



# Festo Didactic

## Global Online Trainings Catalogue

## Online trainings offered globally

### Technology Trainings

	Language
1. <u>Fundamentals of Pneumatics</u>	(English)
2. <u>Basic Hydraulics</u>	(English)
3. <u>Introduction to PLC (CoDeSys or SIMATIC S7)</u>	(English)
4. <u>Electro Pneumatics</u>	(English)
5. <u>How to Integrate Festo Equipment with Siemens PLC</u>	(English)

### Organizational Trainings

6. <u>Introduction to Project Management – Managing projects for success</u>	(English, Italian)
7. <u>Design FMEA – the Key to product reliability</u>	(English, Italian)
8. <u>Design for Manufacturing DFMA – Design efficiency from the beginning</u>	(English, Italian)
9. <u>SCRUM for Managers</u>	(English, Italian)
10. <u>Kanban: an Agile method for knowledge workers</u>	(English, Italian)
11. <u>Fundamentals of Effective Maintenance</u>	(English, German)
12. <u>Targeted Selection of Maintenance Strategies</u>	(English, German)
13. <u>Structured Problem Solving</u>	(English, German)

## Online trainings offered globally

# TABLE OF CONTENTS

### Supply Chain

	Language
14. <u>Mastering the fundamentals of the Supply Chain</u>	(English, French)
15. <u>e-CPIM part 1 - Basics of Supply Chain Management</u>	(English, French)

### Communication & Sales

16. <u>Effective communication with internal and external clients</u>	(Spanish, Portuguese)
17. <u>Effective communication of the technical service with clients</u>	(Spanish, Portuguese)
18. <u>Professional consultative sales</u>	(Spanish, Portuguese)
19. <u>Effective presentations</u>	(Spanish, Portuguese)
20. <u>Successful negotiation</u>	(Spanish, Portuguese)

[Registration & Pricing](#)

Email: [tac.global@festo.com](mailto:tac.global@festo.com)

# Fundamentals of Pneumatics



## Target Audience:

Maintenance staff, engineers and designers  
Max. 20 participants per session



## Duration:

8 hours:  
4 sessions (2 hours each)



## Language:

English

[Register now](#)



## Training Outcomes:

After completing this training course, the participants:

- can identify and describe the design, features and operation of pneumatic components
- can identify and explain symbols for pneumatic components
- are able to interpret technical specifications and data relating to pneumatic components



## Training schedule:

19, 20, 21, 22 May 9:00 – 11:00 (CAT) daily



## Training Contents:

- Basic Circuit levels Symbology Other basics
- Direct Control Indirect Control Speed Controls Roller Limit Valves
- Cylinders variations AND/OR valves
- Pressure Valves Magnetic Limit Valves Manual/Auto AND/OR Valves Timers
- Cascade system design

All Exercises are done on FluidSIM by the participants

# Basic Hydraulics



## Target Audience:

Maintenance staff, engineers and designers  
Max. 20 participants per session



## Duration:

8 hours:  
4 sessions (2 hours each)



## Language:

English

[Register now](#)



## Training Outcomes:

After completing this online course, the participants:

- can interpret technical specifications and data relating to hydraulic components and systems
- can interpret safety measures
- are familiar with graphical symbols for hydraulic components
- can perform simple calculations of pressure, flow and force



## Training schedule:

19, 20, 21, 22 May 13:00 – 15:00 (CAT) daily



## Training Contents:

- Basic hydraulic principals
- Pump Test
- Pressure relief valve test
- Resistance to flow from load and line
- Single acting cylinder control, bypass control and using a 3/2way valve
- Double acting cylinder control with counter balancing
- Control and positioning of a double acting cylinder using a 4/3-way valve and pilot operated non-return valve
- Speed control, metering in and metering out
- Speed control metering in and counter balancing
- Speed control using a pressure compensated flow control valve
- Speed increase of a double acting cylinder through regeneration
- Limiting and controlling the force on a cylinder through a pressure regulator

All Exercises are done on FluidSIM by the participants

# Introduction to PLC



## Target Audience:

Maintenance staff, engineers and designers



## Duration:

8 hours:  
4 sessions (2 hours each)



## Language:

English

[Register now](#)



## Training Outcomes:

After completing this training course, the participant will:

