



Basics of Communication

Description

Using Friedemann Schulz von Thun's "4-ears-model", the participants are made aware of the complex process of communication. They get to know and understand their personal communication behavior better. The participants also get to know "their" preferred ear. They learn to understand which messages they often send unconsciously. The training course encourages the participants to transfer the acquired knowledge into action competence.

Target Audience

Employees who work in fields with communicative demands; young management employees who you wish to prepare for their future tasks; experienced managers who want to gain a better understanding of communication

Learning Objectives

- Getting to know the causes of misunderstandings
- Understanding the four levels of a message (according to Schulz von Thun)
- Assessing the receiver's listening preferences
- Getting to know your own listening preference