



makesense

# Training Module

Module Number: 1

Module Title: Interpersonal Competences

Prepared by: Eulab Consulting



# Introduction to Module #Interpersonal Competences

## ▶ Background and Scope

▶ A healthy business process is based on internal and external communication capable of fostering synergies. In order to help teachers and students to increase their interpersonal abilities so that they can build a Social Enterprise, this Module will be dedicated to the main techniques of communication and internal and external relations.

▶ This Module will focus on 3 main subjects:

1. Communication Principles
2. Active listening
3. Assertiveness.

▶ This Module will work on three different types of communication:

1. Bottom-up: i.e. how to talk with someone in charge (your boss, your Board).
2. Horizontal, peer-to-peer communication: finding the most appropriate channels to collaborate, involve or receive support from coworkers.
3. -External communication: methods and techniques for constructive interactions with users and stakeholders.

# Introduction

## ▶ Outline of this Module

- ▶ This is a training Module on Interpersonal Competences. Its objective is to help teachers and students to acquire awareness on the importance of relational abilities and tools to improve those abilities.
- ▶ The training methods used are: Participative lesson, exercises, role play, project work.

## ▶ Goal

- ▶ The Module's main goal is to help teachers and students to improve their interpersonal abilities, in order to be able to carry out some necessary activities in a Social Enterprise: to listen, to communicate with co-workers and with stakeholders, to work in a team.

## ▶ Learning Outcomes

- ▶ By the end of this module the learner will be able to:
  - ▶ Know the main principles on communication and the meaning of active listening, empathy, feedback, assertiveness.
  - ▶ Use such tools (active listening, empathy, feedback, communication principles) to learn how to build useful and positive working relationships, based on a clear communication.
  - ▶ Understand the key steps necessary to use effective communication, based on listening and giving/asking for feedbacks.

## ▶ Training Approach

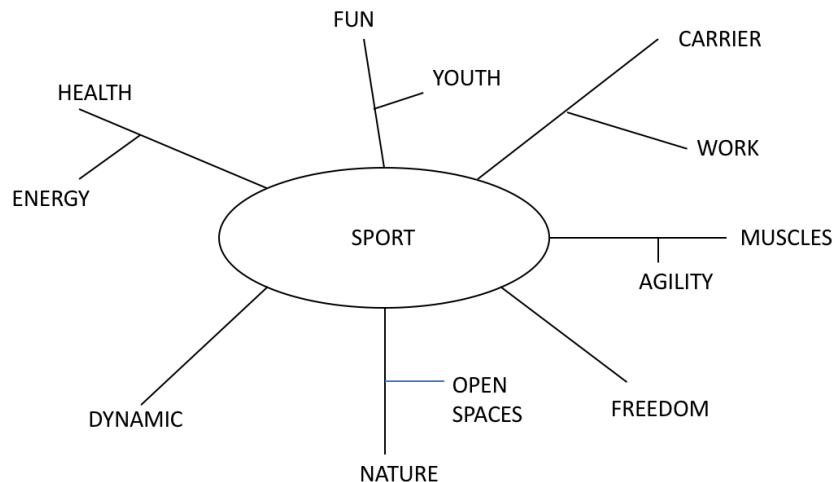
- ▶ The methods included are based on the andragogic approach of **Learning by Doing**.

# Schedule

STAGE AND ACTIVITIES	PROCESS	TIME
0. WARM UP/LEAD IN/ REVIEW	Welcome, setting up rules, and self-introduction	20 Minutes
1. ICE BREAKER	“The Tree of our Thoughts”	1 hour
	<b>COFFEE/COMFORT BREAK</b>	
2. THEORY PILL 1	Communication principles	40 Minutes
3. EXERCISE 1	1) The train of Communication - 2) Tell me a story of effective / non effective communication	30 Minutes
	<b>LUNCH/COMFORT BREAK</b>	
4. THEORY PILL 2	Active listening techniques	30 Minutes
5. EXERCISE 2	Active listening: Try the Echo	20 Minutes
6. THEORY PILL 3	Assertiveness	30 Minutes
	<b>COFFEE/COMFORT BREAK</b>	
7. EXERCISE 3	Role Play on Assertive Behaviour	20 Minutes
8. PLENARY	Debriefing and evaluation	30 Minutes

# ICE BREAKER

- ▶ Title: The Tree of our Thoughts
- ▶ Purpose of the session: Brainstorming on the meaning of Interpersonal relations
- ▶ Materials and resources required: Flip-chart, flip-chart paper, marker pens.
- ▶ EXAMPLE:



- ▶ DESCRIPTION OF THE ACTIVITY.
- ▶ Participants, divided into groups of 3/5 people, will build “the tree of their thoughts” together, having in mind the word: RELATION.
- ▶ Steps:
  1. Write down on a piece of paper all the words, images, concepts, thoughts and emotions that come to mind when you think of the word “RELATION”, as in the example, also referring to the themes of the training module.
  2. Reconsider the words you have written on the paper, think about how important they are to you and rank their importance by assigning a number to them.
  3. Finally, give the words identified a sign: positive (+), negative (-) or neutral (0), depending on the emotional connotation that each word has for you in this context.
  4. PLENARY: Discussion on the 3 most important word for each group.

