



Kommunikationsmanagement - Gesprächsführung und Konflikte (German Edition)

Wanja von der Felsen

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Studienarbeit aus dem Jahr 2009 im Fachbereich Medien / Kommunikation - Interpersonale Kommunikation, Note: 1,3, Technische Universität Darmstadt (Institut für Sportwissenschaften), Sprache: Deutsch, Abstract: Kommunikation ist in jeder Interaktion notwendig, doch sie kann auch zu Missverständnissen und Konflikten führen. Um Kommunikation und Konflikte besser verstehen und führen zu können, werden hier zum einen grundlegende Aspekte von Kommunikation aus humanistischer Perspektive und praktische Techniken zur bewussten Anwendung behandelt. Zum anderen werden Konfliktsituationen prinzipiell beleuchtet und dann ebenfalls praktische Konsequenzen und Interventionen vorgestellt.



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