

# Soft Skills for (Future) Diplomats and Peacebuilders

## Brining together head and heart in a professional context

The courses will start every day at 10h00. The ending time is around 15h00, also depending on the number of students. Often, there will be a homework assignment of between 1 and 2 hours to prepare for the next day.

*(09 – 13 August)*

### **Day 1: the problem – understanding collective action problems and why quick fix solutions are not available**

- Overview of the course and establishing personal learning objectives
- Introduction into collective action problems
- Perspectives from professionals: how can diplomats and civil society make a difference
- Exercises to test your skills in dealing with complex group assignments

### **Day 2: experiencing collective action problems - a simulation**

- Negotiation simulation
- Personal reflection on three levels: personal leadership, communication and ethics
- Personal feedback on your communication skills

### **Day 3: harnessing the power of group dynamics, empathy and negotiation skills**

*[Building on the simulation exercise of day 2]*

- How to listen to others beyond opinions and positions for feelings and needs
- Creating a balance between your needs and those of others
- How to create decisions with a group that are truly supported by everyone.
- What do you do if others play it mean? And dealing with nasty discussion tricks.
- How can you adjust your communication to people with different roles?

### **Day 4: your moral compass – character strengths and values**

- All participants will participate in a test of character strengths / team roles
- Which character strengths / relative strengths do you bring with you?
- People don't care how much you know, until they know how much you care. So, what inspires you? What is your vision? What do you stand for? And how to communicate your message effectively?

### **Day 5: challenge – being a compassionate and effective professional**

- The difficulty with communication techniques is in applying them in your life, so let's get real.
- Participants will present a personal case to practice with
- Reflection on your personal leadership in contributing to the problems of tomorrow
- How to continue practicing and growing: the hero's journey