

# Advanced Communication Skills

## Between persuasion and empathy

The courses will start every day at 11h00. The ending time is between 15h00 and 16h00, 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.

### *Week 1 (16 – 20 August)*

#### **Day 1: The vibe – inspirational speaking and learning to motivate an audience**

- Overview of the course and establishing personal learning objectives
- 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?
- How to inspire your audience and establish a common ground

#### **Day 2: The argument – critical analysis, investigating what's true, what's right and what's valuable**

- How to build your argument so your audience can understand them
- Using debates for better substantive discussions
- How to identify and address weakness in arguments

#### **Day 3: The connection – empathic communication in a professional context**

- How to listen to others beyond opinions and positions for feelings and needs
- Which character strengths do you bring with you?
- Creating a balance between your needs and those of others

#### **Day 4: The challenge – putting your communication and negotiation skills to the test**

- Negotiation simulation
- Personal reflection on three levels: personal leadership, communication and ethics
- Inquiry into collective action problems

#### **Day 5: The source – the freedom of honest communication**

- How to communicate openly and honestly in a professional context
- The power of vulnerability
- Creating deep connection with others

## *Week 2 (23 – 26 August)*

### **Day 1: The group – understanding group dynamics and your role in teams**

- What role fits you in a team?
- How can you adjust your communication to people with different roles?
- How to avoid the false consensus effect?

### **Day 2: The peace – bridging differences**

- How to deal with disagreements before it becomes resistance or even conflict?
- 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.

### **Day 3: The practice – deepening empathy**

- Effectively dealing with criticism
- Personal leadership when you are under attack
- How to stay calm when the going gets tough?

### **Day 4: The jump – bringing it all together**

- 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
- How to continue practicing and growing: the hero's journey