

Lerninhalte

Einen Überblick gibt die folgende Tabelle:

Module 1 Communication and Teams	
<p>Background and Principles of Communication ...the map is not the territory</p> <ul style="list-style-type: none"> • <i>Introduction of basic communication models</i> • <i>Experiencing the difference of perception and reaction</i> <p>Communication Matrix ...flexibility for more effectiveness with self and others</p> <ul style="list-style-type: none"> • <i>Square of Communication: the 4 aspects of a message</i> • <i>Questions and Active Listening</i> • <i>Non-violent Communication</i> 	<p>Inter-cultural Communication ...knowing about the difference makes the difference</p> <ul style="list-style-type: none"> • <i>A Model of Culture: norms, values and assumptions</i> • <i>Dos and don'ts in Germany</i> <p>Successful in Groups and Teams ...the spirit of cooperation</p> <ul style="list-style-type: none"> • <i>Team building</i> • <i>Communication rules</i> • <i>Moderation basics</i> <p>Conflicts ... risk or chance?</p> <ul style="list-style-type: none"> • <i>Conflict handling styles</i> • <i>Win-win communication</i> •