

Seminar
Module



Communication

The decisive safety factor





We all know how important it is to communicate effectively without the risk of misunderstanding. Despite that, we keep finding ourselves in situations where “said” doesn’t mean “understood”.

The problem with miscommunication is that it can seriously affect the performance of an organisation, frequently also posing a real safety risk.

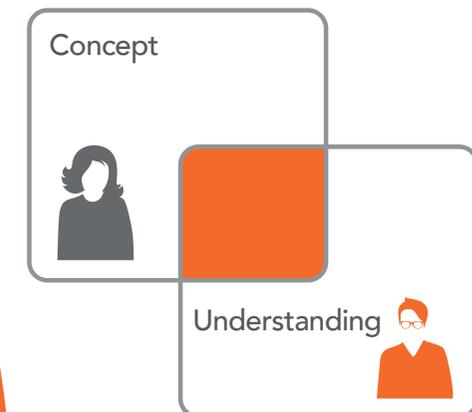
The cause of this is often people’s different ways of looking at one and the same situation. If you don’t have an effective policy for communicative exchange and people are working under stress, it’s no wonder that there are misunderstandings. But not every technique of communication is suitable for every situation. Our seminar module “communication” offers you the chance to reflect on your own communication style and to learn how to alter it to suit any situation.

- How prone to error is my communication?
- What alternative techniques of communication could work for me?
- How can I avoid misunderstanding?
- How does stress affect communication behaviour?
- How should I deal with conflict?

Using examples from air, sea and space travel, we will analyse typical breakdowns in communication.

We will work on different communicative concepts such as “situational communication”, “non-violent communication” and “secure communication”, as well as on the impact of stress.

Using a combination of short practice exercises and our interactive training platforms, techniques will be not only learned but also applied and reflected upon.





Profile

Target group:	Executive managers, operational managers and their teams
Main focus:	Communication techniques, communication under stress
Group size:	2 – 200 people
Time needed:	0.5 to 3 days according to your exact needs

The “communication” module can be delivered as a stand-alone seminar but also combines perfectly with the other modules in our programme (see reverse).

Feedback

“The combination of case study, theoretical analysis and practical application is perfect. A great seminar!”

Participant World Nuclear University Summer Institute, Oxford GB

“The video analysis in the seminar felt uncomfortable but was for me extremely valuable. Thank you for this opportunity to reflect on my communication behaviour.”

Participant “Expertise in Leadership” B.Braun Foundation, Germany



Extract from our programme

Impulses
and
Workshops

Seminar
Modules

Interactive
Platforms

Errare Humanum Est

Developing a learning organisation

Communication

The decisive safety factor

Faber Fantasticus

Communication, leadership and stress

Complacency

Dealing with everyday risks

Decision Making

Mastering complexity and dynamics

Titanica

Leadership and strategy in the team

Reality Check

Reflections on everyday work

Leadership

Balancing authority and team play

Alpha Centauri Bc

Complex decision making

reflecting



understanding



experiencing



IIP

InterPersonis

InterPersonis specialises in enhancing the skills of employees, teams and companies within high reliability organisations and high tech sectors for their everyday challenges. We especially focus on safety and dealing with risks. We utilise our many years of work experience, modern training methods and the newest findings from science and practice. Our trainers are from international aviation and are active airline pilots. They have comprehensive experience in training, in operative leadership, in management and in working responsibly with employees. The team is complemented by industrial psychologists and trainers. Since its foundation in 2007, InterPersonis has been working successfully with companies and organisations from many sectors, including the nuclear industry and medicine.