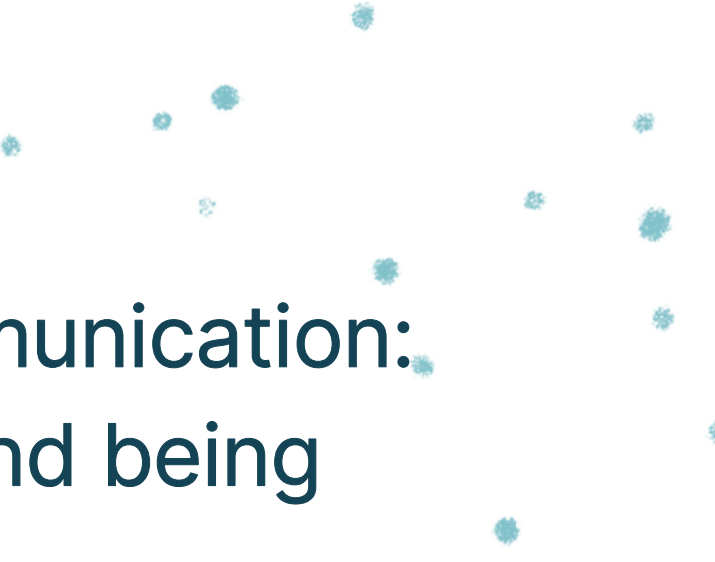


Successful Communication: Understanding and being understood



Content and goals

Being able to communicate in such a way that the other person understands you, knowing how to listen empathetically and accurately, and demonstrating that you adequately understand the other's point of view are among the most important core competencies in our everyday work. The theoretical inputs and practical exercises in this workshop contribute to getting to know and understand your own communicative behaviour, but also that of your fellow human beings, and to expanding your own communicative skills - outside the workplace as well as on the job.

Topics

- Mechanisms and principles of effective interpersonal communication.
- Why there is no "one-size-fits-all" communication style in professional settings, and why diversity is essential for successful collaboration.
- Understanding your own communication type: how to leverage its strengths and minimize potential risks.
- The role of feedback: how to give it constructively and how to receive it – especially when facing perceived negative criticism.

Trainer

Our trainers are specialists in occupational health management or psychologists with many years of professional experience as occupational and organizational psychologists.

Duration

Lunch Session	1 h: Theory
Workshop	2 h: Theory and practice
Training	4 h: Theory, practice and experience

Target audience

Employees, trainees

