

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.

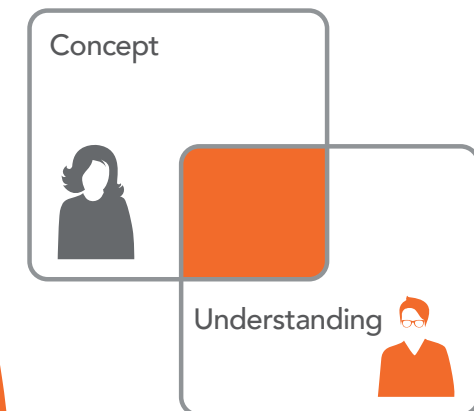
The cause of this is often people’s different ways of looking at one and the same situation. If you don’t have an effective policy for communicative exchange and people are working under stress, it’s no wonder that there are misunderstandings. But not every technique of communication is suitable for 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

## Feedback

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).

*“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

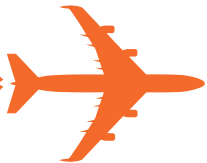
reflecting



understanding



experiencing



**IP**

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.