

COURSE DESCRIPTION

W113 – Constructive Communication

Course goal

Participants develop their understanding of constructive communication and learn to communicate consciously, i.e. to establish conversation based on partnership, to show empathy and to express one's own personality effectively using language and body-talk.

Main learning objectives

Upon completion of the course, participants will be able to

- identify typical styles and patterns of communication
- promote a conversation effectively und focused
- use communication tools consciously to meet the intended effects
- overcome even difficult conversational situations constructively
- reflect the effects of their conversational patterns upon others
- formulate their next steps of individual development in their conversational patterns.

Participant profile

Those who want to extend their basic knowledge about conversational tools and develop/improve their communicative patterns.

Prerequisites

Participants agree to come to an understanding with themselves and their job.

Topics

- basics of effective communication
 - sender-receiver-model
 - perceive-assume-rate-act
 - active listening
 - I-messages
 - techniques of asking questions
 - 4 layers/ears of a message
 - the art of giving and receiving feedback
- treatment of participant's on-the-job-conversation-situations
- self-perception and self-reflection
- to give and to receive feedback on own communicative patterns

Course type

This is a face-to-face class room training with min. 6 and max. 16 participants.

Learning methods and tools

Presentation of tools, exercises of communication, simulation of on-the-job situations, supervision, feedback in small groups und individual reflection

Laptop or tablet is required to have access to the e-documentation. Please bring your own device.

Duration

2 + 1 days