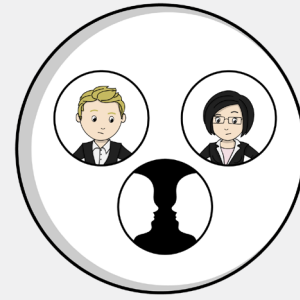


# COMMUNICATION

Communicating with other people is a beautiful way to create closeness but also an excellent opportunity to get into trouble. The person sending the message wraps it in a signal (usually via language) and the person receiving it interprets what is being said as good as possible. Most of our communication takes place on the emotional level. As Paul Watzlawick said: "You can't not communicate".



## FACTS



### LANGUAGE

German  
English



### COURSE TYPE

Presence Training  
Online Training  
Blended Learning  
E-Learning



### REQUIREMENTS

None



### AVAILABLE

Inhouse  
Individual (Blended  
und E-Learning)



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### FACTSHEET ONLINE



## TRAINING DESCRIPTION

In this training, we look at different communication models and work out how successful communication is structured so that it works for both sender and receiver. Conscious learning from experience is encouraged by a structured review after each task. Learning in training is based on practical experience in working through the exercises and on further input in the plenary session.

## THE PROCESS OF ACTIVE LISTENING

### The process of active listening

- 1 Signalise attention
- 2 Listen and accept what the interviewer says emotionally (empathic listening)
- 3 Try to understand what the content statement is and what is communicated at the relationship level
- 4 Summarise what was said in your own words and ask whether you understood what was said as the speaker meant it
- 5 React on the relationship level. Talk about what the things you say trigger in you (joy, disappointment, anger etc.). In doing so, you also show understanding for the feelings of the other person
- 6 Wait for the other party to respond

If you want to be sure that you have understood your interlocutors, it is important to listen actively. It is about really wanting to understand the other side. Please follow the process described above.

## CONTENTS AT A GLANCE

### PREPARE MEETINGS

- Transceiver model
- Iceberg model
- Active listening

### THE FOUR SIDES OF A MESSAGE

- Facts
- Relationship
- Appeal
- Self-revelation

### CHANGE OF PERSPECTIVE AS A METHOD

- Change of perspective as a method
- My truth - Your truth - Match your truth

### PEER COACHING

- Case study