

## Module 1 - Communication and Team

### Why - Objectives

Is Communication something we need to learn in a seminar? Didn't we all learn how to talk when we were small children, many years ago? Yes, that is true! On the other hand the seemingly most natural, our communication, is crucially important for us being 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?

Listening to these questions you realise that communication is not only an important topic but a very personal one, too! This makes it different from more scientific subjects, because it can not be seen separate from the individual. And people are different and have their individual perception and communication patterns!

### What - Topics

#### Background and Principles of Communication

...the map is not the territory

- *Introduction of basic communication models*
- *Experiencing the difference of perception and reaction*

#### Communication Matrix

...flexibility for more effectiveness with self and others

- *Square of Communication: the 4 aspects of a message*
- *Non-verbal communication*
- *Questions and Active Listening*
- *Non-violent Communication*

#### Inter-cultural Communication

...knowing about the difference makes the difference

- *Iceberg Model of Culture: norms, values and assumptions*
- *Dos and don'ts in Germany*

#### Successful in Groups and Teams

...the spirit of cooperation

- *Team building*
- *Communication rules*
- *Moderation basics*
- *Decision making*

#### Conflicts

... risk or chance?

- *Conflict handling styles*
- *Win-win communication*

### How - Methods

The training is conducted over 2 full days of short theory lessons, discussions, individual and small-group exercises, plus role-playing exercises with feedback. The case studies are provided by the participants to ensure that the scenarios are as realistic as possible. For that a questionnaire is sent to the participants in advance.

### When - Course schedule (example)

Tuesday 9:30 – 12:45 and 13.45 – 17:30

Wednesday 9:00 – 12:30 and 13:30 – 17:30

### Where - Location

A Seminar room at your institute.