# THEORY PILL 1

## ▶ **THEORY PILL: COMMUNICATION PRINCIPLES**

- ▶ The session will show the importance of understanding and using effectively the rules of Communication.
- ▶ Materials and resources required: video, speakers, PPT slides.

## ▶ **Description of the Activity:**

- ▶ The activity will take place as a participative lesson, with the trainer showing and commenting power point slides, with the aid of some videos (film clips).

# EXERCISES ON EFFECTIVE COMMUNICATION

## ▶ 1) The train of Communication

- ▶ Purpose of the session: to show how easy it is to lose the main point of what communicated
- ▶ Materials and resources required: no materials, but it must be done in presence (or on the telephone).
- ▶ Description of the Activity:
- ▶ The first person will tell a complex sentence in the ear of the person sitting next to them and each participant will repeat it to who is next.
- ▶ At the end, we will compare the first and last sentence.

## ▶ 2) Tell me a story of effective / non effective communication

- ▶ Purpose of the session: to engage participants into looking over their attitude to communication
- ▶ Materials and resources required: no materials needed.
- ▶ Description of the Activity:
- ▶ Each person will describe one example of their communication gone well, and one gone wrong.
- ▶ If there are too many participants, they can do this exercise in groups.

# THEORY PILL 2

- ▶ **THEORY PILL: Active listening Techniques**

- ▶ Purpose of the session: to show the meaning and importance of active listening, how to exercise it.
- ▶ Materials and resources required: video, speakers, PPT slides.

- ▶ **Description of the Activity:**

- ▶ The activity will take place as a participative lesson, with the trainer showing and commenting power point slides, with the aid of some videos (film clips).



# EXERCISE ON ACTIVE LISTENING

- ▶ **Title: TRY THE ECHO**
- ▶ Purpose of the session: to give the participants an example of how to use active listening during their life: at home, at school, at work.
- ▶ Materials and resources required: none.
- ▶ **Description of the Activity**
- ▶ The participants, divided in couples, will tell a story to each other (i.e.: description of what they did the day before, or explanation of why literature is their favourite subject).
- ▶ The listening person will check if they have understood, using the techniques of the Echo, the Simple Reformulation and the Complex Reformulation.

# THEORY PILL 3

## ▶ **THEORY PILL: Assertiveness**

- ▶ Purpose of the session: the participants will learn how to achieve an assertive attitude and how this can help their interpersonal relations. They will also learn to recognize a Passive, Aggressive or Assertive behaviour in other people.
- ▶ Materials and resources required: video, speakers, PPT slides.

## ▶ Description of the Activity:

- ▶ The activity will take place as a participative lesson, with the trainer showing and commenting power point slides, with the aid of some videos (film clips).

# EXERCISE ON ASSERTIVITY

- ▶ **Title: SITTING IN A TRAIN**

- ▶ Purpose of the session: the exercise is a role play, where participants will test their ability to persuade an aggressive person and a passive one, to follow their lead.
- ▶ Materials and resources required: no materials, but it must be done in presence.

- ▶ **Description of the Activity**

- ▶ The role play takes place in a train, in a compartment where one of the occupants starts smoking.
- ▶ The participants will play in teams and will have to find a way to persuade the smoker to put out its cigarette.
- ▶ Each of the players will have their own character, with a draft script.

# PLENARY

## ▶ DEBRIEFING

- ▶ Purpose of the session: the final debriefing is vital to make sure that the participants have actually embraced what discussed during the lesson. Considering the subject, we suggest to use the Active Listening techniques of the Echo and Simple/Complex Reformulation to assess the level of comprehension (this can also be a useful methodological tool for teachers).
- ▶ Materials and resources required: no materials needed, just a discussion.

## ▶ Description of the Activity

- ▶ The trainer will run the debriefing, taking care to recall all the inputs coming from the participants.
- ▶ After this, the participants will be asked to tell everyone 2 things that they have learned during the Module.

# TEACHER/FACILITATOR'S NOTES

# ADDITIONAL RESOURCE MATERIALS/LINKS

▶ TO BE IMPLEMENTED

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