

March 2016

## Press text:

### Discussion: Mastering the Skills of Moderation

#### Leading Discussions, Conducting Surveys, Steering Roundtables and Using Manipulation

This book focuses on the subjects of moderation, discussion-rounds, surveys, round tables and different forms of dialogs. It demonstrates how to lead a conversation properly, how to avoid manipulation and how to reach a target-oriented outcome. Among others, the content includes the following subjects:

- The first decisive impression
- Interpersonal communication
- What language tells us
- From monolog, over dialog to a group conversation
- Group dynamics in group conversation
- Moderating a conversation round, surveys and interviews
- Reciprocal interdependence and influence
- Manipulation through statistics or smart display

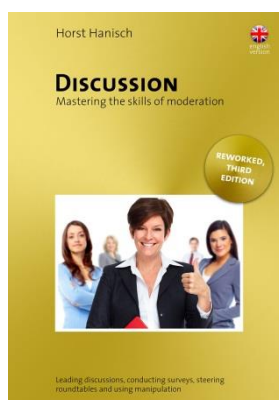
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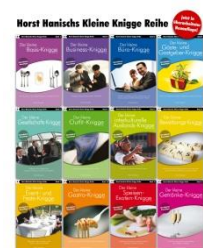
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€ 22,90 e-book: € 17,99



Horst Hanisch has worked as author, trainer, and coach for more than 29 years. He lectures in fields including communication, personality development, soft skills, and etiquette. He has published more than 70 books. Horst Hanisch holds in-house company training courses, and open seminars on topics such as 'Business Etiquette', 'Table Manners', 'Self-Confident Presenting' and 'Presentation and Rhetoric'. He is a member of the German Gastronomic Academy (GAD) and he is a SGD certificated psychologist.

Horst Hanischs  
Kleine Knigge Reihe



Horst Hanischs  
Ego Knigge Set

