

TUM School of Management organizes several Soft Skills seminars each semester. The seminars aim to ensure that you are qualified in your specialist technical field and have a range of relevant skills for different disciplines. We are offering the following seminars this semester:

- **Presentation and Moderation: Speeches with impact. Performances with impression. Presenting & Moderating with AI Boost** (WI000252)
(Präsentation und Moderation: Reden, die wirken. Auftritte, die bleiben. Präsentieren und Moderieren mit KI-Boost)
- **Conflict Management and Conduct of Negotiation** (WI000253)
(Konfliktmanagement & Verhandlungsführung)

Seminar	Lang.	Trainer	Date	Time & room	Exam
Presentation and Moderation: Speeches with impact. Performances with impression. Presenting & Moderating with AI Boost (WI000252, German)	DE	Schwarzack	08/09.05.26	9:00-17:00 Room: 2566	Presentation 22.05.26: 9:00-17:00, Room: 2544
Presentation and Moderation: Speeches with impact. Performances with impression. Presenting & Moderating with AI Boost (WI000252, English)	EN	Benischke	12/13.06.26	9:00-17:00 Room: 2418	Presentation 01.07.26: 9:00-17:00, Room: 2418
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 1 (Online)	DE	Strohmeyer	08/09.05.26	9:00-17:30, Online	Report Date: TBA
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 2 (Online)	DE	Strohmeyer	05/06.06.26	9:00-17:30, Online	Report Date: TBA
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 3	DE	Strohmeyer	03/04.07.26	9:00-17:30, Room: 2566	Report Date: TBA
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 4	DE	Hörtlackner	05/06.06.26	9:00-18:00 Room: 2566	Report Date: TBA
Conflict Management and Conduct of Negotiation (WI000253, German) - Group 5	DE	Hörtlackner	19/20.06.26	9:00-18:00, Room: 2566	Report Date: TBA

Conflict Management and Conduct of Negotiation (WI000253, English) - Group 1	EN	Palacios	23/24.04.26	9:00-17:00, Room: 2566	Oral Exam 11.06.2026: 9:00-17:00, Room: 2566
Conflict Management and Conduct of Negotiation (WI000253, English) - Group 2	EN	Palacios	21/22.05.26	9:00-17:00, Room: 2566	Oral Exam 12.06.2026: 9:00-17:00, Room: 2566

Conditions:

- Credits: Please note that only students in TUM BWL Bachelor's programs can have soft skills seminars recognized as the Communication Skills component of their International Experience & Communication Skills.
- **Attendance is compulsory during the entire seminar period.**

Application/Registration:

1. Please make sure to register for the courses in TUMonline

Registration will be open on TUMonline from 16.03.2026 to 06.04.2026.

Please note that the **minimum number of participants is 4** and the **maximum is 12**.

If your registration status says:

- 'Confirmed place' it means you are assigned to a fixed seat
- 'Check requirements' it means you are on the waiting list.

2. **You must register for the respective exam via TUMonline, even if your exam is homework in the form of a report.**

Your registration is binding. Should you be prevented from attending for essential reasons, please inform us immediately so we can deregister you and assign your confirmed place to a student from the waiting list.

Please note that the faculty incurs additional costs for external trainers. If you do not attend, students on the waiting list lose the opportunity to participate.

If you have any questions, feel free to contact us at softskills@mgt.tum.de.

Presentation and Moderation: Speeches with impact. Performances with impression. Presenting & Moderating with AI Boost (WI000252)

Do you want your presentations to do more than just “get by” – but truly persuade?

Do you want to confidently lead discussions after your presentation – even when facing critical questions?

And do you want to use AI tools intelligently without hiding behind them?

Then, this seminar is exactly what you need.

In the seminar, we will address these and other questions. The focus will be on you as a participant and on practical exercises. Working in small groups, you will receive personal feedback on your presentation skills, give a short talk, and try different moderating techniques.

In the presentation section, we will ask questions such as: What should I do with my hands while speaking? Can I move around? How can I deal with nerves?

During the section on facilitating, you will learn to be aware of the impact of different question techniques. You will also learn to keep discussions on track but relaxed and discover classic moderating techniques.

Want to work on how you come across? Then this seminar is for you.

Contents:

- Mastering presentation skills
 - Good vs. bad presentations: What's the difference?
 - Feedback: How do I come across?
 - Using your hands: What should I do with them?
 - Using body language consciously: How to convince?
- Facilitating with confidence
 - Discussions: How can I lead without appearing to do so?
 - Facilitating meetings: What makes a good facilitator?
 - Conversation techniques: How can I subtly influence conversations?

Coaches:

- Steffi Schwarzack: (<http://www.schwarzack.de>)
- Thomas Benischke: (<https://benischke.com>)

Exam/grading:

A short presentation (approx. 10 min.) will occur on the examination date. Further information is given in the seminar. **Grading will be pass or fail.** Students must bring a printed-out version or send a digital version of their presentation to the coach until the exam day.

Conflict Management and Conduct of Negotiation

Whenever people work closely together, situations perceived as difficult, stressful, or unproductive may arise. Differences in people's interests, behaviors, and attitudes frequently give rise to conflict. This can make it hard for those involved to complete the job and achieve the desired aims and objectives. But conflicts also offer opportunities and create potential for change. The seminar aims to enable participants to spot conflict situations early on and take a constructive approach. Participants will learn how to maintain some distance when they are involved in conflicts. They will also develop a sense of conducting negotiations where they can act as a neutral third party, arbitrating between the two sides. The seminar will also teach strategies and conversation techniques that participants can use to de-escalate conflicts and effectively manage the post-conflict process.

Contents:

- Recognizing and analyzing conflict situations
 - Types of conflict
 - What causes conflicts and how they arise
 - Preventing conflicts by spotting them early on
 - Systematic conflict analysis (e.g., Glasl's stages of conflict escalation)
- Understanding your attitude toward conflicts and other people
 - Conflict as an opportunity
 - Recognizing your conflict-solving pattern and that of others
 - Factors influencing willingness to communicate and compromise
- Dealing with conflict and conducting negotiations
 - Strategies for dealing with conflict and possibilities for intervention
 - Effectively de-escalating conflicts
 - Managing conversations in conflict situations
 - Concepts in conducting negotiations and dealing with conflict
 - Practicing constructive criticism
- Conducting negotiations: -
 - Advantages and disadvantages of different negotiation strategies –
 - Negotiation tactics and dirty tricks –
 - Negotiation ethics
 - The phases of a negotiation
 - The Harvard basic principles for successful negotiation
 - Communicative skills in negotiations
 - Analysis of concrete, practical cases

The individual lecturers differ in their respective focal points!

Coaches:

- Ute Strohmeyer (www.personalentwicklung-strohmeyer.de)
- Richard Hörtlackner (www.hoertlackner.com)
- Monika Maria Palacios (<https://www.creativedialogue.de>)

Exam/grading: (each group has a different method)

Participants are required to write a short reflection report on the topics learned. This will usually be handed out after the seminar and sent directly to the coach.

Or

Participants must take an oral exam after the seminar.

Further information will be given in the seminar.

Grading will be pass or fail.