

## Constructive communication

A practical guideline to positive, successful interactions at your workplace

Communication plays a powerful role in every area of life, including the professional context. The way you communicate with your peers, superiors, students and last but not least with yourself has a strong impact on every encounter you face. In many cases it even determines success or failure and thus influences your wellbeing immensely.

In this workshop you will improve your communication skills in order to enhance effectiveness and sovereignty and limit unintentional harm when it comes to conflict. You will learn to manage differences with the people you're involved with so that win/win solutions will emerge much easier.

Constructive communication offers you a powerful tool box in order to negotiate your needs and resources successfully, to set boundaries when needed, to support each other and solve arising conflicts.

### Seminar contents:

- Fundamentals of constructive communication
- Communication model of Marshall Rosenberg
- How to uncover the „treasures“ in conflicts
- Dealing with different dialog partners
- Reading and optimizing body language
- How to prepare a difficult conversation

### Methods:

- Theory inputs
- Exercises
- Group discussions
- Role plays
- Individual feedbacks