

Module 1 - Communication and Teams

Why - Objectives

Is communication something we have to learn in a seminar? Didn't we all learn how to speak when we were little kids, many years ago? Yes, that is true! On the other hand, what seems to come most naturally - our communication - is also extremely important if we want to be successful in our private and professional lives. How clear, smooth, friendly, goal-oriented is our communication, with our partners, supervisors, colleagues, in our (inter-cultural) teams? How do we lead a conversation? How can we give feedback to somebody without hurting him/her? How can we win without making the other person loose?

As you listen to these questions, you may realise that communication is not only an important topic, but also a very personal one! This makes it different from more scientific subjects because it cannot be seen in isolation from the individual. And people are different and have their own individual patterns of perception and communication!

What – Topics

<p>Background and Principles of Communication ...the map is not the territory</p> <ul style="list-style-type: none"> • <i>Introduction of basic communication models</i> • <i>Experiencing the difference of perception and reaction</i> 	<p>Inter-cultural Communication ...knowing the difference makes the difference</p> <ul style="list-style-type: none"> • <i>Culture Map: norms, values and assumptions</i> • <i>Dos and don'ts in Germany</i>
<p>Communication Matrix ...flexibility for more effectiveness with self and others</p> <ul style="list-style-type: none"> • <i>Square of Communication: the 4 aspects of a message</i> • <i>Non-verbal communication</i> • <i>Questions and Active Listening</i> • <i>Non-violent Communication</i> 	<p>Successful in Groups and Teams ...the spirit of cooperation</p> <ul style="list-style-type: none"> • <i>Team building</i> • <i>Communication rules</i> • <i>Moderation basics</i> • <i>Decision making</i> <p>Conflicts ... risk or chance?</p> <ul style="list-style-type: none"> • <i>Conflict handling styles</i> • <i>Win-win communication</i>

How - Methods

The training is delivered over 2 full days and includes short theory sessions, discussions, individual and small group exercises and role-plays with feedback. The case studies are provided by the participants to ensure that the scenarios are as realistic as possible. A questionnaire will be sent to the participants in advance.

Selected topics can also be covered in shorter workshops (e.g. 4 hours).

When - Course schedule (example)

Day 1 9:30 – 12:45 and 13.45 – 17:30
Day 2 9:00 – 12:30 and 13:30 – 17:00

Where – Location

A Seminar room at your institute or online via ZOOM.