

### General Information:

<b>Date</b>	3 till 5 December 2024
<b>Teaching units (90 mins)</b>	8
<b>Location</b>	Münster
<b>Country</b>	Germany
<b>Price</b>	345,- €
<b>VAT</b>	not included: + 19%
<b>Minimum Number of Participants</b>	5
<b>Accommodation</b>	not included / self organised
<b>Your trainer</b>	Dr. Jan Schmidt



## Course Description

It's so simple and yet so difficult. We communicate constantly: conversations, meetings, emails, phone calls. Communication is so self-evident that we often don't think about how multi-layered and complex communication processes are and how often communication fails. That's why it's good to take a closer look at it.

The "Empathetic and Constructive Communication" course starts with the basics: What is communication? What happens in the fundamental process of speaking and listening? Based on these fundamental considerations, the first tools will be presented and tested. In this style, the workshop develops an increasingly comprehensive understanding of communication and introduces various tools. Always combined with exercises and reflections.

After the workshop, you will be confident and self-assured even in difficult dialogue situations. They are not the only ones to benefit from this. Successful communication also has an impact on the entire working environment and has a lasting effect on the working atmosphere.

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<p><b>Overall objectives of the mobility</b></p>	<p>Participants will ...</p> <ul style="list-style-type: none"> <li>( ) Gain insight in basic communication processes and identify pitfalls.</li> <li>( ) Learn basic communication tools like active listening and apply them in various contexts.</li> <li>( ) Learn how communication can de-escalate or avoid conflicts .</li> <li>( ) Gain insight in the concept of non-violent/empathetic communication and explore how it influences everyday communication.</li> <li>( ) Learn how to use Microsoft Copilot for MS Office</li> </ul>
<p><b>Added Value of the mobility (in the context of modernisation and internationalisation of the sending institution</b></p>	<ul style="list-style-type: none"> <li>( ) Participants will be able to avoid difficult communication situation. Communication will be more constructive and effective.</li> <li>( ) Participants will share their knowledge about communication in their home institution. Thus they will contribute to modernisation.</li> <li>( ) Meeting with colleagues from all over Europe the participants will further develop their international network.</li> </ul>
<p><b>Activities to be carried out</b></p>	<p>The workshop will be highly interactive and give opportunities to exchange and contribute continuously. Methods used are:</p> <ul style="list-style-type: none"> <li>( ) Presentation by trainer.</li> <li>( ) Working in pairs and small groups.</li> <li>( ) Presentations by participants &amp; Feedback</li> <li>( ) Online resources: using generative AI as sparring partner.</li> <li>( ) Working on use cases and examples provided by participants.</li> </ul>

<p><b>Expected impact and outcome</b></p>	<p>After the workshop the participants will be able to:</p> <ul style="list-style-type: none"> <li>( ) Better understand communication processes and related interpersonal dynamics.</li> <li>( ) Communicate in an empathetic and constructive manner .</li> <li>( ) Deal with challenging questions and situations.</li> <li>( ) Improve the atmosphere in (challenging) team situations.</li> </ul>
<p><b>Target group</b></p>	<p>Employees in university administration and in research.</p>

<p><b>Your Destination</b></p>	<p>Visit and explore the beautiful city of Münster! Located in the western part of Germany, Münster is a city with many students and is characterised by cyclists, green spaces and many old buildings. A city with a peaceful and international atmosphere that also offers the opportunity to explore the nearby Ruhr area.</p>
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Monday	Tuesday	Wednesday	Thursday	Friday
09.00-12.30	09.00-12.30	09.00-12.30	09.00-12.30	09.00-12.30
n.a.	( ) Welcome! Expectations? ( ) Exploring communication: The sender-receiver model ( ) Active Listening I	( ) Deescalation strategies in conflicts: The Harvard model ( ) Listening for interests!	( ) Case studies: Communications & Conflicts ( ) Empathetic Communication (Rosenbaum/Covey)	n.a.
12.30-13.30	12.30-13.30	12.30-13.30	12.30-13.30	12.30-13.30
<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>
13.30-15.00	13.30-15.00	13.30-15.00	13.30-15.00	13.30-15.00
n.a.	( ) Active Listening II ( ) What happens in a conflict?	Free time: Explore Münster!	( ) Empathetic communication II ( ) Q&A	n.a.
Evening	Evening	Evening	Evening	Evening