- know how to setup a project in CoDeSys 3.5
- know how to setup a interface between the program device and PLC
- understand OR FUNCTION, ST-Structure(IF ,THEN ) LDD-Ladder diagram - NO,NC,COIL
- understand AND FUNCTION , ST-Structure, LDD-Ladder diagram
- understand NEGATING, ST-Structure, LDD-Ladder diagram
- understand SET and RESET, ST-Structure, LDD-Ladder diagram
- understand EDGE TRIGGER / RISING- and FALLING EDGE ST-Structure, LDD-Ladder diagram
- understand TIMERS, ST-Structure, LDD-Ladder diagram
- understand CASE INSTRUCTION , ST-Structure
- understand CASE INSTRUCTION and COUNTERS, ST-Structure



## Training schedule:

26, 27, 28, 29 May 13:00 – 15:00 (CAT) daily



## Training Contents:

- Create a Project : Exercise 1
- Warning Lamp
- Exercise 2: Change of conveyor direction
- Exercise 3: Pneumatic Press
- Exercise 4: Belt Sander
- Exercise 5: Swivel Bridge
- Exercise 6: Ratchet Conveyor
- Exercise 7: Labelling Device
- Exercise 8: Embossing Machine
- Exercise 9: Packaging of Spark Plugs

All Exercises are done on CoDeSys simulation by the participants

**Note:** This training could be offered based on SIMATIC S7 per request using PLCSIM

# Electro Pneumatics



## Target Audience:

Maintenance staff, engineers and designers

Max. 20 participants per session



## Duration:

8 hours:

4 sessions (2 hours each)



## Language:

English

[Register now](#)



## Training Outcomes:

After completing this training course, the participants:

- can describe the functional relationship between pneumatic and electrical components
- can identify and describe the design, features and operation of electropneumatic and electrical components
- can identify and explain symbols for electropneumatic and electrical components
- can read and interpret electropneumatic circuit diagrams



## Training schedule:

26, 27, 28, 29 May 9:00 – 11:00 (CAT) daily



## Training Contents:

- Electrical principles
- Electrical and pneumatic symbols and standards
- Interaction of electrical control section and pneumatic power section
- Function of signal generators (push buttons, switches and relays)
- Components of power section control section
- Electronic sensors (inductive, capacitive and infrared)
- Systematic production and reading of electrical circuit diagrams
- Operating modes of electro - pneumatic control systems
- Coordinated sequence controls
- Safety regulations and valid standards for electrical engineering and pneumatics
- Typical Industrial circuits

# How to Integrate Festo Equipment with Siemens PLC



## Target Audience:

Maintenance staff, engineers and designers  
Max. 20 participants per session



## Duration:

8 hours:  
4 sessions (2 hours each)



## Language:

English

[Register now](#)



## Training Outcomes:

After completing this training course, the participant will:

- know how to setup a interface between the program device and PLC
- understand OR FUNCTION, ST-Structure( IF ,THEN ) LDD-Ladder diagram - NO,NC,COIL
- understand AND FUNCTION , ST-Structure, LDD-Ladder diagram
- understand NEGATING, ST-Structure, LDD-Ladder diagram
- understand SET and RESET, ST-Structure, LDD-Ladder diagram
- understand EDGE TRIGGER / RISING- and FALLING EDGE ST-Structure, LDD-Ladder diagram
- understand TIMERS, ST-Structure, LDD-Ladder diagram



## Training Contents:

- Create a Project : Exercise 1
- Warning Lamp
- Exercise 2: Change of conveyor direction
- Exercise 3: Pneumatic Press
- Exercise 4: Belt Sander
- Exercise 5: Swivel Bridge
- Exercise 6: Ratchet Conveyor
- Exercise 7: Labelling Device
- Exercise 8: Embossing Machine
- Exercise 9: Packaging of Spark Plugs

All Exercises are done on PLCSIM simulation by the participants



## Training schedule:

2, 3, 4, 5 June 10:00 – 12:00 (CAT) daily



# Introduction to Project Management – Managing projects for success

## Course Topic: Project Management Methodologies



### Target Audience:

- Project Managers and Project Leaders
- Functional Managers and Directors
- Senior Executives
- Portfolio Managers
- Program Managers
- Operations directors

Number of participants: 4 - 10



### Duration:

16 hours:  
4 sessions (4 hours each)



### Language:

English, Italian



### Training Outcomes:

After completing this training course, the participant will:

- Acquire a broad and flexible toolkit of techniques
- Acquire broad vision on projects and processes
- Improve their planning and execution skills
- Improve their leadership skills



### Training schedule:

26, 29 May; 3, 5 June 9:00 – 13:00 (CEST)



