Illustration: N Language: GER Title: Klärung von Kommunikationsstörungen: Emotionale Intelligenz Pages: 00016 (Encrypted PDF) On Sale: 2005-01-01 SKU-13/ISBN: 9783638351928 Category: Business & Economics : General

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