



MPV_COMA
Communication
and Managerial
Skills Training
Seminar 4

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Content

- I. Asking questions
- II. Argumentation
- III. Negotiation

I. Asking questions exercise

- Closed questions vs. Open questions
- Which are easier?
- Which are more effective to gain information?

II. Argumentation exercise

- Choice of arguments,
- Formulation of arguments,
- Structure of the argumentation.

II. Argumentation exercise

- Important
- Based on facts
- Credible, trustworthy
- Clear, understandable
- Unambiguous
- To the point
- Logical
- Concrete
- Flexible
- Genuine, innovative

III. Negotiation

- Team exercise
- What does the exercise teaches us?
- What were the aims of the teams?



Thank you for attention!