

Advanced Communication Skills

Between persuasion and empathy

The courses will start every day at 10h00. The ending time is around 15h00. There will be a one hour lunchbreak between 12h00 and 13h00. Often, there will be a homework assignment of between 1 and 2 hours to prepare for the next day.

Week 1 (15 – 19 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

NB This evening there is an informal evening programme

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 (22 – 25 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