### Training Contents:

- Principles of Project Management
- Project success and failure factors
- Organizational influences on Project Management
- Project Stakeholders and governance
- Project integration management
- Project life cycle
- Project scope definition
- Project Charter
- Project Stakeholders and governance
- WBS – Work Breakdown Schedule
- Activity and resource planning
- Project management team
- Time and cost estimates
- Activity sequencing and CPM –
- Critical Path Method
- Project scheduling
- Project budget
- Communications plan
- Risk Management
- Project status key indicators
- Variance analysis
- Project reporting
- Follow-up and re-planning
- EVM – Earned Value Management
- Project closing activities
- Lessons learned

### Lab:

Exercises on project management, charter, planning, execution and closing  
Participants' case studies optional

[Register now](#)

# Design FMEA – the Key to product reliability

Course Topic: Product development methodologies – Failure mode & Effect Analysis

[Register now](#)



### Target Audience:

- Designers
- Research & Development
- Portfolio Managers
- Production Planners
- Program Managers
- Project Managers and Project Leaders

Number of participants: 4 - 10



### Duration:

8 hours:  
2 sessions (4 hours each)



### Language:

English, Italian



### Training Outcomes:

After completing this training course, the participant will:

- Use this effective methodology as a tool for anticipating risks and mistakes during product development preventing problems in the life cycle
- Apply the Design FMEA tool in the correct context



### Training schedule:

29 May, 3 June 9:00 – 13:00 (CEST)



### Training Contents:

- F.M.E.A. as a prevention tool
  - Formalize information to prevent
  - Impact on quality and reliability
  - Analysis of possible failures
  - Identification/Classification of the corrective actions
  - Living document: real-time design change risk management
  - Preparing for analysis
  - Defining the problem
  - Function Analysis
  - Creating the Failure Modes List
  - The documentation required for the development of F.M.E.A. works
  - F.M.E.A. Indices: Probability, Severity, Detectability
  - Index evaluation criteria (P, S, D)
  - R.P.N. index calculation (Risk Priority Number) in comparison with the new AIAG VDA approach
  - How to classify the RISK level
  - When to take corrective action
  - Impact of DFMEA on validation activities and the production process
- Lab:**
- FMEA exercises step by step
  - Use your own product for exercises
  - Analysis and discussion on cases

# Design for Manufacturing DFMA – Design efficiency from the beginning

Course Topic: Product development methodologies – Design Methods

[Register now](#)



### Target Audience:

- Designers
- Research & Development
- Portfolio Managers
- Production Planners
- Program Managers
- Project Managers and Project Leaders

Number of participants: 4 - 10



### Duration:

8 hours:  
2 sessions (4 hours each)



### Language:

English, Italian



### Training Outcomes:

After completing this training course, the participant will:

- Use this effective methodology as a tool for anticipating risks and mistakes during product development preventing problems in the life cycle
- Apply the Design FMEA tool in the correct context



### Training schedule:

28 May, 4 June 9:00 – 13:00 (CEST)



### Training Contents:

- F.M.E.A. as a prevention tool
  - Formalize information to prevent
  - Impact on quality and reliability
  - Analysis of possible failures
  - Identification/Classification of the corrective actions
  - Living document: real-time design change risk management
  - Preparing for analysis
  - Defining the problem
  - Function Analysis
  - Creating the Failure Modes List
  - The documentation required for the development of F.M.E.A. works
  - F.M.E.A. Indices: Probability, Severity, Detectability
  - Index evaluation criteria (P, S, D)
  - R.P.N. index calculation (Risk Priority Number) in comparison with the new AIAG VDA approach
  - How to classify the RISK level
  - When to take corrective action
  - Impact of DFMEA on validation activities and the production process
- Lab:**
- FMEA exercises step by step
  - Use your own product for exercises
  - Analysis and discussion on cases

# SCRUM for Managers



## Target Audience:

- Entrepreneurs, Executives
- Managers, leaders and anyone with responsibilities in the company
- Program manager, HR manager, R&D manager
- Scrum master, Product owner and Agile coach



## Duration:

8 hours:  
2 sessions (4 hours each)



## Language:

English, Italian



## Training Outcomes:

After completing this training course, the participant will:

- Know the areas of application of the Agile approach within the industrial context
- Understand the potential of the Agile method and application fields
- Know the Scrum method and the typical tools of the approach
- Seize ideas and tips for immediate application



## Training schedule:

15, 16 June – 9.00 -13.00 (CEST)



