



MANAGEMENT ASSISTANCE

Agile Industry 4.0 – The Future is Here



VIOLETTA KROK

Professional Development Coach + Trainer

VK BUSINESS COMMUNICATION SOLUTIONS

www.violettakrok.com

MANAGEMENT ASSISTANCE

Agile Industry 4.0 – The Future is Here

New Work, VUCA, AI, and hybrid 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

- Creating a productive working environment
- Detecting and removing time bandits and disruptive factors
- Setting goals and priorities with intention
- Limit external influences
- Optimize routine work
- Overcome procrastination
- Clear your head – manage 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

- Develop a personal brand
- Increase visibility
- Strengthen positioning and expand horizons
- Identify strengths
- Set personal goals
- Build self-confidence
- Implement entrepreneurial thinking

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

Digitalization - AI - Change | 1 Day

- BANI instead of VUCA – The new reality
- New Work – new lifestyle?
- New mindset for continuous challenges
- Assistance 4.0 – new opportunities and perspectives
- Smart office, mobile and hybrid work
- Digital workplace – AI - future trends and technologies

MODULE 7

Event Management | 1 Day

- Project planning phases for events
- Objectives and definition of event type (live-hybrid-virtual)
- Target group analysis and emotional approach
- Finding inspiring ideas
- Creating concept
- Budget calculation and control
- Coordination and scheduling – “behind the scenes”
- 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
- Composition, structure and focus
- Visualization options
- Storytelling and emotions
- Succinct expression
- 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

Assistance in hybrid future workspace | 1 Day

- Key competencies in digital transformation
- Adaptability and agile mindset
- Life-long learning and continuous development
- Tech tools and AI-supported workflows
- Virtual and hybrid – the successful work models

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



VIOLETTA KROK

Professional Development Coach + Trainer

VK BUSINESS COMMUNICATION SOLUTIONS

VK COACHING

Phone: +49 731 2901160

Cell: +49 179 4529523

Email: violetta.krok@vk-bcs.com

www.violettakrok.com

f in   

Ready to enroll?
More questions?
Get in touch!

- Violetta