## Training Contents:

### The limits of traditional management

- How to respond to the complexity in the development and management of Agile and Lean projects: from manufacturing to software and back
- Overview of the main methodologies
- The limits of the waterfall approaches and the fields of elective use
- Overview on Agile applications in Manufacturing and IT development

### Scrum

- How to implement the process of developing a product / service with Scrum
- What are the key roles in Scrum and how to identify the most suitable people
- What are the events of Scrum: Sprint planning, Sprint review, Retrospective, Daily Scrum, Backlog refinement
- What are the artifacts, tools and metrics in Scrum
- How to create a close-knit team
- The power of visual planning
- How to organize and manage daily stand-up meetings

### Scrum manufacturing

- How to apply Scrum in an industrial context
- Roles and events
- Scrum and Lean continuous improvement
- Apply Extreme Programming in Hardware Engineering
- Create user stories to get the correct specifications
- Pairing and swarming: a cohesive team that responds to change
- Test driven development - right the first time

### Object oriented architecture

- Exploit the logic of object-oriented programming of software design for manufacturing
- How to innovate manufacturing with software design patterns
- Modular components
- Define the interfaces first, then the system
- Rapid prototyping and incremental evolution

Cases and operational exercises  
Scrum simulator - a high impact game to prove the effectiveness of the method  
Case history analysis Labs

[Register now](#)

# Kanban: an Agile method for knowledge workers



## Target Audience:

- Project Manager, Scrum Master
- R&D managers who manage projects with high innovative and technological content
- Business unit and process owner managers
- Managers of companies that have ongoing programs to extend the Agile methodology and want to ensure adequate professional figures
- The realities that are not satisfied with the performance of the Project Management systems currently in use



## Duration:

16 hours:  
4 sessions (4 hours each)



## Language:

English, Italian



## Training Outcomes:

- A lightweight framework to manage complexity in a knowledge-based work environment
- An incremental, evolutionary and changing approach to processes and systems for organizations
- The application of the agile and lean approach within office contexts
- Balancing customer demand and business capabilities
- Reduce waste and non-value activities during project management
- Reduce time to market by reducing incoming changes
- Continuous improvement and risk management through feedback loops



## Training schedule:

9, 10, 11, 12 June 9:00 – 13:00 (CEST)



## Training Contents:

- Principles and practices of the Kanban methodology in the field of Project Management
- An always applicable workflow management method
- How to build your own Kanban framework
- What are the tools
- Build the boards and define the cards
- Metrics and Graphs
- The applicable performance indicators
- The online tools to use the method at pilot level or at company management level
- Programs and portfolio management with the Kanban approach
- Cost of delay and risk management
- Examples of real cases
- Cases and operational exercises
- Case history analysis

[Register now](#)

# Fundamentals of Effective Maintenance (IW-OPT)



## Target Audience:

- Maintenance Managers
- Lean Managers
- Production Managers
- Industrial Engineering Managers

Number of participants: 4 - 10



## Training schedule:

28, 29, 30 July  
2 sessions a day:  
09:00-11:00h and 13:00-15:00h



## Duration:

12 hours:  
6 sessions (2 hours each)



## Language:

English, German



## Training Outcomes:

After completing this training course, the participant is:

- familiar with the different areas and roles of maintenance
- able to identify the six typical kinds of losses on machine and systems and improve these in a systematic way
- familiar with typical maintenance documents and be able to use them in their daily work
- capable of integrating and optimizing their own work in the processes of the maintenance area

[Register now](#)



## Training Contents:

- Role of maintenance and technical service
- The six typical sources of loss in machines and systems
- Maintenance, inspection and repair
- Key indicators for maintenance:
  - OEE (Overall Equipment Effectiveness), TEEP (Total Equipment Effectiveness Productivity), MTBF (Mean Time Between Failures),
  - MTTR (Mean Time To Repair)
- Structure and design of systematic fault detection
- Creating maintenance and inspection plans
- Analysis of weak spots and targeted improvement of machines and systems
- Spare parts management
- Maintenance organization
- Evaluation of maintenance work
- Practical examples and exercises

# Targeted Selection of Maintenance Strategies (IW-ST)



## Target Audience:

- Maintenance Managers
- Lean Managers
- Production Managers



## Training schedule:

21, 22, 23 July  
2 sessions a day:  
09:00-11:00h and 13:00-15:00h



## Duration:

12 hours:  
6 sessions (2 hours each)



## Language:

English, German



## Training Outcomes:

After this seminar the participants know typical maintenance strategies and their influence on production systems. They will be able to select these depending on their machines and will be able to plan the process of introducing maintenance strategies. Furthermore, participants can use selected key figures to measure the success of maintenance strategies.

[Register now](#)



## Training Contents:

- Production systems and their influence on maintenance
- Six typical sources of loss in machines and systems
- Roles and self-image of maintenance
- Forms of organization of maintenance
- Maintenance strategies in comparison:
- Event-based maintenance
- Regular maintenance
- Total Productive Maintenance (TPM®)
- Reliability Centred Maintenance (RCM)
- Risk-based maintenance - Risk Based Maintenance (RBM)
- Methods for selecting maintenance strategies
- Key figures for entering the maintenance service
- The process of introducing maintenance strategies
- Examples and practical exercises

# Structured Problem Solving (PLT)



## Target Audience:

- Maintenance Technicians
- Lean Consultants
- Team leaders
- Operators



## Training schedule:

14, 15, 16 July  
2 sessions a day:  
09:00-11:00h and 13:00-15:00h



## Duration:

12 hours:  
6 sessions (2 hours each)



## Language:

English, German



## Training Outcomes:

After this seminar the participants are able to identify the causes and characteristics of the problems in a targeted manner. They learn about the six phases in the problem-solving cycle and can apply them. The participants use appropriate techniques to develop suitable solutions and to present their advantages and disadvantages.

[Register now](#)



## Training Contents:

- Typical problem situations in everyday working life
- The six phases in the problem-solving cycle
- Checklists for problem identification
- The 5 times why technique
- The cause-effect diagram
- The brainstorming method
- The multipoint technology
- The action plan
- Working with fault and error documentation
- Practical examples for training the methods and tools



# Mastering the fundamentals of the Supply Chain

## Certification in French



### Target Audience:

- Supply Chain Managers, Employees, Planners, Auditors
- Production Managers
- Purchasing Managers and Employees



### Training schedule:

Start: 2 October 2020  
End: 10 April 2021



### Duration:

Total 45 hours:

- 19 hrs E-learning
- 23 hrs Web class (live)
- 3 hrs exam



### Training Outcomes:

The training is completed by an exam. The success to the exam yields to the Certification that below objectives and competencies are acquired

After completing this training course, the participant will:

- See “contents” as the framework for the competencies being developed – details are given in French though.

[Register now](#)



### Training Contents:

- Introduction to Supply Chain
- The planning System
- Inventory Management
- Excellence in operations
- Demand Management
- Master Planning
- Material Requirements Planning
- Execution and Control of Operation
- Capacity Management
- Buying and procurement
- Distribution (Channel configuration, transport modes, warehousing)



### Language:

English, French

# e-CPIM part 1 - Basics of Supply Chain Management

Dual Certification French (Festo)/ English (APICS)



## Target Audience:

- Supply Chain Managers, Employees, Planners, Auditors
- Production Managers
- Purchasing Managers and Employees



## Training schedule:

Start: 2 October 2020  
End: 10 April 2021



## Duration:

Total 50 hours:  
19 hrs E-learning  
25 hrs Web class (live)  
3 hrs Exam (in French – Festo)  
3.5 hrs APICS Exam in English



## Training Outcomes:

The training is in 2 phases completed by each by an exam. The success to the exams yields to the Certification that below objectives and competencies are acquired:

- See “contents” as the framework for the competencies being developed – details are given in French though.

[Register now](#)



## Training Contents:

- Introduction to Supply Chain
- The planning System
- Inventory Management
- Excellence in operations
- Demand Management
- Master Planning
- Material Requirements Planning
- Execution and Control of Operation
- Capacity Management
- Buying and procurement
- Distribution (Channel configuration, transport modes, warehousing)



## Language:

English, French

# Effective communication with internal and external clients

## Communication & Sales



### Target Audience:

No specific requirements

Max. 12 participants per session

[Register now](#)



### Duration:

8 hours:  
4 sessions (2 hours each)



### Language:

Spanish or Portuguese



### Training Outcomes:

After completing this training course, the participant will:

- identify what should and should not be done regarding excellent customer service, and automatically assess against your current situation
- understand the importance of the approach of offering customer excellence and the impact it has on the success of the organization
- build their personal brand towards the customer, cover service gaps and develop methods that will provide a great customer experience
- learn effective techniques to help manage difficult customer problems and techniques to avoid them



### Training Contents:

- Brainstorming exercises to warm up
- Customer service evaluation
- Establish my personal brand of customer service
- Organization and customer service
- Manage customer expectations
- Claims or complaints
- Difficult clients and frequent problems
- Excellent actions

Use the online platform REHEARSAL for roleplays.



### Training schedule:

29, 30 June; 1, 2 July 19:00 – 21:00 GMT+1

# Effective communication of the technical service with clients

## Communication & Sales



### Target Audience:

Mostly technicians

Max. 12 participants per session

[Register now](#)



### Duration:

8 hours:  
4 sessions (2 hours each)



### Language:

Spanish or Portuguese



### Training Outcomes:

After completing this training course, the participant will:

- develop and increase the ability to capture customer perceptions
- will be able to apply the ‘communication cycle’ with the client
- improve customer focused communication skills
- develop skills that will help identify customer needs and expectations
- identify ways to improve the opinion of the client and his/her company
- will be able to develop a personal action plan to help implement the benefits achieved in daily work



### Training Contents:

- Identification of the ‘environmental factors’
- The essential competencies of a professional and successful engineer or service technician
- The communication cycle
- Key skills to ‘set the stage’
- Skills to ask strategic questions
- Listening skills and barriers to effective listening
- Identification of customer needs and expectations
- ‘Delivery of the result’ - customer focus
- Achieve customer satisfaction and future commitments

Use the online platform REHEARSAL for roleplays.



### Training schedule:

9, 10, 11, 12 June 19:00 – 21:00 GMT+1

# Professional consultative sales

## Communication & Sales



### Target Audience:

Mostly salesforce

Max. 12 participants per session

[Register now](#)



### Duration:

12 hours:  
6 sessions (2 hours each)



### Language:

Spanish or Portuguese



### Training Outcomes:

After completing this training course, the participant will:

- will know the principles of the sale
- will know the sale cycle
- will know how to make positive openings
- will be able to use open and closed questions
- will be able to use the fundamentals of active listening
- will be able to differentiate opportunities and needs
- will be able to present the product effectively
- will be able to recognize buy signals.



### Training Contents:

- Attitude, knowledge or skill
- Set the stage
- Ask and listen strategically
- Opportunities and needs
- Present Product, Characteristics and Benefit

Use the online platform REHEARSAL for roleplays.



### Training schedule:

29 May; 2, 3, 4, 5, 8 June 19:00 – 21:00 GMT+1

# Effective presentations

## Communication & Sales



### Target Audience:

No specific requirements

Max. 12 participants per session

[Register now](#)



### Duration:

8 hours:  
4 sessions (2 hours each)



### Language:

Spanish or Portuguese



### Training Outcomes:

After completing this training course, the participant will:

- inspire audience and achieve presentation goals
- make presentations that help to get a sale, gain influence or promote a business
- compare and structure own presentations with real examples and tips
- explain how the audience listens to and responds to the presentations
- create a positive environment through effective communication



### Training Contents:

- The five different types of presentation
- Common presentation errors
- Planning - You and your audience
- Structured content writing
- How to move your audience into action
- Visual aids
- Clear techniques to ensure reduced nerves and avoid stress
- Presentation style and public speaking

Use the online platform REHEARSAL for roleplays



### Training schedule:

16, 17, 18, 19 June 19:00 – 21:00 GMT+1

# Successful negotiation

## Communication & Sales



### Target Audience:

No specific requirements

Max. 12 participants per session

[Register now](#)



### Duration:

8 hours:  
4 sessions (2 hours each)



### Language:

Spanish or Portuguese



### Training Outcomes:

After completing this training course, the participant will:

- learn to negotiate with the objective of achieving mutually beneficial results
- acquire the necessary tools to prepare effectively before starting to negotiate
- establish a range of negotiation in which to work
- know a clear structure in the negotiations that manage to achieve the correct approach in the negotiation and achieve results



### Training Contents:

- What does it mean to negotiate?
- Possible negotiations
- Alternatives and structure of the negotiation
- Planning
- Work the basis of the negotiation
- Develop the negotiation
- Ending
- Practices and dynamics
- Teamwork

Use the online platform REHEARSAL for roleplays.



### Training schedule:

13, 14, 15, 16 July 19:00 – 21:00 GMT+1

We look forward to hearing from you!

[Registration & Pricing](#)

Email: [tac.global@festo.com](mailto:tac.global@festo.com)

Your Festo Didactic Team.

